



Eastern Oregon CCO
CAHPS® 5.0 Medicaid Survey

Banner Book Report

June 2014



Methodology

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

Sample Disposition

Response/Non-Response Comparison

Banner Tables

- Adult Tables
- Child Tables

Appendix

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

METHODOLOGY

Introduction

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

Survey Milestones

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

Sampling

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

Questionnaires

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

Selection of Cases for Analysis

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

Composites, Overall Ratings, and Measures for Reporting

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

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

Composite: Getting Needed Care

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

Q25/28. Getting appointments with specialists

Composite: Getting Care Quickly

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

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

Composite: How Well Doctors Communicate

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

Q18/18. Personal doctor listened carefully to you

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

Q20/22. Personal doctor spent enough time with you

Composite: Customer Service

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

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

Composite: Shared Decision Making

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

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

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

Rating Questions

Q13/13. Rating of all health care

Q23/26. Rating of personal doctor

Q27/30. Rating of specialist doctor

Q42/36. Rating of health plan

Composite: Access to Specialized Services (Child only)

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

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

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

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

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

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

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

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

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

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

Comparisons, Statistical Testing, Scoring, and Weighting

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

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

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

Sample Disposition

Category	Adult		Child	
	Eastern Oregon CCO	Overall	Eastern Oregon CCO	Overall
**First mailing - sent	900	15300	900	15300
*First mailing - usable survey returned	172	3059	158	2459
Second mailing - sent	700	11718	714	12459
*Second mailing - usable survey returned	50	1039	53	1057
*Phone - usable surveys	78	1456	159	2502
Total - usable surveys	300	5554	370	6018
†Ineligible: According to population criteria‡	34	348	18	362
†Ineligible: Deceased	2	78	0	3
†Ineligible: Mentally or physically unable to complete survey	18	301	0	0
†Ineligible: Language barrier	0	77	0	39
Incorrect address AND incorrect phone number	68	1065	68	991
Refusal/Returned survey blank	32	720	37	783
Nonresponse - Unavailable by mail or phone	446	7157	407	7104
Adjusted Response Rate	35.5%	38.3%	42.0%	40.4%

*Included in response rate numerator

†Excluded from adjusted response rate denominator

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

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

Response/Non-Response Comparison

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

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

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

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

Adult

Gender / Age	Non-Respondents	Respondents	Difference
Male	171 35.8%	105 35.0%	-0.77%
Female	307 64.2%	195 65.0%	0.77%
18-24	139 29.1%	56 18.7%	-10.41%
25-34	143 29.9%	62 20.7%	-9.25%
35-44	83 17.4%	44 14.7%	-2.70%
45-54	53 11.1%	64 21.3%	10.25%
55-64	33 6.9%	48 16.0%	9.10%
65-74	12 2.5%	18 6.0%	3.49%
75 or Older	15 3.1%	8 2.7%	-0.47%

Child

Gender / Age	Non-Respondents	Respondents	Difference
Male	231 52.0%	185 50.0%	-2.03%
Female	213 48.0%	185 50.0%	2.03%
<1, 1-3	109 24.5%	87 23.5%	-1.04%
4-7	117 26.4%	110 29.7%	3.38%
8-12	125 28.2%	101 27.3%	-0.86%
13 or older	93 20.9%	72 19.5%	-1.49%

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

		AGE							RACE						ETHNICITY		HEALTH STATUS		GENDER	
		18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD &	FAIR & POOR	FE- MALE	MALE	
Q1																				
YES	292	5403	45	59	42	59	45	23	211	2	5	4	13	22	47	225	180	92	90	185
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
NOT ANSWERED	8	151	1		3	1	2	4						1	4	3	3	5	3	4
VALID CASES	292	5403	45	59	42	59	45	23	211	2	5	4	13	22	47	225	180	92	90	185
NUMBER OF RESPONDENTS	300	5554	46	59	42	62	46	25	215	2	5	4	13	23	51	228	183	97	93	189
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

		AGE							RACE						ETHNICITY		HEALTH STATUS		GENDER		
EAST TOT ADULT	OHP TOT ADULT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD &	FAIR & POOR	FE- MALE	MALE		
Q3 YES	125 44%	2419 45%	17 38%	24 41%	18 44%	32 52%	20 44%	9 38%	92 44%	1 50%	2 40%	2 ~	3 50%	14 23%	14 61%	104 27%*	73 47%*	46 40%	36 51%	85 39%	46 46%
Q3 NO	162 56%	2914 55%	28 62%	35 59%	23 56%	30 48%	15 56%	118 56%	1 50%	3 60%	2 ~	10 77%	9 39%	37 73%*	118 53%*	110 60%	45 49%	56 61%	100 54%	100 54%	
NOT ANSWERED	13	220	1	1	1	1	1	5							6		6	1	4		
VALID CASES	287	5334	45	59	41	62	45	24	210	2	5	4	13	23	51	222	183	91	92	185	185
NUMBER OF RESPONDENTS	300	5554	46	59	42	62	46	25	215	2	5	4	13	23	51	228	183	97	93	189	189
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

	EAST TOT ADULT	OHP TOT ADULT	AGE						RACE						ETHNICITY		HEALTH STATUS		GENDER		
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR- WHT	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	OTHR	MUL- TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD &	FAIR & POOR	MALE	FE- MALE	
Q4 NEVER	5 5%	72 3%	1 7%	1 ~	1 6%	1 3%	1 7%	4 5%	~	~	~	~	~	~	~	4 4%	2 3%	3 8%	~	4 5%	
SOMETIMES	15 14%	310 15%	1 7%	2 9%	7 41%	3 10%	1 7%	7 9%	1 50%	~	~	~	6 46%	1 8%	13 14%	9 13%	5 14%	6 19%	8 11%		
USUALLY	21 19%	531 26%	~	11 50%	1 6%	3 10%	2 13%	3 43%	19 24%	1 100%	~	~	~	1 8%	1 8%	19 21%	11 16%	10 27%	6 19%	15 20%	
ALWAYS	70 63%	1161 56%	13 87%	9 41%	8 47%	23 77%	11 73%	4 57%	50 63%	1 50%	~	2 100%	2 100%	6 46%	11 85%	56 61%	46 68%	19 51%	19 61%	49 64%	
#ALWAYS + USUALLY (NET)	91 82%	1692 82%	13 87%	20 91%	9 53%	26 87%	13 87%	7 100%	69 86%	1 100%	1 50%	~	2 100%	2 100%	7 54%	12 92%	75 82%	57 84%	29 78%	25 81%	64 84%
TOP BOX SCORE	70 63%	1161 56%	13 87%	9 41%	8 47%	23 77%	11 73%	4 57%	50 63%	1 50%	~	2 100%	2 100%	6 46%	11 85%	56 61%	46 68%	19 51%	19 61%	49 64%	
NOT ANSWERED	14	322	2	2	1	2	5	2	12	~	~	~	1	1	1	12	5	9	5	9	
VALID CASES	111	2074	15	22	17	30	15	7	80	1	2	~	2	2	13	13	92	68	37	31	76
NUMBER OF RESPONDENTS	125	2396	17	24	18	32	20	9	92	1	2	~	2	3	14	14	104	73	46	36	85
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	~	100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q3 = YES]

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

		AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER	
		EAST TOT ADLT	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	FE- MALE	MALE	
Q5 YES	201 70%	3840 72%	30 65%~	39 67%	25 61%~	44 71%	35 78%~	18 75%~	148 70%	2 100%~	4 80%~	4 ~100%~	5 38%~	17 77%~	32 63%	159 71%	118 65%*	73 78%*	56 62%*	137 73%	
NO	87 30%	1468 28%	16 35%~	19 33%	16 39%~	18 29%	10 22%~	6 25%~	64 30%	1 ~ 20%~			8 ~ 62%~	5 23%~	19 37%	64 29%	64 35%*	20 22%*	35 38%*	50 27%	
NOT ANSWERED	12	246		1	1		1	1	3					1		5	1	4	2	2	
VALID CASES	288	5308	46	58	41	62	45	24	212	2	5	4	13	22	51	223	182	93	91	187	
NUMBER OF RESPONDENTS	300 100%	5554 100%	46 100%	59 100%	42 100%	62 100%	46 100%	25 100%	215 100%	2 100%	5 100%	4 100%	13 100%	23 100%	51 100%	228 100%	183 100%	97 100%	93 100%	189 100%	

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

			AGE					RACE					ETHNICITY		HEALTH STATUS		GENDER				
	EAST TOT ADULT	OHP TOT ADULT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	NATV AS- IAN	AMER HAW/ IND/ PAC ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & FAIR & POOR	MALE	FE- MALE			
Q6 NEVER	7 4%	83 2%		3 ~ 8%~		2 ~ 5%~	1 4%~		5 4%	1 ~ 25%~				1 3%~	5 4%~	3 3%	3 5%	1 2%	5 4%		
SOMETIMES	37 21%	655 19%	9 31%~	10 27%~	4 17%~	6 16%~	2 7%~	3 19%~	23 18%	1 50%~			2 ~ 40%~	5 29%~	10 32%~	24 17%~	21 20%	14 22%	9 18%	25 21%	
USUALLY	52 29%	957 28%	9 31%~	10 27%~	7 30%~	9 24%~	8 29%~	7 44%~	41 32%	1 ~ 25%~		2 ~ 50%~	3 60%~	3 18%~	7 23%~	44 32%~	30 28%	21 33%	16 31%	36 30%	
ALWAYS	81 46%	1742 51%	11 38%~	14 38%~	12 52%~	20 54%~	17 61%~	6 38%~	58 46%	1 50%~	2 50%~		2 ~ 50%~	9 ~ 53%~	13 42%~	66 47%~	53 50%	25 40%	25 49%	55 45%	
#ALWAYS + USUALLY (NET)	133 75%	2699 79%	20 69%~	24 65%~	19 83%~	29 78%~	25 89%~	13 81%~	99 78%	1 50%~	3 75%~		4 ~ 100%~	3 60%~	12 71%~	20 65%~	110 79%~	83 78%	46 73%	41 80%	91 75%
TOP BOX SCORE	81 46%	1742 51%	11 38%~	14 38%~	12 52%~	20 54%~	17 61%~	6 38%~	58 46%	1 50%~	2 50%~		2 ~ 50%~	9 ~ 53%~	13 42%~	66 47%~	53 50%	25 40%	25 49%	55 45%	
NOT ANSWERED	24	401	1	2	2	7	7	2	21					1	20	11	10	5	16		
VALID CASES	177	3437	29	37	23	37	28	16	127	2	4		4	5	17	31	139	107	63	51	121
NUMBER OF RESPONDENTS	201	3838	30	39	25	44	35	18	148	2	4		4	5	17	32	159	118	73	56	137
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q5 = YES]

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

	EAST TOT ADLT	OHP TOT ADLT	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER	
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ IND/ PAC ALSK	AMER ILND NATV OTHR	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & GOOD POOR	FE- MALE MALE			
Q7 NONE	65 23%	1217 23%	13 28%	14 25%	15 38%	10 16%	4 9%	5 22%	49 23%	1 ~ 20%	~	6 ~ 46%	2 9%	16 32%	45 20%	47 26%	15 16%*	26 29%	35 19%*	
1 TIME	46 16%	847 16%	10 22%	8 14%	2 5%	9 15%	11 24%	4 17%	30 14%	1 ~ 20%	~	1 ~ 25%	2 15%	4 18%	11 22%	34 15%	38 21%*	8 9%*	20 22%	24 13%
2	56 20%	1010 19%	8 17%	10 18%	7 18%	13 21%	15 33%	2 9%	42 20%	1 50%	2 40%	~	2 ~ 15%	6 27%	6 12%	49 22%*	35 20%	20 22%	19 21%	36 20%
3	46 16%	647 12%	8 17%	9 16%	6 15%	12 19%	5 11%	6 26%	33 16%	1 ~ 20%	~	1 ~ 25%	2 15%	4 18%	9 18%	36 16%	26 15%	17 18%	9 10%*	37 20%*
4	21 7%	427 8%	2 4%	5 9%	2 5%	5 8%	4 9%	2 9%	17 8%	~	~	1 ~ 25%	2 ~ 9%	3 6%	18 8%	10 6%	10 11%	7 8%	14 8%	
5 TO 9	37 13%	719 14%	1 2%	8 14%	6 15%	11 18%	6 13%	4 17%	32 15%*	1 50%	~	1 ~ 25%	1 8%	4 ~ 8%	30 14%	16 9%*	19 20%*	8 9%	29 16%*	
10 OR MORE TIMES	12 4%	356 7%*	4 9%	3 5%	1 3%	2 3%	1 2%	~	7 3%	~	~	~	~	4 ~ 18%	10 2%	7 4%	4 4%	2 2%	9 5%	
NOT ANSWERED	17	330		2	3			2	5				1	1	6	4	4	2	5	
VALID CASES	283	5224	46	57	39	62	46	23	210	2	5	4	13	22	50	222	179	93	91	184
NUMBER OF RESPONDENTS	300	5554	46	59	42	62	46	25	215	2	5	4	13	23	51	228	183	97	93	189
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

		AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER	
Q8	EAST TOT ADULT	OHP TOT ADULT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLK OR AFR	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- OTHR TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	GOOD & POOR	MALE	FE- MALE		
			#YES	158 74%	2839 72%	23 70%~	29 67%~	18 75%~	39 78%	32 80%~	14 82%~	118 75%	1 50%~	4 100%~	4 ~100%~	2 29%~	16 80%~	24 71%~	130 75%~	96 74%	55 73%
NO	55 26%	1080 28%	10 30%~	14 33%~	6 25%~	11 22%	8 20%~	3 18%~	39 25%	1 50%~			5 ~	4 ~	10 29%~	43 25%~	34 26%	20 27%	15 23%	38 26%	
NOT ANSWERED	5	109				2	2	1	4						4		2	3	1	4	
VALID CASES	213	3919	33	43	24	50	40	17	157	2	4		4	7	20	34	173	130	75	64	145
NUMBER OF RESPONDENTS	218	4028	33	43	24	52	42	18	161	2	4		4	7	20	34	177	132	78	65	149
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q7 >= 1 TIME]

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

		AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER	
		18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD &	FAIR & POOR	MALE	FE- MALE		
Q9																					
YES	EAST TOT ADLT	108	2140	15	24	16	22	16	11	82	1	3	2	1	11	12	92	56	49	30	75
	OHP TOT ADLT	51%	54%	45%~	57%~	67%~	44%	40%~	65%~	53%	50%~	75%~	~ 50%~	14%~	55%~	35%~	53%~	43%*	65%*	47%	52%
NO	EAST TOT ADLT	104	1796	18	18	8	28	24	6	74	1	1	2	6	9	22	80	73	26	34	69
	OHP TOT ADLT	49%	46%	55%~	43%~	33%~	56%	60%~	35%~	47%	50%~	25%~	~ 50%~	86%~	45%~	65%~	47%~	57%*	35%*	53%	48%
NOT ANSWERED		6	92	1		2	2	1		5						5	3	3	1	5	
VALID CASES		212	3936	33	42	24	50	40	17	156	2	4	4	7	20	34	172	129	75	64	144
NUMBER OF RESPONDENTS		218	4028	33	43	24	52	42	18	161	2	4	4	7	20	34	177	132	78	65	149
		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q7 >= 1 TIME]

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

	EAST TOT ADLT	OHP TOT ADLT	AGE					RACE					ETHNIC- ITY		HEALTH STATUS		GENDER				
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	NATV HAW/ AS- PAC	AMER IND/ ALSK	MUL- TI	NOT HIS- PAN- IC	HIS- PAN- IC	EX & VERY GOOD & FAIR & GOOD POOR	FE- MALE MALE					
Q10 NOT AT ALL	6 6%	93 4%	2 13%~	1 ~	3 6%~	14%~	~	4 5%~	~	~	~	~	2 18%~	2 18%~	4 4%~	4 7%	2 4%~	3 10%~	3 4%~		
A LITTLE	23 22%	327 16%	3 20%~	4 17%~	3 19%~	3 14%~	5 33%~	4 36%~	17 21%~	1 ~	33%~	~	1 ~100%~	2 18%~	1 9%~	20 22%~	10 18%	12 26%~	6 20%~	16 22%~	
SOME	30 29%	758 36%	3 20%~	7 30%~	6 38%~	7 32%~	4 27%~	3 27%~	26 33%~	~	~	1 ~50%~	3 ~27%~	3 27%~	27 30%~	14 25%	15 32%~	8 27%~	22 30%~		
#A LOT	46 44%	898 43%	7 47%~	12 52%~	6 38%~	9 41%~	6 40%~	4 36%~	33 41%~	1 100%~	2 67%~	~	1 ~50%~	4 ~36%~	5 45%~	39 43%~	27 49%	18 38%~	13 43%~	32 44%~	
NOT ANSWERED	3	95	1				1		2					1	2	1	2			2	
VALID CASES	105	2076	15	23	16	22	15	11	80	1	3		2	1	11	11	90	55	47	30	73
NUMBER OF RESPONDENTS	108	2171	15	24	16	22	16	11	82	1	3		2	1	11	12	92	56	49	30	75
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%

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

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

	EAST TOT ADLT	OHP TOT ADLT	AGE					RACE					ETHNIC- ITY		HEALTH STATUS		GENDER				
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	NATV HAW/ AS- PAC	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & GOOD POOR	MALE MALE	FE- MALE				
Q11 NOT AT ALL	22 21%	407 20%	4 27%	6 26%	2 13%	7 32%	2 14%	17 22%	~	~	~	~	1 ~100%	3 27%	2 17%	19 21%	10 19%	12 25%	8 28%	13 18%	
A LITTLE	26 25%	411 20%	4 27%	3 13%	3 19%	4 18%	7 50%	4 36%	19 24%	1 100%	1 33%	~	~	1 9%	3 25%	23 26%	13 24%	11 23%	9 31%	16 22%	
SOME	29 28%	704 34%	3 20%	7 30%	5 31%	5 23%	4 29%	5 45%	20 25%	1 33%	~	2 ~100%	~	5 45%	5 42%	23 26%	17 31%	12 25%	8 28%	21 29%	
#A LOT	28 27%	554 27%	4 27%	7 30%	6 38%	6 27%	1 7%	2 18%	23 29%	1 33%	~	~	~	2 18%	2 17%	24 27%	14 26%	13 27%	4 14%	23 32%	
NOT ANSWERED	3	95		1		2		3							3		2	1	1	2	
VALID CASES	105	2076	15	23	16	22	14	11	79	1	3		2	1	11	12	89	54	48	29	73
NUMBER OF RESPONDENTS	108	2171	15	24	16	22	16	11	82	1	3		2	1	11	12	92	56	49	30	75
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%

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

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

		AGE							RACE						ETHNICITY		HEALTH STATUS		GENDER	
		EAST TOT ADULT	OHP TOT ADULT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLK OR AFR-	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & FAIR & POOR	FE- MALE	MALE
Q12 #YES	72 69%	1495 72%	9 60%	19 79%	14 88%	12 55%	9 64%	7 64%	53 66%	1 100%	3 100%	2 ~100%	7 ~64%	8 73%	62 69%	43 78%*	26 55%	21 72%	50 68%	
NO	33 31%	577 28%	6 40%	5 21%	2 13%	10 45%	5 36%	4 36%	27 34%	~	~	~	1 ~100%	4 36%	3 27%	28 31%	12 22%*	21 45%	8 28%	24 32%
NOT ANSWERED	3	99				2			2						1	2	1	2	1	1
VALID CASES	105	2072	15	24	16	22	14	11	80	1	3	2	1	11	11	90	55	47	29	74
NUMBER OF RESPONDENTS	108 100%	2171 100%	15 100%	24 100%	16 100%	22 100%	16 100%	11 100%	82 100%	1 100%	3 100%	2 100%	1 100%	11 100%	12 100%	92 100%	56 100%	49 100%	30 100%	75 100%

[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?

	EAST TOT ADULT	OHP TOT ADULT	AGE					RACE					ETHNICITY		HEALTH STATUS		GENDER		
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLK OR AFR-	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & POOR	FAIR & POOR	MALE	FE- MALE
Q13 WORST HEALTH CARE POSSIBLE	52%	27% 0.7%	1~	1~	2~	1~	3~	~	~	~	~	2~	10%~	1~	4~	~	5~	2~	3~
01		36% 0.9%	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
02	52%	49% 1%	1~	1~	2~	1~	2~	~	~	~	1~	14%~	~	~	5~	2~	2~	~	5~
03	42%	75% 2%	1~	1~	1~	1~	3~	~	~	~	1~	14%~	~	1~	2~	2~	2~	2~	2~
04	42%	144% 4%	1~	~	~	1~	2~	4~	~	~	~	~	~	~	4~	1~	3~	1~	3~
05	189%	268% 7%	1~	8~	2~	5~	1~	1~	15~	1~	~	~	1~	1~	17~	7~	11~	5~	13~
06	94%	223% 6%	3~	3~	2~	~	~	7~	~	~	~	~	1~	~	8~	6~	2~	1~	7~
07	2010%	446% 11%	2~	7~	1~	4~	5~	1~	15~	1~	1~	~	1~	1~	19~	11~	7~	7~	13~
08	5024%	874% 22%	10~	10~	6~	14~	5~	2~	40~	~	~	~	3~	3~	36~	29~	20~	11~	37~
09	3316%	633% 16%	12~	6~	3~	3~	7~	2~	27~	~	~	~	4~	6~	27~	24~	9~	9~	24~
BEST HEALTH CARE POSSIBLE	6129%	1114% 29%	4~	5~	7~	19~	18~	7~	38~	2~	3~	1~	8~	13~	47~	46~	12~	26~	34~
#8-10 (NET)	14469%	2622% 67%	26~	21~	16~	36~	30~	11~	105~	2~	3~	4~	15~	30~	110~	99~	41~	46~	95~

Continued

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

		AGE							RACE					ETHNICITY		HEALTH STATUS		GENDER		
		EAST TOT ADULT	OHP TOT ADULT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLK OR AFR-	AMER AS-	NATV HAW/ PAC	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN-	EX & VERY GOOD & FAIR & POOR	MALE MALE		
9-10 (NET)	94 45%	1747 45%	16 48%	11 26%	10 42%	22 45%	25 64%	9 56%	65 42%	2 ~	3 ~	1 ~	12 60%	19 56%	74 44%	70 55%*	21 29%*	35 55%	58 41%	
NOT ANSWERED	9	139				3	3	2	7	1					8	4	5	1	8	
VALID CASES	209	3889	33	43	24	49	39	16	154	2	3	4	7	20	34	169	128	73	64	141
NUMBER OF RESPONDENTS	218 100%	4028 100%	33 100%	43 100%	24 100%	52 100%	42 100%	18 100%	161 100%	2 100%	4 100%	4 100%	7 100%	20 100%	34 100%	177 100%	132 100%	78 100%	65 100%	149 100%
MEAN	7.79	7.86	8.12	6.98	7.46	7.88	8.46	7.88	7.75	6.00	9.00	8.00	6.29	7.90	8.44	7.69	8.36	6.84	8.11	7.65
p stat_(*=Sig @ p<=.05)		.660	~	~	~	~	~	~	.704	~	~	~	~	~	~	~	~.000*	.000*	.199	.189

[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?

	EAST TOT ADULT	OHP TOT ADULT	AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER	
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	WHITE	BLCK OR AFR-	AS- IAN	NATV ILND	AMER PAC ALSK	OTHR	MUL- TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	MALE	FE- MALE	
Q14 NEVER	11 5%	106 3%	2 6%	1 2%	2 8%	3 6%	1 3%	1 6%	7 4%	1 25%	~	~	~	2 10%	2 6%	9 5%	3 2%*	8 11%*	4 6%	7 5%		
SOMETIMES	28 13%	606 16%	6 18%	9 21%	4 17%	6 12%	2 5%	1 6%	21 13%	2 100%	~	~	2 29%	2 10%	3 9%	24 14%	14 11%	14 19%	9 14%	19 13%		
USUALLY	70 33%	1251 32%	9 27%	17 40%	7 29%	15 31%	11 28%	7 41%	54 34%	2 50%	~	1 25%	1 14%	6 30%	10 30%	57 33%	41 32%	27 36%	15 24%	52 36%		
ALWAYS	103 49%	1927 50%	16 48%	16 37%	11 46%	25 51%	26 65%	8 47%	75 48%	1 25%	~	3 75%	4 57%	10 50%	18 55%	83 48%	71 55%*	26 35%*	35 56%	67 46%		
#ALWAYS + USUALLY (NET)	173 82%	3178 82%	25 76%	33 77%	18 75%	40 82%	37 93%	15 88%	129 82%	3 75%	~	4 100%	5 71%	16 80%	28 85%	140 81%	112 87%*	53 71%*	50 79%	119 82%		
TOP BOX SCORE	103 49%	1927 50%	16 48%	16 37%	11 46%	25 51%	26 65%	8 47%	75 48%	1 25%	~	3 75%	4 57%	10 50%	18 55%	83 48%	71 55%*	26 35%*	35 56%	67 46%		
NOT ANSWERED	6	138				3	2	1	4						1	4	3	3	2	4		
VALID CASES	212	3890	33	43	24	49	40	17	157	2	4		4	7	20	33	173	129	75	63	145	
NUMBER OF RESPONDENTS	218 100%	4028 100%	33 100%	43 100%	24 100%	52 100%	42 100%	18 100%	161 100%	2 100%	4 100%		4 100%	7 100%	20 100%	34 100%	177 100%	132 100%	78 100%	65 100%	149 100%	

[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?

	EAST TOT ADLT	OHP TOT ADLT	AGE							RACE							ETHNIC- ITY		HEALTH STATUS		GENDER	
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 TO OVER	AND	BLCK OR AFR-	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & FAIR & POOR	FE- MALE	MALE		
Q15 YES	220 78%	4471 84%*	23 51%~	46 79%	32 76%~	55 90%*	36 82%~	20 91%~	169 80%	2 100%~	4 80%~	4 ~100%~	7 54%~	16 76%~	32 64%*	179 81%*	131 72%*	80 89%*	65 72%	149 81%		
NO	62 22%	824 16%*	22 49%~	12 21%	10 24%~	6 10%*	8 18%~	2 9%~	41 20%	1 ~ 20%~	1 ~	6 ~	5 46%~	18 24%~	42 36%*	19 19%*	50 28%*	10 11%*	25 28%	35 19%		
NOT ANSWERED	18	259	1	1		1	2	3	5					2	1	7	2	7	3	5		
VALID CASES	282	5295	45	58	42	61	44	22	210	2	5	4	13	21	50	221	181	90	90	184		
NUMBER OF RESPONDENTS	300 100%	5554 100%	46 100%	59 100%	42 100%	62 100%	46 100%	25 100%	215 100%	2 100%	5 100%	4 100%	13 100%	23 100%	51 100%	228 100%	183 100%	97 100%	93 100%	189 100%		

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

	EAST TOT ADULT	OHP TOT ADULT	AGE						RACE						ETHNICITY		HEALTH STATUS		GENDER		
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR- WHT	AS- AMER IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK	OTHR	MUL- TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	FE- MALE	MALE		
Q16 NONE	40	737	4	11	11	8	2	2	32					1	4	5	33	29	10	19	19
	19%	18%	17%~	26%~	35%~	15%	6%~	12%~	20%	~	~	~	~	14%~	25%~	16%~	20%~	23%	14%	30%*	14%*
1 TIME	38	904	7	8	2	7	11	2	27	2	2		1	2	2	3	33	30	7	11	26
	18%	22%	30%~	19%~	6%~	13%	34%~	12%~	17%	100%~	50%~	~	25%~	29%~	13%~	10%~	20%~	24%*	10%*	17%	19%
2	53	921	7	8	7	11	12	4	38		1			3	5	11	40	31	19	16	34
	26%	22%	30%~	19%~	23%~	21%	38%~	24%~	24%	~	25%~	~	~	43%~	31%~	35%~	24%~	25%	26%	25%	25%
3	30	552	2	3	4	13	3	5	22		1		1		4	5	24	11	17	8	22
	14%	13%	9%~	7%~	13%~	25%*	9%~	29%~	14%	~	25%~	~	25%~	~	25%~	16%~	14%~	9%*	23%*	13%	16%
4	11	381	1	4	2	1	2	1	9							2	9	8	3	3	8
	5%	9%*	4%~	9%~	6%~	2%	6%~	6%~	6%	~	~	~	~	~	~	6%~	5%~	6%	4%	5%	6%
5 TO 9	32	484	1	9	4	12	2	3	26				2	1	1	4	27	15	16	5	27
	15%	12%	4%~	21%~	13%~	23%	6%~	18%~	17%	~	~	~	50%~	14%~	6%~	13%~	16%~	12%	22%	8%*	20%*
10 OR MORE TIMES	3	164	1		1	1			3							1	2	1	1	1	2
	1%	4%*	4%~	~	3%~	2%	~	~	2%~	~	~	~	~	~	~	3%~	1%~	0.8%	1%	2%	1%
NOT ANSWERED	13	311		3	1	2	4	3	12							1	11	6	7	2	11
VALID CASES	207	4143	23	43	31	53	32	17	157	2	4		4	7	16	31	168	125	73	63	138
NUMBER OF RESPONDENTS	220	4454	23	46	32	55	36	20	169	2	4		4	7	16	32	179	131	80	65	149
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q15 = YES]

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

	EAST TOT ADULT	OHP TOT ADULT	AGE						RACE						ETHNICITY		HEALTH STATUS		GENDER		
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR- WHT	AS- IAN	NATV HAW/ PAC LLND	AMER IND/ ALSK	OTHR	MUL- TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD &	FAIR & POOR	MALE	FE- MALE	
Q17 NEVER	2 1%	64 2%				1 2%			1 0.8%								1 0.8%	1 1%	1 2%	1 0.9%	
SOMETIMES	13 8%	221 7%	3 16%	3 10%	1 5%	2 5%	1 3%	2 14%	8 7%	1 25%			2 40%	1 8%	5 19%	8 6%	7 7%	5 8%	3 7%	10 9%	
USUALLY	31 19%	788 23%	4 21%	5 16%	4 20%	6 14%	6 21%	4 29%	28 23%	1 50%			1 20%		4 15%	27 21%	13 14%	17 28%*	9 20%	21 18%	
ALWAYS	116 72%	2286 68%	12 63%	23 74%	15 75%	35 80%	22 76%	8 57%	85 70%	1 50%	3 75%		4 100%	2 40%	11 92%	17 65%	95 73%	73 78%*	38 62%*	32 73%	83 72%
#ALWAYS + USUALLY (NET)	147 91%	3074 92%	16 84%	28 90%	19 95%	41 93%	28 97%	12 86%	113 93%	2 100%	3 75%		4 100%	3 60%	11 92%	21 81%	122 93%	86 91%	55 90%	41 93%	104 90%
TOP BOX SCORE	116 72%	2286 68%	12 63%	23 74%	15 75%	35 80%	22 76%	8 57%	85 70%	1 50%	3 75%		4 100%	2 40%	11 92%	17 65%	95 73%	73 78%*	38 62%*	32 73%	83 72%
NOT ANSWERED	5	36		1		1	1	1	3					1		4	2	2		4	
VALID CASES	162	3360	19	31	20	44	29	14	122	2	4		4	5	12	26	131	94	61	44	115
NUMBER OF RESPONDENTS	167	3396	19	32	20	45	30	15	125	2	4		4	6	12	26	135	96	63	44	119
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%

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

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

	EAST TOT ADULT	OHP TOT ADULT	AGE						RACE						ETHNICITY		HEALTH STATUS		GENDER		
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR- WHT	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	FE- MALE	MALE		
Q18 NEVER	4 3%	80 2%	18 24	25 34	35 44	45 54	55 64	65 OVER	3 2%							1 4%	2 2%	1 1%	3 5%	3 ~	3 3%
SOMETIMES	13 8%	289 9%	3 16%	1 3%	2 10%	4 9%	1 7%	10 8%					2 33%			3 12%	10 8%	7 8%	6 10%	5 11%	7 6%
USUALLY	28 18%	705 21%	3 16%	6 19%	3 15%	6 14%	5 18%	4 29%	24 20%				1 17%	2 17%		4 15%	24 18%	12 13%	15 24%	8 18%	20 18%
ALWAYS	114 72%	2267 68%	13 68%	22 71%	15 75%	32 74%	23 82%	9 64%	84 69%	2 100%	3 100%		4 100%	3 50%	10 83%	18 69%	94 72%	72 78%*	38 61%*	31 70%	83 73%
#ALWAYS + USUALLY (NET)	142 89%	2972 89%	16 84%	28 90%	18 90%	38 88%	28 100%	13 93%	108 89%	2 100%	3 100%		4 100%	4 67%	12 100%	22 85%	118 91%	84 91%	53 85%	39 89%	103 91%
TOP BOX SCORE	114 72%	2267 68%	13 68%	22 71%	15 75%	32 74%	23 82%	9 64%	84 69%	2 100%	3 100%		4 100%	3 50%	10 83%	18 69%	94 72%	72 78%*	38 61%*	31 70%	83 73%
NOT ANSWERED	8	55		1		2	2	1	4		1						5	4	1		6
VALID CASES	159	3341	19	31	20	43	28	14	121	2	3		4	6	12	26	130	92	62	44	113
NUMBER OF RESPONDENTS	167	3396	19	32	20	45	30	15	125	2	4		4	6	12	26	135	96	63	44	119
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%

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

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

	EAST TOT ADULT	OHP TOT ADULT	AGE						RACE						ETHNICITY		HEALTH STATUS		GENDER			
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR- WHT	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- TI	OTH	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	MALE	FE- MALE		
Q19 NEVER	5 3%	70 2%	18 24	25 34	35 44	45 54	55 64	65 OVER	4 3%							1 4%	3 2%	1 1%	4 6%	1 2%	3 3%	
SOMETIMES	10 6%	242 7%	2 11%	1 ~	3 5%	3 7%	3 ~	3 21%	8 7%					1 ~	17 17%		10 8%	5 5%	4 6%	3 7%	7 6%	
USUALLY	18 11%	541 16%*	1 5%	3 10%	3 15%	3 7%	5 17%	1 7%	13 11%		1 ~			1 ~	17 17%	2 17%	5 19%	13 10%	8 9%	9 15%	4 9%	13 11%
ALWAYS	128 80%	2489 74%	16 84%	26 84%	16 80%	36 82%	24 83%	10 71%	97 80%	2 100%	3 75%		4 ~	4 ~	10 83%	10 77%	106 80%	79 85%	45 73%	36 82%	92 80%	
#ALWAYS + USUALLY (NET)	146 91%	3030 91%	17 89%	29 94%	19 95%	39 89%	29 100%	11 79%	110 90%	2 100%	4 100%		4 ~	5 ~	12 83%	12 100%	25 96%	119 90%	87 94%	54 87%	40 91%	105 91%
TOP BOX SCORE	128 80%	2489 74%	16 84%	26 84%	16 80%	36 82%	24 83%	10 71%	97 80%	2 100%	3 75%		4 ~	4 ~	10 83%	10 77%	106 80%	79 85%	45 73%	36 82%	92 80%	
NOT ANSWERED	6	53		1		1	1	1	3								3	3	1		4	
VALID CASES	161	3343	19	31	20	44	29	14	122	2	4		4	6	12	26	132	93	62	44	115	
NUMBER OF RESPONDENTS	167	3396	19	32	20	45	30	15	125	2	4		4	6	12	26	135	96	63	44	119	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%	

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

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

	EAST TOT ADULT	OHP TOT ADULT	AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER	
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR- WHT	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- TI	OTHER	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	MALE	FE- MALE		
Q20 NEVER	4 3%	102 3%	1 ~	3 3%	2 ~	5 5%	~	3 3%	~	~	~	~	~	~	~	3 2%	1 1%	3 5%	1 2%	2 2%		
SOMETIMES	15 10%	343 11%	1 5%	4 13%	2 11%	6 15%	1 ~	12 10%	~	~	~	~	~	1 8%	4 17%	11 9%	7 8%	8 13%	6 14%	8 7%		
USUALLY	40 26%	852 27%	7 37%	8 26%	5 26%	8 20%	4 15%	6 43%	27 23%	1 ~	~	~	5 ~	4 33%	10 42%	29 23%	20 22%	18 30%	6 14%	34 31%		
ALWAYS	95 62%	1905 60%	11 58%	18 58%	12 63%	25 61%	22 85%	7 50%	74 64%	2 100%	3 75%	~	4 ~	1 17%	7 58%	10 42%	85 66%	64 70%*	31 52%*	30 70%	65 60%	
#ALWAYS + USUALLY (NET)	135 88%	2757 86%	18 95%	26 84%	17 89%	33 80%	26 100%	13 93%	101 87%	2 100%	4 100%	~	4 ~	6 100%	11 92%	20 83%	114 89%	84 91%	49 82%	36 84%	99 91%	
TOP BOX SCORE	95 62%	1905 60%	11 58%	18 58%	12 63%	25 61%	22 85%	7 50%	74 64%	2 100%	3 75%	~	4 ~	1 17%	7 58%	10 42%	85 66%	64 70%*	31 52%*	30 70%	65 60%	
NOT ANSWERED	13	195	1	1	4	4	1	9							2	7	4	3	1	10		
VALID CASES	154	3201	19	31	19	41	26	14	116	2	4		4	6	12	24	128	92	60	43	109	
NUMBER OF RESPONDENTS	167	3396	19	32	20	45	30	15	125	2	4		4	6	12	26	135	96	63	44	119	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%	

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

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

		AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER	
		18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD &	FAIR & POOR	FE- MALE	MALE			
Q21																					
YES	86 56%	1971 62%	11 58%	15 48%	11 58%	24 60%	12 46%	9 64%	62 53%	1 50%	2 50%	3 ~100%	2 33%	8 67%	13 54%	72 57%	48 53%	36 60%	25 58%	59 55%	
NO	67 44%	1225 38%	8 42%	16 52%	8 42%	16 40%	14 54%	5 36%	54 47%	1 50%	2 50%	4 ~	4 ~	4 67%	4 33%	11 46%	55 43%	43 47%	24 40%	18 42%	49 45%
NOT ANSWERED	14	201	1	1	5	4	1	9				1		2	8	5	3	1	11		
VALID CASES	153	3195	19	31	19	40	26	14	116	2	4	3	6	12	24	127	91	60	43	108	
NUMBER OF RESPONDENTS	167	3396	19	32	20	45	30	15	125	2	4	4	6	12	26	135	96	63	44	119	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	

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

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?

	EAST TOT ADULT	OHP TOT ADULT	AGE						RACE						ETHNICITY		HEALTH STATUS		GENDER		
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLK OR AFR-	AS- IAN	NATV ILND	AMER HAW/ IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	MALE	FE- MALE		
Q22 NEVER	3 3%	127 7%				2 8%		1 2%					1 50%			2 3%	1 2%	2 6%	2 3%		
SOMETIMES	19 22%	264 14%	4 36%	3 20%	1 9%	7 29%	2 22%	16 26%	1 100%					1 13%	1 8%	18 25%	10 21%	8 22%	8 32%	11 19%	
USUALLY	19 22%	545 29%	2 18%	3 20%	2 18%	5 21%	3 25%	3 33%	15 24%				1 33%	1 50%		5 38%	14 19%	9 19%	9 25%	2 8%	16 27%
ALWAYS	45 52%	930 50%	5 45%	9 60%	8 73%	10 42%	9 75%	4 44%	30 48%	2 100%			2 67%		7 88%	7 54%	38 53%	28 58%	17 47%	15 60%	30 51%
#ALWAYS + USUALLY (NET)	64 74%	1474 79%	7 64%	12 80%	10 91%	15 63%	12 100%	7 78%	45 73%	2 100%			3 100%	1 50%	7 88%	12 92%	52 72%	37 77%	26 72%	17 68%	46 78%
TOP BOX SCORE	45 52%	930 50%	5 45%	9 60%	8 73%	10 42%	9 75%	4 44%	30 48%	2 100%			2 67%		7 88%	7 54%	38 53%	28 58%	17 47%	15 60%	30 51%
NOT ANSWERED		57																			
VALID CASES	86	1865	11	15	11	24	12	9	62	1	2		3	2	8	13	72	48	36	25	59
NUMBER OF RESPONDENTS	86	1922	11	15	11	24	12	9	62	1	2		3	2	8	13	72	48	36	25	59
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%

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

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

	EAST TOT ADULT	OHP TOT ADULT	AGE					RACE					ETHNICITY		HEALTH STATUS		GENDER			
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	NATV AS- IAN	AMER HAW/ IND/ PAC ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	MALE	FE- MALE		
Q23 WORST PERSONAL DOCTOR POSSIBLE	2 1%	44 1%	~	1 2%~	~	1 2%~	~	2 1%~	~	~	~	~	~	~	1 3%~	1 0.6%~	1 0.8%~	1 1%	~	2 2%~
01	1 0.5%	31 0.8%	~	~	~	~	1 6%~	~	~	~	~	~	~	~	1 0.6%~	~	~	~	~	1 0.8%~
02	1 0.5%	33 0.8%	~	~	1 3%~	~	~	1 0.7%~	~	~	~	~	~	~	1 0.6%~	~	~	1 1%~	~	1 0.8%~
03	1 0.5%	49 1%	~	~	~	1 2%~	~	1 0.7%~	~	~	~	~	~	~	1 0.6%~	1 0.8%~	~	~	~	1 0.8%~
04	1 0.5%	91 2%*	~	~	~	~	1 6%~	1 0.7%~	~	~	~	~	~	~	1 0.6%~	1 0.8%~	~	~	1 2%~	~
05	12 6%	232 6%	1 4%~	3 7%~	2 6%~	5 10%	1 3%~	11 7%~	~	~	~	1 17%~	~	1 3%~	11 7%~	4 3%	8 11%*	5 8%	7 5%	
06	12 6%	158 4%	~	4 9%~	1 3%~	5 10%	1 3%~	1 6%~	10 7%~	~	~	~	2 13%~	~	12 7%~	5 4%	7 10%	7 11%	5 4%	
07	13 7%	284 7%	1 4%~	4 9%~	4 13%~	2 4%	2 7%~	10 7%~	1 50%~	~	~	1 17%~	1 6%~	1 3%~	12 7%~	9 7%	4 6%	3 5%	10 8%	
08	33 17%	633 16%	7 30%~	8 19%~	3 10%~	5 10%	4 14%~	3 19%~	23 15%~	~	~	~	2 33%~	2 13%~	8 28%~	23 14%~	23 19%	9 13%	10 16%	20 15%
09	38 19%	737 19%	5 22%~	11 26%~	8 26%~	7 14%	2 7%~	4 25%~	31 20%~	1 50%~	1 25%~	1 17%~	1 6%~	9 31%~	28 17%~	22 18%	15 21%	6 9%*	32 25%*	
BEST PERSONAL DOCTOR POSSIBLE	84 42%	1651 42%	9 39%~	12 28%~	12 39%~	24 48%	19 66%~	6 38%~	62 41%~	3 75%~	3 75%~	1 17%~	10 63%~	9 31%~	74 45%~	57 46%	27 38%	32 50%	51 39%	
#8-10 (NET)	155 78%	3021 77%	21 91%~	31 72%~	23 74%~	36 72%	25 86%~	13 81%~	116 76%~	1 50%~	4 100%~	4 100%~	4 81%~	13 90%~	125 76%~	102 83%	51 71%	48 75%	103 79%	

Continued

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

		AGE							RACE						ETHNICITY		HEALTH STATUS		GENDER	
		EAST TOT ADULT	OHP TOT ADULT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLK OR AFR-	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	MALE MALE	
9-10 (NET)	122 62%	2388 61%	14 61%	23 53%	20 65%	31 62%	21 72%	10 63%	93 61%	1 50%	4 100%	4 ~100%	2 33%	11 69%	18 62%	102 62%	79 64%	42 58%	38 59%	83 64%
NOT ANSWERED	22	511	3	1	5	7	4	17					1		3	14	8	8	1	19
VALID CASES	198	3943	23	43	31	50	29	16	152	2	4	4	6	16	29	165	123	72	64	130
NUMBER OF RESPONDENTS	220 100%	4454 100%	23 100%	46 100%	32 100%	55 100%	36 100%	20 100%	169 100%	2 100%	4 100%	4 100%	7 100%	16 100%	32 100%	179 100%	131 100%	80 100%	65 100%	149 100%
MEAN	8.48	8.35	8.83	8.14	8.45	8.30	9.14	8.19	8.40	8.00	9.75	9.75	7.83	9.00	8.52	8.47	8.72	8.18	8.53	8.45
p stat_(*=Sig @ p<=.05)		.375	~	~	~.501	~	~	~	~	~	~	~	~	~	~	~	~.042*	.119	.791	.788

[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?

	EAST TOT ADULT	OHP TOT ADULT	AGE						RACE						ETHNICITY		HEALTH STATUS		GENDER		
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLK OR AFR-	AS- IAN	NATV ILND	AMER HAW/ IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD &	FAIR & POOR	MALE	FE- MALE	
Q24 YES	92 33%	2057 40%*	9 20%~	23 39%	12 31%~	21 36%	17 40%~	8 33%~	71 35%	2 ~	2 40%~	1 ~	10 43%~	11 22%~	80 36%*	49 27%*	41 46%*	24 26%	68 38%*		
NO	184 67%	3041 60%*	37 80%~	36 61%	27 69%~	37 64%	25 60%~	16 67%~	134 65%	2 100%~	3 60%~	2 ~	12 50%~	13 92%~	13 57%~	38 78%~	140 64%*	132 73%*	49 54%*	67 74%	111 62%*
NOT ANSWERED	24	457			3	4	4	1	10							2	8	2	7	2	10
VALID CASES	276	5097	46	59	39	58	42	24	205	2	5	4	13	23	49	220	181	90	91	179	
NUMBER OF RESPONDENTS	300	5554	46	59	42	62	46	25	215	2	5	4	13	23	51	228	183	97	93	189	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	

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

			AGE						RACE						ETHNICITY		HEALTH STATUS		GENDER	
	EAST TOT ADULT	OHP TOT ADULT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR- WHT	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- TI	OTH	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	GOOD & FAIR & POOR	MALE	FE- MALE
Q25 NEVER	5 6%	91 5%		3 ~ 14%	1 8%	1 5%			4 6%					1 10%		5 7%	2 4%	3 8%	3 13%	2 3%
SOMETIMES	21 24%	329 17%	3 33%	4 19%	3 25%	5 25%	3 20%	2 29%	16 24%	1 50%				4 40%	3 30%	18 24%	11 23%	10 26%	6 25%	15 24%
USUALLY	25 29%	546 29%	1 11%	6 29%	4 33%	7 35%	3 20%	3 43%	19 29%				1 100%	2 20%	4 40%	21 28%	8 17%	16 42%	5 21%	20 32%
ALWAYS	35 41%	927 49%	5 56%	8 38%	4 33%	7 35%	9 60%	2 29%	27 41%	1 50%	2 100%		3 30%	3 30%	32 42%	26 55%	9 24%	10 42%	25 40%	
#ALWAYS + USUALLY (NET)	60 70%	1473 78%	6 67%	14 67%	8 67%	14 70%	12 80%	5 71%	46 70%	1 50%	2 100%	1 100%	5 50%	7 70%	53 70%	34 72%	25 66%	15 63%	45 73%	
TOP BOX SCORE	35 41%	927 49%	5 56%	8 38%	4 33%	7 35%	9 60%	2 29%	27 41%	1 50%	2 100%		3 30%	3 30%	32 42%	26 55%	9 24%	10 42%	25 40%	
NOT ANSWERED	6	107		2		1	2	1	5						1	4	2	3		6
VALID CASES	86	1893	9	21	12	20	15	7	66	2	2	1	10	10	76	47	38	24	62	
NUMBER OF RESPONDENTS	92 100%	2000 100%	9 100%	23 100%	12 100%	21 100%	17 100%	8 100%	71 100%	2 100%	2 100%	1 100%	10 100%	11 100%	80 100%	49 100%	41 100%	24 100%	68 100%	

[ASKED IF Q24 = YES]

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

			AGE					RACE					ETHNICITY		HEALTH STATUS		GENDER			
	EAST TOT ADULT	OHP TOT ADULT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR- WHT	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	MUL- TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	MALE	FE- MALE		
Q26 NONE	4 5%	66 3%		3 ~ 14%~	1 ~ 5%~			3 5%~					1 10%~		4 5%~	3 6%~	1 3%~	1 4%~	3 5%~	
1 SPECIALIST	58 67%	967 51%*	6 67%~	15 68%~	6 50%~	12 63%~	12 80%~	6 75%~	46 70%~	2 ~100%~	1 ~ 50%~	1 100%~	3 30%~	8 73%~	50 66%~	34 71%~	23 61%~	14 61%~	44 69%~	
2	17 20%	501 26%	1 11%~	3 14%~	4 33%~	6 32%~	2 13%~	1 13%~	11 17%~		1 ~ 50%~		4 ~ 40%~	3 27%~	14 18%~	7 15%~	10 26%~	6 26%~	11 17%~	
3	5 6%	222 12%*	2 22%~		1 ~ 8%~		1 ~ 7%~		4 6%~				1 ~ 10%~		5 7%~	4 8%~	1 3%~	2 9%~	3 5%~	
4	3 3%	72 4%		1 ~ 5%~	1 8%~			1 ~ 13%~	2 3%~				1 ~ 10%~		3 4%~		3 8%~		3 5%~	
5 OR MORE SPECIALISTS		70 4%~																		
NOT ANSWERED	5	103		1		2	2		5						4	1	3	1	4	
VALID CASES	87	1897	9	22	12	19	15	8	66	2		2	1	10	11	76	48	38	23	64
NUMBER OF RESPONDENTS	92	2000	9	23	12	21	17	8	71	2		2	1	10	11	80	49	41	24	68
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q24 = YES]

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

	EAST TOT ADULT	OHP TOT ADULT	AGE					RACE					ETHNICITY		HEALTH STATUS		GENDER		
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	NATV AS- IAN	AMER HAW/ IND/ PAC ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & POOR	FAIR & POOR	MALE	FE- MALE	
Q27 WORST SPECIALIST POSSIBLE	1 1%	10 0.6%	~	1 5%~	~	~	~	1 2%~	~	~	~	~	~	1 1%	1 2%~	~	1 2%~		
01	5 6%	12 0.7%*	~	1 5%~	1 8%~	2 13%~	1 13%~	3 5%~	~	~	~	1 100%~	~	5 7%~	1 2%~	3 8%~	5 8%~		
02		19 1%~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~		
03	2 2%	29 2%	~	1 5%~	~	1 6%~	~	2 3%~	~	~	~	~	~	2 3%~	1 2%~	1 3%~	2 3%~		
04	1 1%	30 2%	~	1 5%~	~	~	~	1 2%~	~	~	~	~	~	1 1%~	1 2%~	~	1 5%~		
05	3 4%	55 3%	~	~	1 8%~	~	1 7%~	2 3%~	~	~	~	~	1 11%~	3 4%~	1 2%~	2 6%~	1 5%~	2 3%~	
06	1 1%	75 4%*	1 11%~	~	~	~	~	1 2%~	~	~	~	~	~	1 1%~	1 2%~	~	1 5%~		
07	3 4%	144 8%*	~	~	1 8%~	1 6%~	1 13%~	3 5%~	~	~	~	~	~	3 4%~	2 5%~	1 3%~	3 5%~		
08	11 14%	332 19%	1 11%~	2 11%~	3 25%~	3 19%~	2 13%~	10 16%~	~	~	~	~	~	1 9%~	10 14%~	4 9%~	7 19%~	3 14%~	8 13%~
09	18 22%	332 19%	2 22%~	7 37%~	1 8%~	2 13%~	4 27%~	2 25%~	12 20%~	1 50%~	~	~	3 33%~	4 36%~	14 20%~	10 23%~	8 22%~	2 10%~	16 27%~
BEST SPECIALIST POSSIBLE	36 44%	747 42%	5 56%~	6 32%~	5 42%~	7 44%~	8 53%~	4 50%~	26 43%~	1 50%~	2 100%~	~	5 56%~	6 55%~	30 43%~	22 50%~	14 39%~	13 62%~	23 38%~
#8-10 (NET)	65 80%	1411 79%	8 89%~	15 79%~	9 75%~	12 75%~	14 93%~	6 75%~	48 79%~	2 100%~	2 100%~	~	8 89%~	11 100%~	54 77%~	36 82%~	29 81%~	18 86%~	47 78%~

Continued

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

		AGE							RACE						ETHNICITY		HEALTH STATUS		GENDER	
		EAST TOT ADULT	OHP TOT ADULT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLK OR AFR-	AMR AS-	NATV PAC ILND	AMR IND/ ALSK	MUL- TI	NOT HIS- IC	HIS- IC	EX & VERY GOOD & FAIR & POOR	GOOD & FAIR & POOR	FE- MALE	MALE
9-10 (NET)	54 67%	1080 60%	7 78%	13 68%	6 50%	9 56%	12 80%	6 75%	38 62%	2 100%	2 100%	1 100%	8 89%	10 91%	44 63%	32 73%	22 61%	15 71%	39 65%	
NOT ANSWERED	2	31				2		2								2	1	1	1	1
VALID CASES	81	1786	9	19	12	16	15	8	61	2	2	1	9	11	70	44	36	21	60	
NUMBER OF RESPONDENTS	83 100%	1817 100%	9 100%	19 100%	12 100%	18 100%	15 100%	8 100%	63 100%	2 100%	2 100%	1 100%	9 100%	11 100%	72 100%	45 100%	37 100%	22 100%	61 100%	
MEAN	8.23	8.46	9.11	7.74	8.00	7.75	9.13	8.25	8.16	9.50	10.0	1.00	9.11	9.45	8.04	8.52	8.08	8.90	8.00	
p stat_(*=Sig @ p<=.05)		.434	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	

[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?

		AGE							RACE						ETHNICITY		HEALTH STATUS		GENDER		
		18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLK OR AFR-	AS- IAN	NATV ILND	AMER IND/ ALSK	OTHR	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & FAIR & POOR	FE- MALE	MALE		
Q28																					
YES	47 17%	1016 20%	7 15%~	18 31%*	5 13%~	6 10%	8 19%~	2 8%~	35 17%	~	~	~	25%~	8%~	35%~	7 15%~	40 18%	33 18%	14 16%	15 16%	31 17%
NO	229 83%	4109 80%	39 85%~	41 69%*	35 88%~	52 90%	34 81%~	22 92%~	169 83%	2 100%~	5 100%~	~	75%~	92%~	65%~	41 85%~	180 82%	148 82%	76 84%	77 84%	147 83%
NOT ANSWERED	24	429			2	4	4	1	11							3	8	2	7	1	11
VALID CASES	276	5125	46	59	40	58	42	24	204	2	5	4	13	23	48	220	181	90	92	178	
NUMBER OF RESPONDENTS	300	5554	46	59	42	62	46	25	215	2	5	4	13	23	51	228	183	97	93	189	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	

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

	EAST TOT ADULT	OHP TOT ADULT	AGE						RACE						ETHNICITY		HEALTH STATUS		GENDER	
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLK OR AFR-	NATV HAW/ AS- IAN	AMER IND/ PAC ALSK	MUL- OTHR TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	MALE MALE				
Q29 NEVER	5 11%	95 10%	1 14%	1 6%	1 ~ 20%	2 29%	5 16%	~	~	~	~	~	~	1 14%	4 11%	2 7%	3 21%	1 7%	4 14%	
SOMETIMES	15 34%	336 35%	3 43%	9 50%	1 25%	1 ~ 14%	11 34%	~	~	~	~	~	3 38%	3 43%	12 32%	11 37%	4 29%	2 14%	12 41%	
USUALLY	12 27%	299 31%	1 14%	5 28%	1 25%	1 20%	2 29%	2 ~100%	8 25%	~	~	~	1 ~100%	3 38%	2 29%	10 27%	5 23%	6 36%	6 43%	
ALWAYS	12 27%	228 24%	2 29%	3 17%	2 50%	3 60%	2 29%	8 25%	~	~	~	1 ~100%	2 ~ 25%	1 14%	11 30%	10 33%	2 14%	5 36%	7 24%	
#ALWAYS + USUALLY (NET)	24 55%	526 55%	3 43%	8 44%	3 75%	4 80%	4 57%	2 ~100%	16 50%	~	~	1 ~100%	1 ~100%	5 63%	3 43%	21 57%	7 57%	11 50%	13 79%	
TOP BOX SCORE	12 27%	228 24%	2 29%	3 17%	2 50%	3 60%	2 29%	8 25%	~	~	~	1 ~100%	2 ~ 25%	1 14%	11 30%	10 33%	2 14%	5 36%	7 24%	
NOT ANSWERED	3	45			1	1	1	3							3	3		1	2	
VALID CASES	44	957	7	18	4	5	7	2	32			1	1	8	7	37	30	14	14	29
NUMBER OF RESPONDENTS	47	1002	7	18	5	6	8	2	35			1	1	8	7	40	33	14	15	31
	100%	100%	100%	100%	100%	100%	100%	100%	100%			100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q28 = YES]

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

		AGE							RACE						ETHNICITY		HEALTH STATUS		GENDER	
		18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD &	FAIR & POOR	MALE	FE- MALE	
Q30																				
YES	EAST TOT ADLT	62	11	11	15	7	7	42	1	2	2	8	12	47	43	18	20	41		
	OHP TOT ADLT	1357	27%	19%	28%	26%	16%	29%	20%	50%	50%	~ 50%	~ 35%	25%	21%	24%	19%	22%	23%	
NO	EAST TOT ADLT	214	35	47	29	43	36	17	163	1	2	2	13	15	36	172	135	75	69	140
	OHP TOT ADLT	3728	78%	81%	73%	74%	84%	71%	80%	50%	50%	~ 50%	~ 100%	~ 65%	75%	79%	76%	81%	78%	77%
NOT ANSWERED	EAST TOT ADLT	24	1	1	2	4	3	1	10		1				3	9	5	4	4	8
VALID CASES	EAST TOT ADLT	276	45	58	40	58	43	24	205	2	4	4	13	23	48	219	178	93	89	181
NUMBER OF RESPONDENTS	OHP TOT ADLT	5554	100%	100%	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?

	EAST TOT ADULT	OHP TOT ADULT	AGE						RACE						ETHNICITY		HEALTH STATUS		GENDER		
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLK OR AFR- WHT	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- TI	OTH	HIS- IC	NOT HIS- IC	EX & VERY GOOD &	FAIR & POOR	MALE	FE- MALE	
Q31 NEVER	3 5%	46 4%	1 10%~	1 ~ 10%~	1 ~ 14%~			3 8%~								3 7%~	2 5%~	1 7%~	1 6%~	2 5%~	
SOMETIMES	12 22%	289 23%	1 10%~	2 22%~	4 40%~	3 25%~	1 14%~	1 17%~	7 18%~	1 100%~	1 50%~		1 ~ 50%~		1 ~ 14%~	4 40%~	8 18%~	9 23%~	2 13%~	3 18%~	9 24%~
USUALLY	17 31%	401 32%	5 50%~	4 44%~	2 20%~	3 25%~	2 29%~	1 17%~	13 34%~		1 ~ 50%~				1 ~ 14%~	4 40%~	13 30%~	10 26%~	7 47%~	3 18%~	14 38%~
ALWAYS	23 42%	508 41%	3 30%~	3 33%~	3 30%~	6 50%~	3 43%~	4 67%~	15 39%~				1 ~ 50%~		5 ~ 71%~	2 20%~	20 45%~	18 46%~	5 33%~	10 59%~	12 32%~
#ALWAYS + USUALLY (NET)	40 73%	909 73%	8 80%~	7 78%~	5 50%~	9 75%~	5 71%~	5 83%~	28 74%~		1 ~ 50%~	1 ~ 50%~			6 ~ 86%~	6 60%~	33 75%~	28 72%~	12 80%~	13 76%~	26 70%~
TOP BOX SCORE	23 42%	508 41%	3 30%~	3 33%~	3 30%~	6 50%~	3 43%~	4 67%~	15 39%~				1 ~ 50%~		5 ~ 71%~	2 20%~	20 45%~	18 46%~	5 33%~	10 59%~	12 32%~
NOT ANSWERED	7	75		2	1	3		1	4						1	2	3	4	3	3	4
VALID CASES	55	1245	10	9	10	12	7	6	38	1	2		2		7	10	44	39	15	17	37
NUMBER OF RESPONDENTS	62	1320	10	11	11	15	7	7	42	1	2		2		8	12	47	43	18	20	41
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%		100%		100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q30 = YES]

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

	EAST TOT ADULT	OHP TOT ADULT	AGE						RACE						ETHNICITY		HEALTH STATUS		GENDER	
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR- WHT	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	MALE	FE- MALE	
Q32 NEVER	3 5%	18 1%	1 10%	1 10%	1 9%	~	~	3 8%	~	~	~	~	~	~	1 8%	2 4%	1 3%	2 12%	~	3 8%
SOMETIMES	4 7%	93 7%	~	1 10%	1 9%	1 8%	1 17%	3 8%	~	~	~	~	~	~	2 17%	2 4%	1 3%	2 12%	~	4 10%
USUALLY	17 29%	288 23%	3 30%	4 40%	3 27%	2 15%	3 43%	2 33%	13 33%	1 50%	1 50%	~	2 29%	4 33%	13 29%	11 28%	6 35%	5 28%	12 31%	
ALWAYS	34 59%	849 68%	6 60%	4 40%	6 55%	10 77%	4 57%	3 50%	21 53%	1 100%	1 50%	1 50%	5 71%	5 42%	28 62%	27 68%	7 41%	13 72%	20 51%	
#ALWAYS + USUALLY (NET)	51 88%	1137 91%	9 90%	8 80%	9 82%	12 92%	7 100%	5 83%	34 85%	1 100%	2 100%	2 100%	7 100%	9 75%	41 91%	38 95%	13 76%	18 100%	32 82%	
TOP BOX SCORE	34 59%	849 68%	6 60%	4 40%	6 55%	10 77%	4 57%	3 50%	21 53%	1 100%	1 50%	1 50%	5 71%	5 42%	28 62%	27 68%	7 41%	13 72%	20 51%	
NOT ANSWERED	4	73	~	1	~	2	1	2	~	~	~	~	1	~	2	3	1	2	2	
VALID CASES	58	1247	10	10	11	13	7	6	40	1	2	2	7	12	45	40	17	18	39	
NUMBER OF RESPONDENTS	62	1320	10	11	11	15	7	7	42	1	2	2	8	12	47	43	18	20	41	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	

[ASKED IF Q30 = YES]

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

		AGE							RACE						ETHNICITY		HEALTH STATUS		GENDER		
		18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD &	FAIR & POOR	FE- MALE	MALE		
Q33																					
YES	87 32%	1535 30%	16 36%	20 34%	9 23%	17 31%	11 26%	9 39%	52 25%	2 100%	2 40%	1 25%	2 15%	14 67%	19 40%	62 29%	57 32%	27 30%	23 26%	60 34%	
NO	185 68%	3528 70%	29 64%	39 66%	30 77%	38 69%	14 74%	153 75%	3 60%	3 75%	11 85%	7 33%	28 60%	155 71%	120 68%	63 70%	65 74%	118 66%			
NOT ANSWERED	28	491	1		3	7	3	2	10				2	4	11	6	7	5	11		
VALID CASES	272	5063	45	59	39	55	43	23	205	2	5		4	13	21	47	217	177	90	88	178
NUMBER OF RESPONDENTS	300	5554	46	59	42	62	46	25	215	2	5		4	13	23	51	228	183	97	93	189
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%

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

	EAST TOT ADLT	OHP TOT ADLT	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER	
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC ILLND	AMER IND/ ALSK	OTHR	MUL- TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	MALE	FE- MALE
PQ34 NEVER	4 1%	53 1%	1 2%	1 2%	1 ~	1 2%	1 2%	2 1%	~	~	~	~	~	~	2 4%	2 0.9%	3 2%	1 1%	1 1%	3 2%
SOMETIMES	23 9%	302 6%	2 4%	4 7%	5 13%	4 7%	5 ~	10 5%*	1 50%	~	~	1 25%	1 8%	3 14%	6 13%	13 6%*	13 7%	8 9%	6 7%	15 9%
USUALLY	29 11%	589 12%	6 13%	8 14%	1 3%	4 7%	5 12%	3 13%	20 10%	2 ~	40%~	~	~	3 ~	6 13%	22 10%	20 11%	9 10%	6 7%	21 12%
ALWAYS	213 79%	4094 81%	36 80%	45 78%	33 85%	46 84%	35 85%	15 65%	170 84%*	1 50%	3 60%	3 ~	12 92%	15 71%	33 70%	178 83%*	140 80%	70 80%	75 85%	136 78%
#ALWAYS + USUALLY (NET)	242 90%	4682 93%	42 93%	53 91%	34 87%	50 91%	40 98%	18 78%	190 94%*	1 50%	5 100%	3 ~	12 75%	18 92%	39 83%	200 93%*	160 91%	79 90%	81 92%	157 90%
TOP BOX SCORE	213 79%	4094 81%	36 80%	45 78%	33 85%	46 84%	35 85%	15 65%	170 84%*	1 50%	3 60%	3 ~	12 92%	15 71%	33 70%	178 83%*	140 80%	70 80%	75 85%	136 78%
NOT ANSWERED	3	97	1			2		3							2	1	2		3	
VALID CASES	269	5037	45	58	39	55	41	23	202	2	5	4	13	21	47	215	176	88	88	175
NUMBER OF RESPONDENTS	272 100%	5134 100%	45 100%	59 100%	39 100%	55 100%	43 100%	23 100%	205 100%	2 100%	5 100%	4 100%	13 100%	21 100%	47 100%	217 100%	177 100%	90 100%	88 100%	178 100%

[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?

	EAST TOT ADULT	OHP TOT ADULT	AGE					RACE						ETHNICITY		HEALTH STATUS		GENDER			
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV ILND	AMER HAW/ IND/ ALSK	OTHR	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & POOR	FAIR & POOR	FE- MALE	MALE	
Q35 WORST HEALTH PLAN POSSIBLE	1 0.4%	48 1%	~	~	3%~	~	~	~	0.5%	~	~	~	~	~	~	1 -0.5%	1 ~	1 1%	1 ~	1 -0.6%~	
01	3 1%	36 0.7%	~	2%	1 ~	1 2%	1 2%~	~	0.5%	~	~	~	~	2 10%	1 2%	2 1%	3 ~	2 3%	1 2%	1 0.6%	
02	3 1%	58 1%	~	2%	1 3%	~	~	~	1%	~	~	~	~	~	1 2%	2 1%	3 2%	~	1 1%	2 1%	
03	4 2%	85 2%	~	3%	1 3%	~	~	1 5%	2%	~	~	~	~	1 5%	~	3 1%	4 2%*	~	1 1%	3 2%	
04	7 3%	108 2%	2 5%	~	2 5%	~	1 2%	1 5%	7 4%*	~	~	~	~	~	~	6 3%	3 2%	4 5%	2 2%	5 3%	
05	31 12%	486 10%	3 7%	9 16%	8 21%	7 14%	2 5%	1 5%	23 12%	1 50%	~	~	~	2 17%	3 14%	3 6%	27 13%	18 10%	13 15%	9 10%	22 13%
06	23 9%	314 6%	1 2%	5 9%	4 11%	5 10%	3 7%	3 14%	22 11%*	~	~	~	~	~	~	2 4%	20 10%	13 8%	9 10%	5 6%	17 10%
07	32 12%	595 12%	3 7%	7 12%	5 13%	8 16%	5 12%	3 14%	26 13%	~	1 20%	~	~	1 8%	2 10%	2 4%	29 14%*	22 13%	10 12%	12 14%	19 11%
08	51 19%	978 20%	7 17%	14 24%	4 11%	15 29%	7 17%	1 5%	38 19%	~	3 60%	~	1 25%	2 17%	2 10%	9 19%	40 19%	35 20%	14 16%	13 15%	35 21%
09	44 17%	825 17%	17 40%	6 10%	4 11%	4 8%*	9 21%	4 18%	32 16%	~	~	~	1 25%	3 25%	3 14%	14 30%	30 14%	28 16%	15 17%	15 17%	29 17%
BEST HEALTH PLAN POSSIBLE	63 24%	1331 27%	9 21%	12 21%	8 21%	11 22%	14 33%	8 36%	41 21%	1 50%	1 20%	~	2 50%	4 33%	8 38%	15 32%	47 23%	46 27%	17 20%	27 31%	35 21%
#8-10 (NET)	158 60%	3134 64%	33 79%	32 55%	16 42%	30 59%	30 71%	13 59%	111 57%*	1 50%	4 80%	~	4 100%	9 75%	13 62%	38 81%	117 57%*	109 63%	46 53%	55 63%	99 59%

Continued

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

		AGE							RACE						ETHNICITY		HEALTH STATUS		GENDER		
		EAST TOT ADULT	OHP TOT ADULT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLK OR AFR-	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	MALE MALE			
9-10 (NET)	107 41%	2156 44%	26 62%	18 31%	12 32%	15 29%	23 55%	12 55%	73 37%*	1 50%	1 20%	3 ~	7 75%	11 58%	11 52%	29 62%	77 37%*	74 43%	32 37%	42 48%	64 38%
NOT ANSWERED	38	689	4	1	4	11	4	3	19				1	2	4	21	11	11	6	20	
VALID CASES	262	4865	42	58	38	51	42	22	196	2	5	4	12	21	47	207	172	86	87	169	
NUMBER OF RESPONDENTS	300 100%	5554 100%	46 100%	59 100%	42 100%	62 100%	46 100%	25 100%	215 100%	2 100%	5 100%	4 100%	13 100%	23 100%	51 100%	228 100%	183 100%	97 100%	93 100%	189 100%	
MEAN	7.63	7.79	8.31	7.26	6.84	7.61	8.21	7.95	7.52	7.50	8.20	9.25	8.33	7.48	8.34	7.52	7.81	7.27	7.85	7.51	
p stat_(*=Sig @ p<=.05)		.248	~.155		~.917	~	~	~.144	~	~	~	~	~	~	~.101	.072	.068	.258	.231		

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?

	EAST TOT ADLT	OHP TOT ADLT	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER		
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV ILND	AMER HAW/ IND/ ALSK	OTH R	MUL- TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	GOOD & FAIR & POOR	FE- MALE	MALE	
Q35A YES	37 13%	908 18%*	1 2%~	1 2%*	8 20%~	10 17%	10 24%~	6 25%~	31 15%	~	~	~	~	~	5 22%~	3 6%~	31 14%	9 5%*	28 31%*	8 9%	29 16%*
NO	239 87%	4189 82%*	45 98%~	58 98%*	33 80%~	48 83%	32 76%~	18 75%~	175 85%	2 100%~	5 100%~	~	4 ~100%~	13 ~100%~	18 78%~	45 94%~	189 86%	172 95%*	62 69%*	84 91%	150 84%*
NOT ANSWERED	24	458			1	4	4	1	9							3	8	2	7	1	10
VALID CASES	276	5096	46	59	41	58	42	24	206	2	5		4	13	23	48	220	181	90	92	179
NUMBER OF RESPONDENTS	300 100%	5554 100%	46 100%	59 100%	42 100%	62 100%	46 100%	25 100%	215 100%	2 100%	5 100%		4 100%	13 100%	23 100%	51 100%	228 100%	183 100%	97 100%	93 100%	189 100%

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

	EAST TOT ADLT	OHP TOT ADLT	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER	
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	MALE	FE- MALE
Q35B NEVER	8 24%	172 22%	~	~	38%~	44%~	~	25%~	24%~	~	~	~	~	~	2 67%~	6 21%~	2 25%~	6 23%~	~	8 29%~
SOMETIMES	10 29%	131 17%~	100%~	~	38%~	22%~	30%~	25%~	28%~	~	~	~	~	2 50%~	8 28%~	2 25%~	8 31%~	2 33%~	8 29%~	
USUALLY	9 26%	173 22%~	~	100%~	13%~	33%~	20%~	25%~	28%~	~	~	~	~	1 25%~	8 33%~	2 28%~	7 25%~	1 27%~	8 29%~	
ALWAYS	7 21%	296 38%~	~	~	13%~	~	50%~	25%~	21%~	~	~	~	~	1 25%~	7 24%~	2 25%~	5 19%~	3 50%~	4 14%~	
#ALWAYS + USUALLY (NET)	16 47%	470 61%~	~	100%~	25%~	33%~	70%~	50%~	48%~	~	~	~	~	2 50%~	15 33%~	12 52%~	4 50%~	12 46%~	4 67%~	12 43%~
TOP BOX SCORE	7 21%	296 38%~	~	~	13%~	~	50%~	25%~	21%~	~	~	~	~	1 25%~	7 24%~	2 25%~	5 19%~	3 50%~	4 14%~	
NOT ANSWERED	3	58				1		2	2					1		2	1	2	2	1
VALID CASES	34	773	1	1	8	9	10	4	29					4	3	29	8	26	6	28
NUMBER OF RESPONDENTS	37	831	100%	100%	100%	100%	100%	100%	100%					5	3	31	9	28	8	29
	100%	100%	100%	100%	100%	100%	100%	100%	100%					100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q35A = YES]

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

		AGE							RACE						ETHNICITY		HEALTH STATUS		GENDER		
EAST TOT ADULT	OHP TOT ADULT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLK OR AFR-	AS- IAN	NATV ILND	AMER IND/ ALSK	OTH	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & FAIR & POOR	MALE	FE- MALE		
Q35C YES	39 14%	876 17%	5 11%	6 10%	8 20%	9 15%	6 14%	3 13%	29 14%	1 ~	20%~	~	~	7 ~	33%~	1 2%	35 16%*	19 11%*	19 21%*	11 12%	27 15%
NO	239 86%	4320 83%	40 89%	53 90%	33 80%	51 85%	38 86%	20 87%	180 86%	2 100%	4 80%	~	4 ~	13 ~	14 67%	48 98%	185 84%*	159 89%*	72 79%*	82 88%	153 85%
NOT ANSWERED	22	357	1		1	2	2	2	6				2		2	8	5	6		9	
VALID CASES	278	5197	45	59	41	60	44	23	209	2	5		4	13	21	49	220	178	91	93	180
NUMBER OF RESPONDENTS	300	5554	46	59	42	62	46	25	215	2	5		4	13	23	51	228	183	97	93	189
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%

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

	EAST TOT ADLT	OHP TOT ADLT	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER		
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD	& FAIR & POOR	MALE	FE- MALE	
Q35D NEVER	15 39%	245 32%	1 20%	2 33%	2 29%	6 67%	2 33%	1 33%	12 43%	~	~	~	~	~	3 43%	1 100%	13 37%	4 21%	11 61%	2 18%	13 50%
SOMETIMES	13 34%	126 16%	1 20%	2 33%	4 57%	2 22%	2 33%	1 33%	10 36%	~100%	1	~	~	~	~	12 34%	8 42%	4 22%	4 36%	8 31%	
USUALLY	5 13%	150 20%	~	2 33%	1 14%	1 11%	~	1 33%	3 11%	~	~	~	~	~	2 29%	5 14%	3 16%	2 11%	2 18%	3 12%	
ALWAYS	5 13%	244 32%	3 60%	~	~	~	2 33%	~	3 11%	~	~	~	~	~	2 29%	5 14%	4 21%	1 6%	3 27%	2 8%	
#ALWAYS + USUALLY (NET)	10 26%	393 51%	3 60%	2 33%	1 14%	1 11%	2 33%	1 33%	6 21%	~	~	~	~	~	4 57%	10 29%	7 37%	3 17%	5 45%	5 19%	
TOP BOX SCORE	5 13%	244 32%	3 60%	~	~	~	2 33%	~	3 11%	~	~	~	~	~	2 29%	5 14%	4 21%	1 6%	3 27%	2 8%	
NOT ANSWERED	1	42			1				1									1		1	
VALID CASES	38	765	5	6	7	9	6	3	28	1				7	1	35	19	18	11	26	
NUMBER OF RESPONDENTS	39	807	5	6	8	9	6	3	29	1				7	1	35	19	19	11	27	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%				100%	100%	100%	100%	100%	100%	100%	

[ASKED IF Q35C = YES]

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

			AGE					RACE					ETHNICITY		HEALTH STATUS		GENDER				
	EAST TOT ADULT	OHP TOT ADULT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLK OR AFR	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR	POOR	MALE	FE- MALE	
Q35E ALWAYS	9 3%	186 4%	1 2%	6 10%*	2 5%	~	~	~	6 3%	~	~	~	~	~	3 14%	1 2%	8 4%	7 4%	2 2%	4 4%	5 3%
USUALLY	19 7%	261 5%	3 7%	5 8%	2 5%	5 8%	1 2%	2 8%	12 6%	~	~	~	2 15%	2 9%	4 8%	12 5%	13 7%	6 6%	6 7%	12 7%	
SOMETIMES	51 18%	993 19%	12 28%	10 17%	5 13%	10 16%	5 11%	8 32%	41 20%	~	2 40%	~	2 15%	3 14%	8 17%	43 19%	25 14%*	26 28%*	17 19%	33 18%	
NEVER	202 72%	3697 72%	27 63%	38 64%	31 78%	46 75%	39 87%	15 60%	150 72%	2 100%	3 60%	~	4 100%	9 69%	14 64%	35 73%	160 72%	133 75%	60 64%*	64 70%	134 73%
#NEVER + SOMETIMES (NET)	253 90%	4690 91%	39 91%	48 81%*	36 90%	56 92%	44 98%	23 92%	191 91%	2 100%	5 100%	~	4 100%	11 85%	17 77%	43 90%	203 91%	158 89%	86 91%	81 89%	167 91%
TOP BOX SCORE	202 72%	3697 72%	27 63%	38 64%	31 78%	46 75%	39 87%	15 60%	150 72%	2 100%	3 60%	~	4 100%	9 69%	14 64%	35 73%	160 72%	133 75%	60 64%*	64 70%	134 73%
NOT ANSWERED	19	417	3		2	1	1		6					1	3	5	5	3	2	5	
VALID CASES	281	5137	43	59	40	61	45	25	209	2	5		4	13	22	48	223	178	94	91	184
NUMBER OF RESPONDENTS	300 100%	5554 100%	46 100%	59 100%	42 100%	62 100%	46 100%	25 100%	215 100%	2 100%	5 100%		4 100%	13 100%	23 100%	51 100%	228 100%	183 100%	97 100%	93 100%	189 100%

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

	EAST TOT ADULT	OHP TOT ADULT	AGE						RACE						ETHNICITY		HEALTH STATUS		GENDER			
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLK OR AFR- WHT	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- TI	OTH	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	MALE	FE- MALE		
Q35F ALWAYS	6	87		3	1	1	1		6								1	4	4	2	3	3
	2%	2%		~ 5%	2%~	2%	2%~		3%*								2%~	2%	2%	2%	3%	2%
USUALLY	6	142	1	1	1	3		4							1	1	5	4	2	3	3	
	2%	3%	2%~	2%	2%~	5%	~	2%							5%~	2%~	2%	2%	2%	2%	3%	2%
SOMETIMES	52	912	5	12	8	11	6	7	39	1	1		1	2	4	3	47	27	23	14	36	
	18%	18%	12%~	20%	20%~	18%	13%~	28%~	18%	50%~	20%~		25%~	15%~	18%~	6%~	21%*	15%	24%	15%	20%	
NEVER	218	4005	37	43	31	46	38	18	162	1	4		3	11	17	43	169	142	69	72	142	
	77%	78%	86%~	73%	76%~	75%	84%~	72%~	77%	50%~	80%~		75%~	85%~	77%~	90%~	75%*	80%	72%	78%	77%	
#NEVER + SOMETIMES (NET)	270	4917	42	55	39	57	44	25	201	2	5		4	13	21	46	216	169	92	86	178	
	96%	96%	98%~	93%	95%~	93%	98%~	100%~	95%	100%~	100%~		100%~	100%~	95%~	96%~	96%	95%	96%	93%	97%	
TOP BOX SCORE	218	4005	37	43	31	46	38	18	162	1	4		3	11	17	43	169	142	69	72	142	
	77%	78%	86%~	73%	76%~	75%	84%~	72%~	77%	50%~	80%~		75%~	85%~	77%~	90%~	75%*	80%	72%	78%	77%	
NOT ANSWERED	18	408	3		1	1	1		4						1	3	3	6	1	1	5	
VALID CASES	282	5146	43	59	41	61	45	25	211	2	5		4	13	22	48	225	177	96	92	184	
NUMBER OF RESPONDENTS	300	5554	46	59	42	62	46	25	215	2	5		4	13	23	51	228	183	97	93	189	
	100%	100%	100%	100%	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?

			AGE					RACE					ETHNICITY	HEALTH STATUS		GENDER					
	EAST TOT ADULT	OHP TOT ADULT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLK OR AFR-	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR	POOR	MALE	FE- MALE		
Q35G ALWAYS	6 2%	75 1%	~	3 5%	2 5%	1 2%	~	6 3%	~	~	~	~	~	1 2%	5 2%	4 2%	2 2%	3 3%	3 2%		
USUALLY	7 2%	99 2%	2 5%	1 2%	~	1 2%	1 4%	4 2%	~	~	~	~	1 8%	2 9%	~	5 2%	3 2%	4 4%	1 1%	6 3%	
SOMETIMES	28 10%	596 12%	1 2%	11 19%*	5 12%	4 7%	3 7%	3 13%	22 10%	1 50%	1 20%	~	~	1 8%	3 14%	1 2%	27 12%*	15 8%	12 13%	7 8%	21 11%
NEVER	240 85%	4397 85%	41 93%	44 75%*	34 83%	55 90%	40 89%	20 83%	179 85%	1 50%	4 80%	~	4 ~100%	11 85%	17 77%	47 96%	186 83%*	156 88%	76 81%	81 88%	154 84%
#NEVER + SOMETIMES (NET)	268 95%	4993 97%	42 95%	55 93%	39 95%	59 97%	43 96%	23 96%	201 95%	2 100%	5 100%	~	4 ~100%	12 92%	20 91%	48 98%	213 96%	171 96%	88 94%	88 96%	175 95%
TOP BOX SCORE	240 85%	4397 85%	41 93%	44 75%*	34 83%	55 90%	40 89%	20 83%	179 85%	1 50%	4 80%	~	4 ~100%	11 85%	17 77%	47 96%	186 83%*	156 88%	76 81%	81 88%	154 84%
NOT ANSWERED	19	387	2		1	1	1	1	4					1	2	5	5	3	1	5	
VALID CASES	281	5167	44	59	41	61	45	24	211	2	5		4	13	22	49	223	178	94	92	184
NUMBER OF RESPONDENTS	300	5554	46	59	42	62	46	25	215	2	5		4	13	23	51	228	183	97	93	189
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%

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

	EAST TOT ADLT	OHP TOT ADLT	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER	
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & FAIR & POOR	FE- MALE	MALE	
Q35H #YES DEFINITELY	121 43%	2206 43%	17 39%~	15 26%*	18 44%~	26 43%	29 64%~	12 48%~	92 44%	~	~	3 ~ 75%~	7 54%~	12 55%~	21 43%~	97 43%	76 43%	39 41%	39 42%	79 43%
YES SOMEWHAT	96 34%	1724 34%	16 36%~	28 48%*	13 32%~	18 30%	11 24%~	9 36%~	76 36%	2 100%~	3 60%~	1 ~ 25%~	2 15%~	5 23%~	12 24%~	83 37%*	60 34%	34 36%	25 27%	71 39%*
NO	65 23%	1181 23%	11 25%~	15 26%	10 24%~	17 28%	5 11%~	4 16%~	43 20%	2 ~ 40%~	~	4 ~ 31%~	5 23%~	16 33%~	44 20%*	42 24%	22 23%	28 30%	34 18%*	
NOT ANSWERED	18	443	2	1	1	1	1		4					1	2	4	5	2	1	5
VALID CASES	282	5111	44	58	41	61	45	25	211	2	5	4	13	22	49	224	178	95	92	184
NUMBER OF RESPONDENTS	300	5554	46	59	42	62	46	25	215	2	5	4	13	23	51	228	183	97	93	189
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

	EAST TOT ADLT	OHP TOT ADLT	AGE					RACE						ETHNIC- ITY		HEALTH STATUS		GENDER			
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC LLND	AMER IND/ ALSK	OTHR	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	FE- MALE	MALE		
Q35I #YES DEFINITELY	188 69%	3431 67%	31 72%~	32 57%*	28 68%~	40 68%	38 86%~	15 65%~	148 71%	1 50%~	4 80%~	3 ~	7 75%~	14 54%~	67%~	29 63%~	155 71%	126 73%	58 62%	65 72%	121 68%
YES SOMEWHAT	69 25%	1348 26%	12 28%~	19 34%	10 24%~	15 25%	4 9%~	7 30%~	48 23%	1 50%~	1 20%~	1 ~	5 ~	6 29%~	30%~	14 30%~	52 24%	40 23%	26 28%	21 23%	46 26%
NO	16 6%	341 7%	~	5 9%	3 7%~	4 7%	2 5%~	1 4%~	13 6%	~	~	~	~	1 8%~	1 5%~	3 7%~	12 5%	7 4%	9 10%	4 4%	12 7%
NOT ANSWERED	27	434	3	3	1	3	2	2	6						2	5	9	10	4	3	10
VALID CASES	273	5120	43	56	41	59	44	23	209	2	5		4	13	21	46	219	173	93	90	179
NUMBER OF RESPONDENTS	300 100%	5554 100%	46 100%	59 100%	42 100%	62 100%	46 100%	25 100%	215 100%	2 100%	5 100%		4 100%	13 100%	23 100%	51 100%	228 100%	183 100%	97 100%	93 100%	189 100%

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

	EAST TOT ADLT	OHP TOT ADLT	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER	
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	FE- MALE	MALE	
Q35J #YES DEFINITELY	213 76%	3907 76%	33 77%~	44 75%	29 71%~	47 78%	39 87%~	17 68%~	160 76%	1 50%~	4 80%~	4 ~100%~	9 69%~	17 81%~	37 77%~	172 77%	140 80%	68 72%	68 75%	142 78%
YES SOMEWHAT	47 17%	870 17%	7 16%~	14 24%	8 20%~	8 13%	4 9%~	4 16%~	35 17%	1 50%~	1 20%~	~	3 ~23%~	3 14%~	6 13%~	38 17%	25 14%	20 21%	15 16%	30 16%
NO	19 7%	334 7%	3 7%~	1 2%*	4 10%~	5 8%	2 4%~	4 16%~	16 8%	~	~	~	1 8%~	1 5%~	5 10%~	13 6%	11 6%	7 7%	8 9%	11 6%
NOT ANSWERED	21	443	3		1	2	1		4					2	3	5	7	2	2	6
VALID CASES	279	5111	43	59	41	60	45	25	211	2	5	4	13	21	48	223	176	95	91	183
NUMBER OF RESPONDENTS	300	5554	46	59	42	62	46	25	215	2	5	4	13	23	51	228	183	97	93	189
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

		AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER	
EAST TOT ADULT	OHP TOT ADULT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	OTHR	MUL- TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD &	FAIR & POOR	FE- MALE	MALE		
Q35K #YES DEFINITELY	184 65%	3274 64%	25 58%	34 58%	28 68%	43 70%	33 73%	18 72%	141 67%	1 50%	4 80%	4 ~100%	6 46%	11 52%	28 57%	153 68%	122 69%	57 59%	64 70%	118 64%	
YES SOMEWHAT	75 27%	1308 25%	16 37%	21 36%	8 20%	12 20%	10 22%	5 20%	52 25%	1 50%	1 20%	~	~	5 38%	9 43%	18 37%	53 24%*	42 24%	30 31%	17 18%*	55 30%
NO	22 8%	554 11%	2 5%	4 7%	5 12%	6 10%	2 4%	2 8%	19 9%	~	~	~	~	2 15%	1 5%	3 6%	18 8%	13 7%	9 9%	11 12%	11 6%
NOT ANSWERED	19	417	3		1	1	1		3					2	2	4	6	1	1	5	
VALID CASES	281	5137	43	59	41	61	45	25	212	2	5		4	13	21	49	224	177	96	92	184
NUMBER OF RESPONDENTS	300 100%	5554 100%	46 100%	59 100%	42 100%	62 100%	46 100%	25 100%	215 100%	2 100%	5 100%		4 100%	13 100%	23 100%	51 100%	228 100%	183 100%	97 100%	93 100%	189 100%

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

	EAST TOT ADLT	OHP TOT ADLT	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER		
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD	FAIR & POOR	MALE	FE- MALE	
Q35L NEVER	13 5%	281 6%	2 5%	3 5%	4 10%	3 5%	1 ~ 4%	9 4%	~	~	~	~	2 15%	~	5 10%	8 4%	10 6%	3 3%	6 7%	7 4%	
SOMETIMES	35 13%	704 14%	6 14%	7 12%	8 20%	7 11%	3 7%	1 4%	25 12%	1 50%	~	~	3 ~ 23%	4 18%	5 10%	27 12%	17 10%	17 18%	14 16%	19 10%	
USUALLY	67 24%	1231 24%	9 20%	19 32%	8 20%	9 15%*	11 25%	10 42%	51 24%	3 ~ 60%	~	~	1 ~ 8%	5 23%	11 22%	53 24%	41 23%	24 26%	22 24%	44 24%	
ALWAYS	164 59%	2878 56%	27 61%	30 51%	20 50%	42 69%	30 68%	12 50%	125 60%	1 50%	2 40%	~	4 ~ 100%	7 54%	13 59%	28 57%	134 60%	109 62%	50 53%	48 53%	115 62%
#ALWAYS + USUALLY (NET)	231 83%	4109 81%	36 82%	49 83%	28 70%	51 84%	41 93%	22 92%	176 84%	1 50%	5 100%	~	4 ~ 100%	8 62%	18 82%	39 80%	187 84%	150 85%	74 79%	70 78%	159 86%
TOP BOX SCORE	164 59%	2878 56%	27 61%	30 51%	20 50%	42 69%	30 68%	12 50%	125 60%	1 50%	2 40%	~	4 ~ 100%	7 54%	13 59%	28 57%	134 60%	109 62%	50 53%	48 53%	115 62%
NOT ANSWERED	21	461	2		2	1	2	1	5						1	2	6	6	3	3	4
VALID CASES	279	5093	44	59	40	61	44	24	210	2	5		4	13	22	49	222	177	94	90	185
NUMBER OF RESPONDENTS	300	5554	46	59	42	62	46	25	215	2	5		4	13	23	51	228	183	97	93	189
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%

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

	EAST TOT ADULT	OHP TOT ADULT	AGE						RACE						ETHNICITY		HEALTH STATUS		GENDER	
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLK OR AFR-	AS- IAN	NATV ILND	AMER HAW/ IND/ PAC ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	MALE MALE		
Q35M ALWAYS	2 0.7%	72 1%	~	~	1 2%	1 2%	~	2 1%	~	~	~	~	~	~	~	2 -0.9%	2 1%	2 ~	2 2%	~
USUALLY		48 0.9%	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
SOMETIMES	11 4%	187 4%	1 2%	2 3%	3 7%	3 5%	~ 8%	7 3%	1 50%	~	~	~	~	1 5%	1 2%	10 4%	7 3%	3 3%	4 4%	7 4%
NEVER	266 95%	4818 94%	43 98%	57 97%	37 90%	57 93%	44 100%	22 92%	201 96%	1 50%	5 100%	4 ~100%	13 ~100%	20 95%	48 98%	211 95%	167 95%	92 97%	84 93%	177 96%
#NEVER + SOMETIMES (NET)	277 99%	5005 98%	44 100%	59 100%	40 98%	60 98%	44 100%	24 100%	208 99%	2 100%	5 100%	4 ~100%	13 ~100%	21 100%	49 100%	221 99%	174 99%	95 100%	88 98%	184 100%
TOP BOX SCORE	266 95%	4818 94%	43 98%	57 97%	37 90%	57 93%	44 100%	22 92%	201 96%	1 50%	5 100%	4 ~100%	13 ~100%	20 95%	48 98%	211 95%	167 95%	92 97%	84 93%	177 96%
NOT ANSWERED	21	430	2		1	1	2	1	5					2	2	5	7	2	3	5
VALID CASES	279	5124	44	59	41	61	44	24	210	2	5	4	13	21	49	223	176	95	90	184
NUMBER OF RESPONDENTS	300	5554	46	59	42	62	46	25	215	2	5	4	13	23	51	228	183	97	93	189
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

	EAST TOT ADULT	OHP TOT ADULT	AGE						RACE						ETHNICITY		HEALTH STATUS		GENDER		
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLK OR AFR-	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR	POOR	MALE	FE- MALE		
Q35N ALWAYS	83%	1303%	25%~	23%	38%~	1~	2%	63%	~	~	~	~	~	29%	12%	73%	42%	44%	33%	53%	
USUALLY	93%	1914%	25%~	35%	~	12%	7%	84%	~	~	~	~	~	15%	94%*	42%	55%	22%	74%		
SOMETIMES	3814%	66413%	37%~	58%	923%~	1118%	49%~	416%~	240%~	125%~	18%~	523%~	36%~	314%	314%	2414%	1314%	1315%	2413%		
NEVER	22480%	412181%	3784%~	4983%	2870%~	4880%	3682%~	2184%~	17081%	2100%	360%~	3~	375%~	1292%~	1464%~	4492%~	17679%	14482%	7377%	7180%	14981%
#NEVER + SOMETIMES (NET)	26294%	478694%	4091%~	5492%	3793%~	5998%*	4091%~	25100%~	19693%	2100%	5100%	4~	13100%~	1986%~	4798%~	20793%*	16895%	8691%	8494%	17394%	
TOP BOX SCORE	22480%	412181%	3784%~	4983%	2870%~	4880%	3682%~	2184%~	17081%	2100%	360%~	3~	1275%~	1492%~	1464%~	4492%~	17679%	14482%	7377%	7180%	14981%
NOT ANSWERED	21	448	2		2	2	2		5					1	3	5	7	2	4	4	
VALID CASES	279	5106	44	59	40	60	44	25	210	2	5		4	13	22	48	223	176	95	89	185
NUMBER OF RESPONDENTS	300	5554	46	59	42	62	46	25	215	2	5		4	13	23	51	228	183	97	93	189
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%

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

	EAST TOT ADULT	OHP TOT ADULT	AGE						RACE						ETHNICITY		HEALTH STATUS		GENDER		
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLK OR AFR-	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- TI	NOT HIS- IC	HIS- PAN- IC	EX & VERY GOOD & POOR	FAIR & POOR	FE- MALE	MALE		
Q350 NEVER	15 5%	298 6%	2 5%	2 3%	4 10%	3 5%	2 5%	1 4%	12 6%	~	~	~	~	1 8%	1 5%	4 8%	10 5%	8 5%	7 8%	7 8%	8 4%
SOMETIMES	34 12%	693 14%	4 9%	11 19%	7 17%	5 8%	1 2%	5 21%	23 11%	~	~	~	~	3 23%	4 18%	5 10%	27 12%	18 10%	15 16%	8 9%	24 13%
USUALLY	71 26%	1328 26%	11 26%	11 19%	7 17%	20 33%	11 25%	9 38%	53 26%	~	3 60%	~	1 25%	4 31%	5 23%	14 29%	55 25%	41 23%	27 29%	20 22%	50 27%
ALWAYS	156 57%	2777 55%	26 60%	34 59%	23 56%	32 53%	30 68%	9 38%	118 57%	2 100%	2 40%	~	3 75%	5 38%	12 55%	25 52%	128 58%	110 62%*	43 47%*	54 61%	101 55%
#ALWAYS + USUALLY (NET)	227 82%	4105 81%	37 86%	45 78%	30 73%	52 87%	41 93%	18 75%	171 83%	2 100%	5 100%	~	4 100%	9 69%	17 77%	39 81%	183 83%	151 85%	70 76%	74 83%	151 83%
TOP BOX SCORE	156 57%	2777 55%	26 60%	34 59%	23 56%	32 53%	30 68%	9 38%	118 57%	2 100%	2 40%	~	3 75%	5 38%	12 55%	25 52%	128 58%	110 62%*	43 47%*	54 61%	101 55%
NOT ANSWERED	24	459	3	1	1	2	2	1	9						1	3	8	6	5	4	6
VALID CASES	276	5095	43	58	41	60	44	24	206	2	5		4	13	22	48	220	177	92	89	183
NUMBER OF RESPONDENTS	300	5554	46	59	42	62	46	25	215	2	5		4	13	23	51	228	183	97	93	189
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%

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

	EAST TOT ADULT	OHP TOT ADULT	AGE						RACE						ETHNICITY		HEALTH STATUS		GENDER			
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLK OR AFR-	AS- IAN	NATV ILND	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	GOOD & FAIR & POOR	MALE	FE- MALE			
Q35P NEVER	34 12%	592 12%	5 11%	5 8%	7 17%	11 18%	2 5%	3 13%	22 10%	~	~	~	~	5 42%	4 18%	10 20%	22 10%	17 10%	16 17%	17 19%*	16 9%*	
SOMETIMES	46 16%	825 16%	5 11%	15 25%	9 22%	6 10%	4 9%	4 17%	35 17%	~	1 20%	~	~	1 8%	2 9%	10 20%	34 15%	26 15%	19 20%	11 12%	33 18%	
USUALLY	61 22%	1308 26%	13 30%	6 10%*	7 17%	12 20%	13 30%	8 33%	48 23%	1 50%	2 40%	~	~	2 50%	1 42%	4 55%	7 14%	52 23%	38 21%	22 23%	15 17%	45 24%
ALWAYS	139 50%	2353 46%	21 48%	33 56%	18 44%	32 52%	25 57%	9 38%	105 50%	1 50%	2 40%	~	~	2 50%	5 42%	12 55%	22 45%	115 52%	96 54%*	39 41%*	47 52%	91 49%
#ALWAYS + USUALLY (NET)	200 71%	3661 72%	34 77%	39 66%	25 61%	44 72%	38 86%	17 71%	153 73%	2 100%	4 80%	~	~	4 100%	6 50%	16 73%	29 59%	167 75%*	134 76%*	61 64%*	62 69%	136 74%
TOP BOX SCORE	139 50%	2353 46%	21 48%	33 56%	18 44%	32 52%	25 57%	9 38%	105 50%	1 50%	2 40%	~	~	2 50%	5 42%	12 55%	22 45%	115 52%	96 54%*	39 41%*	47 52%	91 49%
NOT ANSWERED	20	477	2		1	1	2	1	5					1	1	2	5	6	1	3	4	
VALID CASES	280	5077	44	59	41	61	44	24	210	2	5	4	12	22	49	223	177	96	90	185		
NUMBER OF RESPONDENTS	300	5554	46	59	42	62	46	25	215	2	5	4	13	23	51	228	183	97	93	189		
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	

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

	EAST TOT ADLT	OHP TOT ADLT	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER		
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK	OTHR	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	MALE	FE- MALE	
Q35Q ALWAYS	10 4%	187 4%	1 2%	3 5%	2 5%	1 ~	2 2%	8 8%	5 2%	~	~	~	~	~	1 5%	3 6%	6 3%	8 4%	2 2%	2 2%	7 4%
USUALLY	16 6%	215 4%	5 11%	6 10%	2 5%	2 3%	1 ~	4 4%	12 6%	~	~	1 ~	1 25%	1 8%	1 5%	3 6%	12 5%	13 7%	2 2%*	7 8%	9 5%
SOMETIMES	135 48%	1973 39%*	26 59%	32 54%	18 44%	30 50%	14 32%	12 48%	100 48%	2 100%	5 100%	1 ~	7 25%	9 54%	9 41%	23 46%	112 50%	81 46%	52 55%	34 38%*	100 54%*
NEVER	119 43%	2695 53%*	12 27%	18 31%*	19 46%	28 47%	29 66%	10 40%	92 44%	~	~	2 ~	5 50%	11 38%	11 50%	21 42%	92 41%	76 43%	39 41%	46 52%*	70 38%*
#NEVER + SOMETIMES (NET)	254 91%	4668 92%	38 86%	50 85%	37 90%	58 97%*	43 98%	22 88%	192 92%	2 100%	5 100%	3 ~	12 75%	20 92%	20 91%	44 88%	204 92%	157 88%*	91 96%*	80 90%	170 91%
TOP BOX SCORE	119 43%	2695 53%*	12 27%	18 31%*	19 46%	28 47%	29 66%	10 40%	92 44%	~	~	2 ~	5 50%	11 38%	11 50%	21 42%	92 41%	76 43%	39 41%	46 52%*	70 38%*
NOT ANSWERED	20	484	2		1	2	2		6						1	1	6	5	2	4	3
VALID CASES	280	5070	44	59	41	60	44	25	209	2	5		4	13	22	50	222	178	95	89	186
NUMBER OF RESPONDENTS	300	5554	46	59	42	62	46	25	215	2	5		4	13	23	51	228	183	97	93	189
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%

Q35R WHAT IS YOUR PREFERRED LANGUAGE?

		AGE							RACE						ETHNICITY		HEALTH STATUS		GENDER		
EAST TOT ADULT	OHP TOT ADULT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD &	FAIR & POOR	FE- MALE	MALE			
Q35R ENGLISH	257 93%	4755 93%	42 93%~	58 98%*	38 93%~	56 97%	43 100%~	15 65%~	202 98%*	2 100%~	5 100%~	4 ~100%~	8 62%~	21 95%~	32 67%~	219 100%*	164 94%	86 92%	81 91%	173 95%	
SPANISH	17 6%	169 3%*	3 7%~	1 2%*	3 7%~	2 3%	7 ~30%~	4 2%*	~	~	~	~	5 ~38%~	1 5%~	16 33%~	~	11 6%	6 6%	8 9%	8 4%	
SOME OTHER LANGUAGE	1 0.4%	191 4%*	~	~	~	~	1 4%~	1 0.5%	~	~	~	~	~	~	1 ~0.5%~	~	1 1%	~	1 ~0.5%~	~	
NOT ANSWERED	25	438	1		1	4	3	2	8					1	3	8	8	4	4	7	
VALID CASES	275	5116	45	59	41	58	43	23	207	2	5		4	13	22	48	220	175	93	89	182
NUMBER OF RESPONDENTS	300 100%	5554 100%	46 100%	59 100%	42 100%	62 100%	46 100%	25 100%	215 100%	2 100%	5 100%		4 100%	13 100%	23 100%	51 100%	228 100%	183 100%	97 100%	93 100%	189 100%

Q35S HOW WELL DO YOU SPEAK ENGLISH?

	EAST TOT ADLT	OHP TOT ADLT	AGE					RACE						ETHNICITY		HEALTH STATUS		GENDER		
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLK OR AFR-	WHTE AMER	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD &	FAIR & POOR	MALE
Q35S VERY WELL		11 4%	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
WELL	2 11%	41 17%	~	~	1 33%	~	1 13%	1 20%	~	~	~	~	~	1 100%	1 6%	~	2 18%	~	2 25%	~
NOT WELL	12 67%	119 49%	2 67%	1 100%	2 67%	2 100%	4 50%	4 80%	~	~	~	~	3 60%	~	11 69%	1 100%	6 55%	6 86%	5 63%	6 67%
NOT AT ALL	4 22%	71 30%	1 33%	~	~	~	3 38%	~	~	~	~	~	2 40%	~	4 25%	~	3 27%	1 14%	1 13%	3 33%
NOT ANSWERED		8																		
VALID CASES	18	242	3	1	3	2	8	5					5	1	16	1	11	7	8	9
NUMBER OF RESPONDENTS	18	250	3	1	3	2	8	5					5	1	16	1	11	7	8	9
	100%	100%	100%	100%	100%	100%	100%	100%					100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q35R = SPANISH OR SOME OTHER LANGUAGE]

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

	EAST TOT ADULT	OHP TOT ADULT	AGE					RACE					ETHNICITY		HEALTH STATUS		GENDER		
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLK OR AFR-	NATV AS- IAN	AMER HAW/ IND/ PAC ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	MALE	FE- MALE		
Q35T NEVER	1 6%	52 22%	~	~	~	~	~	~	~	~	~	~	~	1 7%	1 ~	1 ~	1 14%	1 14%	
SOMETIMES	4 25%	51 22%	2 67%	~	~	~	2 33%	1 20%	~	~	~	~	1 25%	3 20%	1 100%	2 22%	2 29%	4 ~	4 50%
USUALLY	7 44%	50 22%	1 33%	1 100%	2 67%	1 50%	1 17%	2 40%	~	~	~	~	2 50%	7 47%	~	4 44%	3 43%	4 57%	2 25%
ALWAYS	4 25%	77 34%	~	~	1 33%	1 50%	2 33%	2 40%	~	~	~	~	~	4 27%	~	3 33%	1 14%	2 29%	2 25%
#ALWAYS + USUALLY (NET)	11 69%	128 55%	1 33%	1 100%	3 100%	2 100%	3 50%	4 80%	~	~	~	~	2 50%	11 73%	~	7 78%	4 57%	6 86%	4 50%
TOP BOX SCORE	4 25%	77 34%	~	~	1 33%	1 50%	2 33%	2 40%	~	~	~	~	~	4 27%	~	3 33%	1 14%	2 29%	2 25%
NOT ANSWERED	2	20					2						1	1	1	2		1	1
VALID CASES	16	230	3	1	3	2	6	5					4	15	1	9	7	7	8
NUMBER OF RESPONDENTS	18	250	3	1	3	2	8	5					5	16	1	11	7	8	9
	100%	100%	100%	100%	100%	100%	100%	100%					100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q35R = SPANISH OR SOME OTHER LANGUAGE]

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

	EAST TOT ADLT	OHP TOT ADLT	AGE					RACE					ETHNIC- ITY		HEALTH STATUS		GENDER		
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	NATV HAW/ PAC	AMER IND/ ALSK	MUL- TI	OTH-	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	MALE	FE- MALE
Q35U YES	6 35%	134 58%	1 ~100%	1 33%	1 50%	3 ~38%	2 40%	~	~	~	~	1 20%	1 100%	4 27%	1 100%	3 27%	3 50%	2 25%	4 44%
NO	11 65%	98 42%	3 100%	2 67%	1 50%	5 63%	3 60%	~	~	~	~	4 80%	~	11 73%	~	8 73%	3 50%	6 75%	5 56%
NOT ANSWERED	1	19												1		1			
VALID CASES	17	231	3	1	3	2	8	5				5	1	15	1	11	6	8	9
NUMBER OF RESPONDENTS	18	250	3	1	3	2	8	5				5	1	16	1	11	7	8	9
	100%	100%	100%	100%	100%	100%	100%	100%				100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q35R = SPANISH OR SOME OTHER LANGUAGE]

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

	EAST TOT ADLT	OHP TOT ADLT	AGE					RACE					ETHNICITY		HEALTH STATUS		GENDER			
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR- WHTE	AS- IAN AMER	NATV HAW/ PAC ILND	AMER IND/ ALSK OTHR	MUL- TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD &	FAIR & POOR	MALE	FE- MALE	
Q35V NEVER		21 21%	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	
SOMETIMES	1 25%	13 13%	~	~	~	~	1 50%	~	~	~	~	~	1 100%	~	~	1 50%	~	1 100%	~	
USUALLY		16 16%	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	
ALWAYS	3 75%	50 50%	~	1 100%	1 100%	~	1 50%	1 100%	~	~	~	~	1 100%	~	3 100%	1 50%	2 100%	~	3 100%	
#ALWAYS + USUALLY (NET)	3 75%	66 66%	~	1 100%	1 100%	~	1 50%	1 100%	~	~	~	~	1 100%	~	3 100%	1 50%	2 100%	~	3 100%	
TOP BOX SCORE	3 75%	50 50%	~	1 100%	1 100%	~	1 50%	1 100%	~	~	~	~	1 100%	~	3 100%	1 50%	2 100%	~	3 100%	
NOT ANSWERED		2 7				1	1	1						1	1	1	1	1	1	
VALID CASES	4	100		1	1		2	1					1	1	3	2	2	1	3	
NUMBER OF RESPONDENTS	6 100%	107 100%		1 100%	1 100%	1	3 100%	2 100%					1 100%	1 100%	4 100%	1 100%	3 100%	3 100%	2 100%	4 100%

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

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

	EAST TOT ADULT	OHP TOT ADULT	AGE					RACE					ETHNICITY		HEALTH STATUS		GENDER			
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLK OR AFR-	NATV AS- IAN	AMER HAW/ IND/ PAC ALSK	MUL- TI	OTH-	NOT HIS- PAN- IC	HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & FAIR & POOR	FE- MALE	FE- MALE	
Q35W NEVER	2 33%	16 16%	~	~	~	~	~	2 67%	1 50%	~	~	~	~	~	~	1 25%	1 100%	1 33%	1 33%	2 50%
SOMETIMES	4 67%	27 27%	~	1 100%	1 100%	1 100%	~	1 33%	1 50%	~	~	~	1 100%	1 100%	3 75%	~	2 67%	2 67%	2 100%	2 50%
USUALLY		21 21%	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
ALWAYS		37 36%	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
NOT ANSWERED		6																		
VALID CASES	6	101		1	1	1		3	2				1	1	4	1	3	3	2	4
NUMBER OF RESPONDENTS	6	107		1	1	1		3	2				1	1	4	1	3	3	2	4
	100%	100%		100%	100%	100%		100%	100%				100%	100%	100%	100%	100%	100%	100%	100%

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

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

	EAST TOT ADULT	OHP TOT ADULT	AGE					RACE					ETHNICITY		HEALTH STATUS		GENDER		
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLK OR AFR	NATV ASIAN	AMER HAW/IND/PAC/ALSK	MULTI	NOT HIS-PAN-IC	HIS-PAN-IC	EX & VERY GOOD & FAIR & POOR	GOOD & FAIR & POOR	MALE	FE-MALE	
Q35X A STAFF MEMBER FROM THE HEALTH PLAN		7 9%	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
AN INTERPRETER PROVIDED IN-PERSON BY THE HEALTH PLAN	1 25%	16 21%	~	~	~	~	~100%	~	~	~	~	~	~100%	~	~	~	~	~	~
A TELEPHONE INTERPRETER PROVIDED BY THE HEALTH PLAN	1 25%	22 28%	~	~	~100%	~	~	~	~	~	~	~	~	~	~	~	~	~	~
SOMEONE ELSE PROVIDED BY THE HEALTH PLAN	1 25%	7 9%	~100%	~	~	~	~	~	~	~	~	~	~100%	~	~	~	~	~	~
DON'T KNOW OR UNSURE	1 25%	25 33%	~	~100%	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
NOT ANSWERED		8																	
VALID CASES	4	77	1	1	1	1	1	1					1	1	3	2	2	2	2
NUMBER OF RESPONDENTS	4	85	1	1	1	1	1	1					1	1	3	2	2	2	2
	100%	100%	100%	100%	100%	100%	100%	100%					100%	100%	100%	100%	100%	100%	100%

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

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

	EAST TOT ADLT	OHP TOT ADLT	AGE					RACE					ETHNIC- ITY		HEALTH STATUS		GENDER		
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC LLND	AMER IND/ ALSK NATV	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	MALE	FE- MALE
Q35Y NEVER		1 0.9%	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
SOMETIMES	1 25%	6 7%	~	~	1 ~100%	~	~	~	~	~	~	~	~	1 33%	~	1 50%	~	1 50%	
USUALLY	1 25%	22 26%	~	~	~	1 ~100%	~	~	~	~	~	~	1 ~100%	~	1 50%	~	1 50%	~	
ALWAYS	2 50%	56 66%	~	1 ~100%	1 ~100%	~	~	~	~	~	~	~	1 ~100%	2 67%	1 50%	1 50%	1 50%	1 50%	
#ALWAYS + USUALLY (NET)	3 75%	78 92%	~	1 ~100%	1 ~100%	1 ~100%	~	~	~	~	~	~	1 ~100%	1 ~100%	2 67%	2 100%	1 50%	2 100%	1 50%
TOP BOX SCORE	2 50%	56 66%	~	1 ~100%	1 ~100%	~	~	~	~	~	~	~	1 ~100%	2 67%	1 50%	1 50%	1 50%	1 50%	
VALID CASES	4	85		1	1	1	1	1					1	1	3	2	2	2	2
NUMBER OF RESPONDENTS	4 100%	85 100%		1 100%	1 100%	1 100%	1 100%	1 100%					1 100%	1 100%	3 100%	2 100%	2 100%	2 100%	2 100%

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

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

	EAST TOT ADULT	OHP TOT ADULT	AGE					RACE					ETHNICITY	HEALTH STATUS		GENDER			
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLK OR AFR-	NATV AS- IAN	AMER HAW/ IND/ PAC ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	MALE	FE- MALE		
Q35Z WORST INTERPRETER POSSIBLE	1	0.3%	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	
05	1	25%	5	6%	~	~	~	~	~	~	~	~	1	~	50%	1	50%	~	
06	1	1%	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	
07	7	9%	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	
08	1	25%	19	22%	~	1	~	~	~	~	~	~	1	33%	~	1	50%	1	50%
09	15	18%	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	
BEST INTERPRETER POSSIBLE	2	50%	37	44%	~	1	~	~	~	~	1	~	2	67%	~	1	50%	1	50%
#8-10 (NET)	3	75%	71	84%	~	1	~	~	~	~	1	~	3	100%	~	1	50%	2	100%
9-10 (NET)	2	50%	52	62%	~	1	~	~	~	~	1	~	2	67%	~	1	50%	1	50%
VALID CASES	4	85	1	1	1	1	1	1	1	1	1	3	2	2	2	2	2	2	2
NUMBER OF RESPONDENTS	4	85	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
MEAN	8.25	8.74	10.0	8.00	10.0	5.00	8.00			10.0	5.00	9.33	7.50	9.00	7.50	9.00			
p stat_(*=Sig @ p<=.05)	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	

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

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

	EAST TOT ADLT	OHP TOT ADLT	AGE					RACE					ETHNIC- ITY		HEALTH STATUS		GENDER	
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	MALE
Q35AA NEVER	4 67%	48 48%	1 ~100%	1 ~100%	1 ~100%	1 ~33%	1 50%	~	~	~	~100%	1 ~100%	4 ~100%	2 ~67%	2 ~67%	1 50%	3 75%	~
SOMETIMES		22 22%	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
USUALLY	1 17%	7 7%	~	~	~	1 ~33%	~	~	~	~	~100%	1 ~100%	~	1 ~33%	~	1 50%	~	~
ALWAYS	1 17%	23 23%	~	~	~	1 ~33%	1 50%	~	~	~	~	~	~100%	1 ~33%	1 ~33%	~	1 25%	~
NOT ANSWERED		7																
VALID CASES	6	100	1	1	1	3	2			1	1	4	1	3	3	2	4	
NUMBER OF RESPONDENTS	6	107	1	1	1	3	2			1	1	4	1	3	3	2	4	
	100%	100%	100%	100%	100%	100%	100%			100%	100%	100%	100%	100%	100%	100%	100%	

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

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

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

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

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

	EAST TOT ADULT	OHP TOT ADULT	AGE						RACE						ETHNICITY		HEALTH STATUS		GENDER		
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR- WHT	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD &	FAIR & POOR	MALE	FE- MALE	
Q36																					
EXCELLENT	23 8%	446 9%	11 24%~	1 2%*	3 8%~	4 7%	2 4%~	2 8%~	12 6%*	~	~	~	25%~	~	9%~	10 20%~	13 6%*	23 13%*	~	12 13%	11 6%
VERY GOOD	63 23%	1044 20%	18 39%~	14 24%	8 20%~	10 17%	9 20%~	3 13%~	52 25%	~	1 20%~	~	~	3 25%~	4 17%~	6 12%~	55 25%	63 34%*	~	25 27%	37 20%
GOOD	97 35%	1716 34%	12 26%~	28 47%*	17 43%~	18 31%	13 29%~	7 29%~	72 34%	1 50%~	3 60%~	~	3 75%~	4 33%~	8 35%~	17 35%~	77 34%	97 53%~	~	32 35%	63 34%
FAIR	64 23%	1325 26%	4 9%~	14 24%	4 10%~	20 34%*	13 29%~	8 33%~	43 20%	1 50%~	1 20%~	~	~	5 42%~	7 30%~	14 29%~	49 22%	64 ~	66%*	20 22%	42 23%
POOR	33 12%	590 12%	1 2%~	2 3%*	8 20%~	7 12%	8 18%~	4 17%~	31 15%*	~	~	~	~	~	2 9%~	2 4%~	30 13%*	33 ~	34%~	3 3%*	30 16%*
#EXCELLENT + VERY GOOD + GOOD (NET)	183 65%	3206 63%	41 89%~	43 73%	28 70%~	32 54%	24 53%~	12 50%~	136 65%	1 50%~	4 80%~	~	4 ~100%~	7 58%~	14 61%~	33 67%~	145 65%	183 100%~	~	69 75%*	111 61%*
NOT ANSWERED	20	432			2	3	1	1	5					1		2	4			1	6
VALID CASES	280	5122	46	59	40	59	45	24	210	2	5		4	12	23	49	224	183	97	92	183
NUMBER OF RESPONDENTS	300	5554	46	59	42	62	46	25	215	2	5		4	13	23	51	228	183	97	93	189
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%

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

	EAST TOT ADULT	OHP TOT ADULT	AGE						RACE						ETHNICITY		HEALTH STATUS		GENDER		
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLK OR AFR- WHT	AS- IAN	NATV ILND	AMER ALSK	OTHR	MUL- TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD &	FAIR & POOR	MALE	FE- MALE	
Q37 EXCELLENT	48 17%	724 14%	13 28%~	9 16%	9 23%~	6 10%	7 16%~	2 8%~	27 13%*	1 ~	1 20%~	5 ~	5 25%~	5 42%~	5 23%~	16 33%~	29 13%*	44 24%*	4 4%*	23 25%*	23 13%*
VERY GOOD	68 24%	1207 24%	16 35%~	16 28%	8 21%~	13 22%	8 18%~	7 29%~	56 27%	1 50%~	~	1 ~	1 25%~	3 8%	3 14%~	9 18%~	59 26%	59 33%*	8 8%*	31 33%*	37 20%*
GOOD	73 26%	1578 31%	8 17%~	18 31%	11 28%~	14 23%	15 33%~	6 25%~	52 25%	1 50%~	2 40%~	2 ~	3 ~	8 25%~	8 36%~	11 22%~	60 27%	52 29%	21 22%	14 15%*	58 32%*
FAIR	66 24%	1184 23%	7 15%~	8 14%*	10 26%~	22 37%*	8 18%~	8 33%~	55 26%	2 ~	2 40%~	~	1 ~	5 8%~	5 23%~	10 20%~	54 24%	23 13%*	42 43%*	21 23%	43 24%
POOR	24 9%	395 8%	2 4%~	7 12%	1 3%~	5 8%	7 16%~	1 4%~	20 10%	~	~	~	2 ~	1 17%~	1 5%~	3 6%~	21 9%	2 1%*	22 23%*	4 4%*	20 11%*
#EXCELLENT + VERY GOOD + GOOD (NET)	189 68%	3509 69%	37 80%~	43 74%	28 72%~	33 55%*	30 67%~	15 63%~	135 64%*100%	2 100%	3 60%~	4 ~	9 ~	16 75%~	16 73%~	36 73%~	148 66%	155 86%*	33 34%*	68 73%	118 65%
NOT ANSWERED	21	466		1	3	2	1	1	5				1	1	2	5	3				8
VALID CASES	279	5088	46	58	39	60	45	24	210	2	5		4	12	22	49	223	180	97	93	181
NUMBER OF RESPONDENTS	300 100%	5554 100%	46 100%	59 100%	42 100%	62 100%	46 100%	25 100%	215 100%	2 100%	5 100%		4 100%	13 100%	23 100%	51 100%	228 100%	183 100%	97 100%	93 100%	189 100%

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

	EAST TOT ADLT	OHP TOT ADLT	AGE					RACE					ETHNIC- ITY		HEALTH STATUS		GENDER				
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC LLND	AMER IND/ ALSK	MUL- OTHR TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	FE- MALE	MALE			
Q38 #YES	109 39%	2344 47%*	16 37%~	17 29%	13 33%~	26 44%	18 40%~	15 60%~	79 38%	3 ~	60%~	1 ~	7 25%~	7 58%~	7 32%~	22 47%~	83 37%	60 34%*	47 49%*	34 37%	73 41%
NO	168 61%	2668 53%*	27 63%~	41 71%	27 68%~	33 56%	27 60%~	10 40%~	131 62%	2 100%~	2 40%~	3 ~	5 75%~	15 42%~	15 68%~	25 53%~	141 63%	118 66%*	49 51%*	58 63%	107 59%
DON'T KNOW	5	137	3	1		1			2						1			4	1	1	4
NOT ANSWERED	18	405			2	2	1		3				1			1	2	1			5
VALID CASES	277	5013	43	58	40	59	45	25	210	2	5		4	12	22	47	224	178	96	92	180
NUMBER OF RESPONDENTS	300	5554	46	59	42	62	46	25	215	2	5		4	13	23	51	228	183	97	93	189
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%

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

		AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER		
EAST TOT ADLT	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD &	FAIR & POOR	MALE	FE- MALE			
Q39 EVERY DAY	81 29%	1219 24%	7 16%	16 28%	18 45%	19 31%	13 30%	5 20%	65 32%	1 ~	20%~	~	1 ~	11 48%	3 6%*	75 34%*	47 26%	33 35%	30 33%	48 26%		
SOME DAYS	28 10%	519 10%	3 7%	5 9%	2 5%	8 13%	7 16%	2 8%	20 10%	~	~	~	2 50%~	4 ~	4 17%~	23 8%	11 10%	17 6%*	18%*	9 10%	19 10%	
NOT AT ALL	169 61%	3357 66%	35 78%~	37 64%	20 50%~	34 56%	23 53%~	18 72%~	121 59%	2 100%~	4 80%~	~	2 ~	12 50%~	8 92%~	35%~	44 86%*	123 56%*	123 68%*	43 46%*	52 57%	115 63%
DON'T KNOW	2	16	1				1		2							2	2		2			
NOT ANSWERED	20	443		1	2	1	2		7							5		4		7		
VALID CASES	278	5095	45	58	40	61	43	25	206	2	5		4	13	23	51	221	181	93	91	182	
NUMBER OF RESPONDENTS	300	5554	46	59	42	62	46	25	215	2	5		4	13	23	51	228	183	97	93	189	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%	

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

	EAST TOT ADULT	OHP TOT ADULT	AGE						RACE						ETHNICITY		HEALTH STATUS		GENDER	
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	NATV AS- IAN	AMER HAW/ IND/ PAC ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	MALE MALE				
Q40 NEVER	19 18%	387 21%	3 30%	6 29%	3 15%	5 19%	1 ~ 14%	14 17%	~	~	1 ~ 50%	3 ~ 20%	1 14%	17 17%	11 19%	8 16%	12 31%	6 9%		
SOMETIMES	25 23%	442 24%	2 20%	7 33%	4 20%	6 22%	3 16%	3 43%	20 24%	~	~	~	4 ~ 27%	2 29%	22 22%	17 29%	8 16%	6 15%	19 29%	
USUALLY	20 19%	333 18%	1 10%	1 5%	5 25%	4 15%	6 32%	1 14%	15 18%	~100%	1 ~	2 ~100%	2 13%	17 29%	17 17%	11 19%	9 18%	8 21%	11 17%	
ALWAYS	44 41%	687 37%	4 40%	7 33%	8 40%	12 44%	10 53%	2 29%	35 42%	~	~	1 ~ 50%	6 ~ 40%	2 29%	42 43%	19 33%	24 49%	13 33%	30 45%	
#ALWAYS + USUALLY (NET)	64 59%	1020 55%	5 50%	8 38%	13 65%	16 59%	3 84%	3 43%	50 60%	~100%	1 ~	1 ~ 50%	1 100%	8 53%	4 57%	59 60%	30 52%	33 67%	41 54%	41 62%
TOP BOX SCORE	44 41%	687 37%	4 40%	7 33%	8 40%	12 44%	10 53%	2 29%	35 42%	~	~	1 ~ 50%	6 ~ 40%	2 29%	42 43%	19 33%	24 49%	13 33%	30 45%	
NOT ANSWERED	1	37					1	1								1		1		
VALID CASES	108	1849	10	21	20	27	19	7	84	1	2	1	15	7	98	58	49	39	66	
NUMBER OF RESPONDENTS	109	1886	10	21	20	27	20	7	85	1	2	1	15	7	98	58	50	39	67	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	

[ASKED IF Q39 = EVERY DAY OR SOME DAYS]

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

	EAST TOT ADULT	OHP TOT ADULT	AGE						RACE						ETHNICITY		HEALTH STATUS		GENDER		
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLK OR AFR-	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR	POOR	MALE	FE- MALE	
Q41 NEVER	49	839	7	14	10	8	5	3	37		1		1		8	3	44	30	19	17	30
	45%	45%	70%~	67%~	50%~	30%~	26%~	43%~	44%~	~100%~	~	~	~	~	53%~	43%~	45%~	52%	39%~	44%~	45%~
SOMETIMES	26	418		3	3	12	5	2	22					1	1	2	23	12	14	9	16
	24%	23%	~	14%~	15%~	44%~	26%~	29%~	26%~	~	~	~	~	100%~	7%~	29%~	24%~	21%	29%~	23%~	24%~
USUALLY	17	263	1	1	3	3	7	1	13				1		2	1	15	12	5	7	10
	16%	14%	10%~	5%~	15%~	11%~	37%~	14%~	15%~	~	~	~	50%~	~	13%~	14%~	15%~	21%	10%~	18%~	15%~
ALWAYS	16	327	2	3	4	4	2	1	12						4	1	15	4	11	6	10
	15%	18%	20%~	14%~	20%~	15%~	11%~	14%~	14%~	~	~	~	~	~	27%~	14%~	15%~	7%*	22%~	15%~	15%~
#ALWAYS + USUALLY (NET)	33	589	3	4	7	7	9	2	25				1		6	2	30	16	16	13	20
	31%	32%	30%~	19%~	35%~	26%~	47%~	29%~	30%~	~	~	~	50%~	~	40%~	29%~	31%~	28%	33%~	33%~	30%~
TOP BOX SCORE	16	327	2	3	4	4	2	1	12						4	1	15	4	11	6	10
	15%	18%	20%~	14%~	20%~	15%~	11%~	14%~	14%~	~	~	~	~	~	27%~	14%~	15%~	7%*	22%~	15%~	15%~
NOT ANSWERED	1	39					1		1								1		1		1
VALID CASES	108	1847	10	21	20	27	19	7	84		1		2	1	15	7	97	58	49	39	66
NUMBER OF RESPONDENTS	109	1886	10	21	20	27	20	7	85		1		2	1	15	7	98	58	50	39	67
	100%	100%	100%	100%	100%	100%	100%	100%	100%		100%		100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q39 = EVERY DAY OR SOME DAYS]

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.

	EAST TOT ADLT	OHP TOT ADLT	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER		
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- TI	OTH-	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	GOOD & FAIR & POOR	MALE	FE- MALE	
Q42																					
NEVER	57 52%	965 52%	7 70%	14 67%	10 50%	14 52%	7 35%	3 43%	44 52%	1 ~100%					9 60%	4 57%	51 52%	28 48%	29 58%	23 59%	32 48%
SOMETIMES	22 20%	401 22%		2 ~10%	4 20%	9 33%	5 25%	2 29%	19 22%				1 ~50%	1 100%		2 29%	20 20%	13 22%	9 18%	7 18%	15 22%
USUALLY	13 12%	224 12%	1 10%	1 5%	2 10%	2 7%	4 20%	1 14%	10 12%						2 13%		11 ~11%	9 16%	4 8%	4 10%	8 12%
ALWAYS	17 16%	255 14%	2 20%	4 19%	4 20%	2 7%	4 20%	1 14%	12 14%				1 ~50%		4 27%	1 14%	16 16%	8 14%	8 16%	5 13%	12 18%
#ALWAYS + USUALLY (NET)	30 28%	479 26%	3 30%	5 24%	6 30%	4 15%	8 40%	2 29%	22 26%				1 ~50%		6 40%	1 14%	27 28%	17 29%	12 24%	9 23%	20 30%
TOP BOX SCORE	17 16%	255 14%	2 20%	4 19%	4 20%	2 7%	4 20%	1 14%	12 14%				1 ~50%		4 27%	1 14%	16 16%	8 14%	8 16%	5 13%	12 18%
NOT ANSWERED		40																			
VALID CASES	109	1846	10	21	20	27	20	7	85	1			2	1	15	7	98	58	50	39	67
NUMBER OF RESPONDENTS	109 100%	1886 100%	10 100%	21 100%	20 100%	27 100%	20 100%	7 100%	85 100%	1 100%			2 100%	1 100%	15 100%	7 100%	98 100%	58 100%	50 100%	39 100%	67 100%

[ASKED IF Q39 = EVERY DAY OR SOME DAYS]

Q43 DO YOU TAKE ASPIRIN DAILY OR EVERY OTHER DAY?

		AGE							RACE						ETHNICITY		HEALTH STATUS		GENDER		
		18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD &	FAIR & POOR	FE- MALE	MALE		
Q43																					
YES	69 25%	1277 25%	1 2%	8 14%*	6 15%~	18 31%	21 48%~	14 56%~	52 25%	1 50%~	~	2 ~	5 38%~	5 22%~	11 22%	57 26%	35 20%*	33 35%*	27 29%	42 23%	
NO	209 75%	3806 75%	45 98%~	50 86%*	34 85%~	41 69%	23 52%~	11 44%~	156 75%	1 50%~	5 100%~	~	2 ~	8 50%~	18 78%~	40 78%	166 74%	144 80%*	62 65%*	65 71%	140 77%
DON'T KNOW	2	62			1	1			2							1	1	1	1	1	
NOT ANSWERED	20	409		1	1	2	2		5							4	3	1		6	
VALID CASES	278	5083	46	58	40	59	44	25	208	2	5		4	13	23	51	223	179	95	92	182
NUMBER OF RESPONDENTS	300	5554	46	59	42	62	46	25	215	2	5		4	13	23	51	228	183	97	93	189
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%

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

		AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER		
		18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	WHITE	BLACK OR AFR-	ASIAN	NATV HAW/LLND	AMER IND/ALSK	OTHER	MULTI	HIS-IC	NOT HIS-PAN-IC	EX & VERY GOOD &	FAIR & POOR	MALE	FE-MALE		
Q44																						
YES	EAST TOT ADULT	30	646	2	3	5	8	6	5	24	1			2	2	26	12	17	11	19		
	OHP TOT ADULT	12%	14%	4%~	6%*	13%~	16%	14%~	25%~	13%	50%~	~	~	~	10%~	4%~	13%	7%*	22%*	13%	12%	
NO	EAST TOT ADULT	226	4029	44	51	34	43	36	15	167	1	3	4	13	19	45	178	161	62	76	146	
	OHP TOT ADULT	88%	86%	96%~	94%*	87%~	84%	86%~	75%~	87%	50%~	100%~	~	100%~	100%~	90%~	96%~	87%	93%*	78%*	87%	88%
DON'T KNOW	EAST TOT ADULT	25	454		5	2	9	3	5	20		2			2	4	21	8	17	6	19	
NOT ANSWERED	EAST TOT ADULT	19	424			1	2	1		4						3	2	1		5		
VALID CASES	EAST TOT ADULT	256	4675	46	54	39	51	42	20	191	2	3	4	13	21	47	204	173	79	87	165	
NUMBER OF RESPONDENTS	OHP TOT ADULT	300	5554	46	59	42	62	46	25	215	2	5	4	13	23	51	228	183	97	93	189	
		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	

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

	EAST TOT ADLT	OHP TOT ADLT	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER		
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC LLND	AMER IND/ ALSK	OTHR	MUL- TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	MALE	FE- MALE	
Q45 YES	110 39%	2037 40%	7 15%~	17 29%	14 34%~	24 40%	28 64%~	18 72%~	86 41%	1 50%~	1 20%~	3 ~	2 75%~	8 15%~	37%~	19 37%	89 40%	59 33%*	49 51%*	38 41%	72 39%
NO	171 61%	3086 60%	39 85%~	42 71%	27 66%~	36 60%	16 36%~	7 28%~	125 59%	1 50%~	4 80%~	1 ~	11 25%~	15 85%~	65%~	32 63%	136 60%	122 67%*	47 49%*	55 59%	112 61%
NOT ANSWERED	19	431			1	2	2		4							3		2	1		5
VALID CASES	281	5123	46	59	41	60	44	25	211	2	5	4	13	23	51	225	181	96	93	184	
NUMBER OF RESPONDENTS	300 100%	5554 100%	46 100%	59 100%	42 100%	62 100%	46 100%	25 100%	215 100%	2 100%	5 100%	4 100%	13 100%	23 100%	51 100%	228 100%	183 100%	97 100%	93 100%	189 100%	

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

		AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER		
		18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD &	FAIR & POOR	FE- MALE	MALE			
Q46.1	YES	91 30%	1388 25%*	3 7%	7 12%*	7 17%	30 48%*	25 54%*	16 64%~	72 33%*	1 50%~	3 60%~		3 ~ 75%~	1 8%~	4 17%~	11 22%	78 34%*	40 22%*	50 52%*	25 27%	64 34%
	NO	209 70%	4166 75%*	43 93%~	52 88%*	35 83%~	32 52%*	21 46%~	9 36%~	143 67%*	1 50%~	2 40%~		1 ~ 25%~	12 92%~	19 83%~	40 78%	150 66%*	143 78%*	47 48%*	68 73%	125 66%
VALID CASES		300	5554	46	59	42	62	46	25	215	2	5		4	13	23	51	228	183	97	93	189
NUMBER OF RESPONDENTS		300	5554	46	59	42	62	46	25	215	2	5		4	13	23	51	228	183	97	93	189
		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%

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

		AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER		
		18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD &	FAIR & POOR	MALE	FE- MALE				
Q46.2	YES	90 30%	1754 32%	3 7%	11 19%*	5 12%	28 45%*	23 50%	18 72%	69 32%	1 50%	4 80%	2 ~	2 50%	2 15%	6 26%	13 25%	76 33%*	37 20%*	51 53%*	34 37%	56 30%
	NO	210 70%	3800 68%	43 93%	48 81%*	37 88%	34 55%*	23 50%	7 28%	146 68%	1 50%	1 20%	2 ~	11 50%	17 85%	17 74%	38 75%	152 67%*	146 80%*	46 47%*	59 63%	133 70%
VALID CASES		300	5554	46	59	42	62	46	25	215	2	5	4	13	23	51	228	183	97	93	189	
NUMBER OF RESPONDENTS		300 100%	5554 100%	46 100%	59 100%	42 100%	62 100%	46 100%	25 100%	215 100%	2 100%	5 100%	4 100%	13 100%	23 100%	51 100%	228 100%	183 100%	97 100%	93 100%	189 100%	

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

		AGE							RACE						ETHNICITY		HEALTH STATUS		GENDER			
EAST TOT ADULT	OHP TOT ADULT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- PAN-	VERY GOOD & FAIR & POOR	EX & VERY GOOD & FAIR & POOR	FE- MALE	MALE			
Q46.3																						
YES	50 17%	899 16%	5 11%	8 14%	6 14%	13 21%	13 28%	4 16%	40 19%	1 50%	2 40%	~	~	1 8%	5 22%	4 8%*	45 20%*	25 14%	24 25%*	13 14%	37 20%	
NO	250 83%	4655 84%	41 89%	51 86%	36 86%	49 79%	33 72%	21 84%	175 81%	1 50%	3 60%	~	~	4 100%	12 92%	18 78%	47 92%*	183 80%*	158 86%	73 75%*	80 86%	152 80%
VALID CASES	300	5554	46	59	42	62	46	25	215	2	5			4	13	23	51	228	183	97	93	189
NUMBER OF RESPONDENTS	300	5554	46	59	42	62	46	25	215	2	5			4	13	23	51	228	183	97	93	189
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%			100%	100%	100%	100%	100%	100%	100%	100%	100%

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

		AGE							RACE						ETHNICITY		HEALTH STATUS		GENDER	
		18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD &	FAIR & POOR	FE- MALE	MALE	
Q47.1	EAST TOT ADLT	18	25	35	45	55	65													
	OHP TOT ADLT																			
YES	14 5%				4 6%	6 13%	2 8%	11 5%	1 20%	1 25%		1 4%		14 6%	6 3%	7 7%		3 3%	11 6%	
NO	286 95%	46 100%	59 100%	42 100%	58 94%	40 87%	23 92%	204 95%	2 100%	4 80%	3 75%	13 100%	22 96%	51 100%	214 94%	177 97%	90 93%	90 97%	178 94%	
VALID CASES	300	46	59	42	62	46	25	215	2	5	4	13	23	51	228	183	97	93	189	
NUMBER OF RESPONDENTS	300	46	59	42	62	46	25	215	2	5	4	13	23	51	228	183	97	93	189	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	

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

		AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER	
		18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD &	FAIR & POOR	FE- MALE	MALE		
Q47.2	EAST TOT ADULT	18	25	35	45	55	65														
	OHP TOT ADULT	24	34	44	54	64	OVER	WHTE	AMER	IAN	LLND	NATV	OTHR	TI	HIS- IC	HIS- IC	EX & VERY GOOD &	FAIR & POOR	FE- MALE		
YES	12 4%	335 6%	1 ~ 2%	1 2%~	3 5%	3 7%~	4 16%~	7 3%	1 50%~	1 20%~			1 8%~	2 9%~		11 5%	4 2%	8 8%*	5 5%	7 4%	
NO	288 96%	5219 94%	46 100%~	58 98%	41 98%~	59 95%	43 93%~	21 84%~	208 97%	1 50%~	4 80%~	4 ~100%~	12 92%~	21 91%~	21 100%~	217 95%	179 98%	89 92%*	88 95%	182 96%	
VALID CASES	300	5554	46 100%	59 100%	42 100%	62 100%	46 100%	25 100%	215 100%	2 100%	5 100%	4 100%	13 100%	23 100%	51 100%	228 100%	183 100%	97 100%	93 100%	189 100%	
NUMBER OF RESPONDENTS	300 100%	5554 100%	46 100%	59 100%	42 100%	62 100%	46 100%	25 100%	215 100%	2 100%	5 100%	4 100%	13 100%	23 100%	51 100%	228 100%	183 100%	97 100%	93 100%	189 100%	

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

		AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER	
		18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD &	FAIR & POOR	FE- MALE	MALE		
Q47.3	EAST TOT ADULT	18	25	35	45	55	65														
	OHP TOT ADULT	24	34	44	54	64	OVER	WHTE	AMER	IAN	LLND	NATV	OTHR	TI	HIS- IC	HIS- IC	EX & VERY GOOD &	FAIR & POOR	FE- MALE		
YES	13 4%	295 5%	~	~	1 2%~	5 8%	3 7%~	3 12%~	8 4%	1 ~ 20%~	1 ~ 25%~	1 8%~	1 9%~	2 9%~	1 2%	12 5%	3 2%*	10 10%*	4 4%	9 5%	
NO	287 96%	5259 95%	46 100%~	59 100%~	41 98%~	57 92%	43 93%~	22 88%~	207 96%	2 100%	4 80%~	3 ~ 75%~	12 92%~	21 91%~	50 98%	216 95%	180 98%*	87 90%*	89 96%	180 95%	
VALID CASES	300	5554	46 100%	59 100%	42 100%	62 100%	46 100%	25 100%	215 100%	2 100%	5 100%	4 100%	13 100%	23 100%	51 100%	228 100%	183 100%	97 100%	93 100%	189 100%	
NUMBER OF RESPONDENTS	300 100%	5554 100%	46 100%	59 100%	42 100%	62 100%	46 100%	25 100%	215 100%	2 100%	5 100%	4 100%	13 100%	23 100%	51 100%	228 100%	183 100%	97 100%	93 100%	189 100%	

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

		AGE							RACE						ETHNICITY		HEALTH STATUS		GENDER	
EAST TOT ADULT	OHP TOT ADULT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLK OR AFR-	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & POOR	FAIR & POOR	FE- MALE	MALE	
Q47.4																				
YES	57 19%	1125 20%	3 7%	10 17%	9 21%	13 21%	14 30%	7 28%	46 21%	1 50%	2 40%	3 ~ 75%	1 8%	2 9%	11 22%	45 20%	28 15%*	28 29%*	15 16%	42 22%
NO	243 81%	4429 80%	43 93%	49 83%	33 79%	49 79%	32 70%	18 72%	169 79%	1 50%	3 60%	1 ~ 25%	12 92%	21 91%	40 78%	183 80%	155 85%*	69 71%*	78 84%	147 78%
VALID CASES	300	5554	46	59	42	62	46	25	215	2	5	4	13	23	51	228	183	97	93	189
NUMBER OF RESPONDENTS	300	5554	46	59	42	62	46	25	215	2	5	4	13	23	51	228	183	97	93	189
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

		AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER	
		18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD &	FAIR & POOR	MALE	FE- MALE		
Q48																					
YES	99 35%	1783 35%	11 24%	21 36%	16 38%	25 42%	14 31%	11 46%	76 36%	~	~	~	25% 15%	2 57%	13 26%	13 36%	82 36%	44 25%*	53 56%*	24 26%*	74 40%*
NO	180 65%	3302 65%	35 76%	38 64%	26 62%	35 58%	31 69%	13 54%	136 64%	2 100%	5 100%	~	3 75%	11 85%	10 43%	37 74%	143 64%	135 75%*	42 44%*	68 74%*	111 60%*
NOT ANSWERED	21	469				2	1	1	3						1	3	4	2	1	4	
VALID CASES	279	5085	46	59	42	60	45	24	212	2	5		4	13	23	50	225	179	95	92	185
NUMBER OF RESPONDENTS	300 100%	5554 100%	46 100%	59 100%	42 100%	60 100%	45 100%	24 100%	215 100%	2 100%	5 100%		4 100%	13 100%	23 100%	51 100%	228 100%	183 100%	97 100%	93 100%	189 100%

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

		AGE							RACE						ETHNICITY		HEALTH STATUS		GENDER		
		18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD &	FAIR & POOR	MALE	FE- MALE		
Q49																					
YES	78 82%	1476 87%	7 64%	17 85%	15 94%	22 88%	9 82%	7 64%	60 82%	~	~	~	1 100%	2 100%	11 85%	10 83%	65 81%	32 76%	44 86%	21 91%	57 80%
NO	17 18%	228 13%	4 36%	3 15%	1 6%	3 12%	2 18%	4 36%	13 18%	~	~	~	~	~	2 15%	2 17%	15 19%	10 24%	7 14%	2 9%	14 20%
NOT ANSWERED	4	88	1		3			3						1	2	2	2	1	3		
VALID CASES	95	1703	11	20	16	25	11	11	73				1	2	13	12	80	42	51	23	71
NUMBER OF RESPONDENTS	99	1791	11	21	16	25	14	11	76				1	2	13	13	82	44	53	24	74
	100%	100%	100%	100%	100%	100%	100%	100%	100%				100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q48 = YES]

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

		AGE							RACE						ETHNICITY		HEALTH STATUS		GENDER			
		18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD &	FAIR & POOR	MALE	FE- MALE			
Q50																						
YES	EAST TOT ADLT	176	3492	11	35	23	46	39	19	142	1	4	4	4	13	21	153	90	81	48	127	
	OHP TOT ADLT	64%	68%	24%~	59%	56%~	79%*	87%~	83%~	67%*	50%~	80%~	~100%~	31%~	57%~	43%~	69%*	51%*	88%*	53%*	69%*	
NO		99	1617	35	24	18	12	6	4	69	1	1	9	10	28	70	87	11	42	57		
	OHP TOT ADLT	36%	32%	76%~	41%	44%~	21%*	13%~	17%~	33%*	50%~	20%~	~	~	69%~	43%~	57%~	31%*	49%*	12%*	47%*	31%*
NOT ANSWERED		25	446			1	4	1	2	4					2	5	6	5	3	5		
VALID CASES		275	5108	46	59	41	58	45	23	211	2	5	4	13	23	49	223	177	92	90	184	
NUMBER OF RESPONDENTS		300	5554	46	59	42	62	46	25	215	2	5	4	13	23	51	228	183	97	93	189	
		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	

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

		AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER	
		EAST TOT ADLT	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	FE- MALE	MALE
Q51																					
YES	155 93%	3137 94%	10 91%	32 91%	23 100%	42 95%	33 94%	13 81%	127 95%	1 100%	4 100%	4 100%	3 100%	11 85%	17 89%	136 94%	79 94%	71 92%	44 100%	111 91%	
NO	11 7%	193 6%	1 9%	3 9%	2 ~	2 5%	3 19%	7 5%	~	~	~	~	~	2 15%	2 11%	9 6%	5 6%	6 8%	11 ~	9 9%	
NOT ANSWERED	10	173				2	4	3	8				1		2	8	6	4	4	5	
VALID CASES	166	3330	11	35	23	44	35	16	134	1	4		4	3	13	19	145	84	77	44	122
NUMBER OF RESPONDENTS	176 100%	3503 100%	11 100%	35 100%	23 100%	46 100%	39 100%	19 100%	142 100%	1 100%	4 100%		4 100%	4 100%	13 100%	21 100%	153 100%	90 100%	81 100%	48 100%	127 100%

[ASKED IF Q50 = YES]

NQ52 WHAT IS YOUR AGE?

	EAST TOT ADLT	OHP TOT ADLT	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER	
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR- WHTE	AS- IAN	NATV HAW/ PAC LLND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	MALE	FE- MALE
NQ52																				
18 TO 24	52 17%	872 16%	46 100%~	~	~	~	~	30 14%*	~	~	~	~	4 31%~	7 30%~	16 31%*	30 13%*	42 23%*	5 5%*	18 19%	28 15%
25 TO 34	63 21%	867 16%*	~100%~	59 ~	~	~	~	45 21%	1 50%~	2 40%~	~	1 25%~	3 23%~	3 13%~	11 22%	48 21%	43 23%	16 16%	12 13%*	47 25%*
35 TO 44	45 15%	843 15%	~	42 ~100%~	~	~	~	38 18%*	~	~	~	~	1 8%~	3 13%~	5 10%	37 16%	29 16%	13 13%	16 17%	27 14%
45 TO 54	64 21%	1055 19%	~	~	62 ~100%~	~	~	49 23%	1 50%~	~	~	2 50%~	2 15%~	4 17%~	10 20%	51 22%	32 17%*	28 29%*	23 25%	40 21%
55 TO 64	49 16%	1061 19%	~	~	~	46 ~100%~	~	38 18%	~	2 40%~	~	1 25%~	1 8%~	4 17%~	2 4%*	45 20%*	25 14%	23 24%*	18 19%	29 15%
65 TO 74	18 6%	478 9%	~	~	~	~	16 64%~	11 5%	~	~	~	~	~	2 9%~	3 6%	12 5%	9 5%	6 6%	4 4%	11 6%
75 OR OLDER	9 3%	377 7%*	~	~	~	~	9 36%~	4 2%	~	1 20%~	~	~	2 15%~	~	4 8%	5 2%	3 2%	6 6%	2 2%	7 4%
VALID CASES	300	5554	46	59	42	62	46	25	215	2	5	4	13	23	51	228	183	97	93	189
NUMBER OF RESPONDENTS	300	5554	46	59	42	62	46	25	215	2	5	4	13	23	51	228	183	97	93	189
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

NQ53 ARE YOU MALE OR FEMALE?

		AGE						RACE						ETHNICITY		HEALTH STATUS		GENDER		
EAST TOT ADULT	OHP TOT ADULT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD &	FAIR & POOR	MALE	FE- MALE	
NQ53																				
MALE	102 34%	2022 36%	18 39%~	12 20%*	16 38%~	23 37%	18 39%~	7 28%~	69 32%	1 50%~	2 40%~	1 ~	4 25%~	10 31%~	17 43%~	77 33%	70 38%*	25 26%*	93 100%~	~
FEMALE	198 66%	3532 64%	28 61%~	47 80%*	26 62%~	39 63%	28 61%~	18 72%~	146 68%	1 50%~	3 60%~	3 ~	9 75%~	13 69%~	13 57%~	34 67%	151 66%	113 62%*	72 74%*	189 ~100%~
VALID CASES	300	5554	46	59	42	62	46	25	215	2	5	4	13	23	51	228	183	97	93	189
NUMBER OF RESPONDENTS	300 100%	5554 100%	46 100%	59 100%	42 100%	62 100%	46 100%	25 100%	215 100%	2 100%	5 100%	4 100%	13 100%	23 100%	51 100%	228 100%	183 100%	97 100%	93 100%	189 100%

[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?

	EAST TOT ADULT	OHP TOT ADULT	AGE						RACE						ETHNICITY		HEALTH STATUS		GENDER		
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR- WHT	AS- IAN AMER	NATV PAC ILND	AMER ALSK NATV	OTHR	MUL- TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD &	FAIR & POOR	MALE	FE- MALE	
Q54																					
8TH GRADE OR LESS	197%	2805%	~	24%	410%	35%	235%	835%	126%	1~	20%	~	~	215%	14%	1022%	94%	55%	1111%	89%	116%
SOME HIGH SCHOOL BUT DID NOT GRADUATE	5018%	80416%	1635%	712%	820%	1118%	613%	14%	3516%	~	~	~	250%	431%	522%	1328%	3716%	1919%	1314%	2224%	2815%
HIGH SCHOOL GRADUATE OR GED	11441%	198539%	1941%	2951%	1639%	2847%	1533%	522%	9545%*	150%	120%	~	250%	646%	313%	1737%	9643%	4044%	7141%	4042%	3742%
SOME COLLEGE OR 2-YEAR DEGREE	8029%	165332%	1022%	1526%	1229%	1728%	1942%	730%	6330%	150%	120%	~	~	18%	1252%	511%	732%*	5431%	2527%	2022%	6033%
4-YEAR COLLEGE GRADUATE	41%	2375%*	12%	35%	~	~	~	~	31%	~	~	~	~	~	14%	~	42%	32%	11%	11%	32%
MORE THAN 4-YEAR COLLEGE DEGREE	83%	1453%	~	12%	12%	12%	37%	29%	52%	~	240%	~	~	~	14%	12%	73%	63%	22%	33%	53%
NOT ANSWERED	25	450		2	1	2	1	2	2						5	3	6	6	2	2	5
VALID CASES	275	5104	46	57	41	60	45	23	213	2	5		4	13	23	46	225	177	91	91	184
NUMBER OF RESPONDENTS	300	5554	46	59	42	62	46	25	215	2	5		4	13	23	51	228	183	97	93	189
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%

Q55 ARE YOU OF HISPANIC OR LATINO ORIGIN OR DESCENT?

	EAST TOT ADLT	OHP TOT ADLT	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER	
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC LLND	AMER IND/ ALSK NATV	OTHR	MUL- TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	MALE	FE- MALE
Q55																				
YES HISPANIC OR LATINO	51 18%	549 11%*	16 35%~	11 19%	5 12%~	10 17%	1 2%~	7 29%~	18 8%*	1 ~	20%~	10 ~	4 ~	77%~	18%~	51 100%~	33 ~	16 17%	16 17%	34 18%
NO NOT HISPANIC OR LATINO	228 82%	4520 89%*	30 65%~	48 81%	36 88%~	50 83%	44 98%~	17 71%~	194 92%*	2 100%~	4 80%~	4 ~	3 100%~	18 23%~	18 82%~	228 ~100%~	145 81%	79 83%	76 83%	151 82%
NOT ANSWERED	21	485			1	2	1	1	3								5	2	1	4
VALID CASES	279	5069	46	59	41	60	45	24	212	2	5	4	13	22	51	228	178	95	92	185
NUMBER OF RESPONDENTS	300	5554	46	59	42	62	46	25	215	2	5	4	13	23	51	228	183	97	93	189
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Q56.1 WHAT IS YOUR RACE? RESPONSE: WHITE

		AGE						RACE						ETHNICITY		HEALTH STATUS		GENDER			
EAST TOT ADLT	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD &	FAIR & POOR	MALE	FE- MALE		
Q56.1 YES	236 79%	4288 77%	37 80%	48 81%	40 95%	52 84%	40 87%	16 64%	215 100%	~	~	~	~	~	21 91%	22 43%*	211 93%*	148 81%	83 86%*	78 84%	158 84%*
NO	64 21%	1266 23%	9 20%	11 19%	2 5%	10 16%	6 13%	9 36%	2 ~100%	5 ~100%	4 ~100%	13 ~100%	2 9%	29 57%*	17 7%*	35 19%	14 14%*	15 16%	31 16%*		
VALID CASES	300	5554	46	59	42	62	46	25	215	2	5	4	13	23	51	228	183	97	93	189	
NUMBER OF RESPONDENTS	300 100%	5554 100%	46 100%	59 100%	42 100%	62 100%	46 100%	25 100%	215 100%	2 100%	5 100%	4 100%	13 100%	23 100%	51 100%	228 100%	183 100%	97 100%	93 100%	189 100%	

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

		AGE							RACE						ETHNICITY		HEALTH STATUS		GENDER			
		18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLK OR AFR-AMER	AS-IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL-OTHR	TI	HIS-IC	NOT HIS-IC	EX & VERY GOOD &	FAIR & POOR	MALE	FE-MALE			
Q56.2	EAST TOT ADLT	18	25	35	45	55	65															
	OHP TOT ADLT	24	34	44	54	64	OVER	WHTE	AMER	IAN	ILND	NATV	OTHR	TI	HIS-IC	HIS-IC	NOT HIS-IC	EX & VERY GOOD &	FAIR & POOR	MALE	FE-MALE	
YES	2	207	1	1				2							2	1	1	1	1	1	1	
	0.7%	4%*	~	2%	~	2%	~	~100%	~	~	~	~	~	~	~0.9%	0.5%	1%	1%	0.5%	0.5%	0.5%	
NO	298	5347	46	58	42	61	46	25	215	5	4	13	23	51	226	182	96	92	188	92	188	
	99%	96%*	100%	~98%	100%	~98%	100%	~100%	~100%	~100%	~100%	~100%	~100%	~100%	~99%	99%	99%	99%	99%	99%	99%	
VALID CASES	300	5554	46	59	42	62	46	25	215	2	5	4	13	23	51	228	183	97	93	189	93	189
NUMBER OF RESPONDENTS	300	5554	46	59	42	62	46	25	215	2	5	4	13	23	51	228	183	97	93	189	93	189
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Q56.3 WHAT IS YOUR RACE? RESPONSE: ASIAN

		AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER	
		18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD &	FAIR & POOR	FE- MALE	MALE		
Q56.3	EAST TOT ADLT	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD &	FAIR & POOR	FE- MALE	MALE	
YES	9 3%	238 4%	2 4%	2 3%	~	~	3 7%	2 8%	~	5 100%	~	~	~	4 17%	1 2%	7 3%	8 4%*	1 1%	3 3%	6 3%	
NO	291 97%	5316 96%	44 96%	57 97%	42 100%	62 100%	43 93%	23 92%	215 100%	2 100%	~	4 100%	13 100%	19 83%	50 98%	221 97%	175 96%*	96 99%	90 97%	183 97%	
VALID CASES	300	5554	46	59	42	62	46	25	215	2	5	4	13	23	51	228	183	97	93	189	
NUMBER OF RESPONDENTS	300 100%	5554 100%	46 100%	59 100%	42 100%	62 100%	46 100%	25 100%	215 100%	2 100%	5 100%	4 100%	13 100%	23 100%	51 100%	228 100%	183 100%	97 100%	93 100%	189 100%	

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

		AGE							RACE						ETHNICITY		HEALTH STATUS		GENDER		
		18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD &	FAIR & POOR	MALE	FE- MALE		
Q56.4	EAST TOT ADLT	18	25	35	45	55	65														
	OHP TOT ADLT	24	34	44	54	64	OVER	WHTE	AMER	IAN	LLND	NATV	OTHR	TI	HIS- IC	HIS- IC	NOT HIS- IC	EX & VERY GOOD &	FAIR & POOR	MALE	FE- MALE
YES	2	38	1	1										2	2	2	1	1	1	1	
	0.7%	0.7%	~ 2%	2%	~	~	~	~	~	~	~	~	~	9%	~0.9%	1%	~	1%	0.5%		
NO	298	5516	46	58	41	62	46	25	215	2	5	4	13	21	51	226	181	97	92	188	
	99%	99%	100%	~ 98%	98%	~100%	~100%	~100%	~100%	~100%	~100%	~100%	~100%	91%	~100%	~ 99%	99%	100%	99%	99%	
VALID CASES	300	5554	46	59	42	62	46	25	215	2	5	4	13	23	51	228	183	97	93	189	
NUMBER OF RESPONDENTS	300	5554	46	59	42	62	46	25	215	2	5	4	13	23	51	228	183	97	93	189	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	

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

		AGE							RACE						ETHNICITY		HEALTH STATUS		GENDER		
		18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD &	FAIR & POOR	FE- MALE	MALE		
Q56.5	EAST TOT ADLT	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD &	FAIR & POOR	FE- MALE	MALE	
YES	23 8%	410 7%	6 13%	3 5%	2 5%	5 8%	5 11%	2 8%	~	~	~	~100%	4 19%	~ 83%	2 4%	20 9%	16 9%	7 7%	7 8%	16 8%	
NO	277 92%	5144 93%	40 87%	56 95%	40 95%	57 92%	41 89%	23 92%	215 100%	2 100%	5 100%	~	13 100%	4 17%	49 96%	208 91%	167 91%	90 93%	86 92%	173 92%	
VALID CASES	300	5554	46 100%	59 100%	42 100%	62 100%	46 100%	25 100%	215 100%	2 100%	5 100%	~	4 100%	13 100%	23 100%	51 100%	228 100%	183 100%	97 100%	93 100%	189 100%
NUMBER OF RESPONDENTS	300 100%	5554 100%	46 100%	59 100%	42 100%	62 100%	46 100%	25 100%	215 100%	2 100%	5 100%	~	4 100%	13 100%	23 100%	51 100%	228 100%	183 100%	97 100%	93 100%	189 100%

Q56.6 WHAT IS YOUR RACE? RESPONSE: OTHER

		AGE							RACE						ETHNICITY		HEALTH STATUS		GENDER	
		18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD &	FAIR & POOR	FE- MALE	MALE	
Q56.6	EAST TOT ADULT	19	4	1	3	2	3						13	6	12	7	9	9	7	12
YES	OHP TOT ADULT	323	6	4	1	3	2	3					13	6	12	7	9	9	7	12
		6%	13%~	7%	2%~	5%	4%~	12%~	~	~	~	~	~100%~	26%~	24%*	3%*	5%	9%	8%	6%
NO		281	40	55	41	59	44	22	215	2	5	4	17	39	221	174	88	86	177	
	OHP TOT ADULT	5231	87%~	93%	98%~	95%	96%~	88%~	100%~	100%~	100%~	~	74%~	76%*	97%*	95%	91%	92%	94%	
		94%	87%~	93%	98%~	95%	96%~	88%~	100%~	100%~	100%~	~	74%~	76%*	97%*	95%	91%	92%	94%	
VALID CASES		300	46	59	42	62	46	25	215	2	5	4	13	23	51	228	183	97	93	189
NUMBER OF RESPONDENTS	OHP TOT ADULT	5554	46	59	42	62	46	25	215	2	5	4	13	23	51	228	183	97	93	189
		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Q57 DID SOMEONE HELP YOU COMPLETE THIS SURVEY?

		AGE						RACE						ETHNICITY		HEALTH STATUS		GENDER		
		18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD &	FAIR & POOR	MALE	FE- MALE	
Q57																				
YES	25 12%	778 19%*	2 7%	6 17%	3 10%	5 9%	3 7%	6 29%	17 10%	2 ~ 40%	1 ~	1 ~	13% 13%	15% 10%	18% 10%	15% 11%	9% 12%	14% 19%*	11% 8%*	
NO	192 88%	3221 81%*	28 93%	29 83%	28 90%	49 91%	39 93%	15 71%	160 90%	2 100%	3 60%	4 ~ 100%	7 88%	7 88%	28 85%	161 90%	122 89%	65 88%	61 81%*	130 92%*
NOT ANSWERED	5	98			1		1	2	1			1		2	2	2	3	1	2	
VALID CASES	217	3999	30	35	31	54	42	21	177	2	5	4	8	8	33	179	137	74	75	141
NUMBER OF RESPONDENTS	222	4097	30	35	32	54	43	23	178	2	5	4	9	8	35	181	139	77	76	143
	100%	100%	100%	100%	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.

		AGE						RACE						ETHNICITY		HEALTH STATUS		GENDER		
		18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD &	FAIR & POOR	MALE	FE- MALE	
Q58.1	EAST TOT ADLT	18	25	35	45	55	65													
YES	OHP TOT ADLT	8	312	2	3	1	2	6				1		2	5	6	1	5	3	
		32%	49%	~ 33%	~ 60%	33%	33%	35%	~	~	~	~100%	~	40%	28%	40%	11%	36%	27%	
NO	OHP TOT ADLT	17	325	2	4	3	2	4	11	2		1	3	13	9	8	9	8		
		68%	51%	~100%	67%	~100%	40%	67%	67%	65%	~100%	~	~	~100%	60%	72%	60%	89%	64%	73%
VALID CASES	OHP TOT ADLT	25	637	2	6	3	5	3	6	17	2	1	1	5	18	15	9	14	11	
NUMBER OF RESPONDENTS		25	637	2	6	3	5	3	6	17	2	1	1	5	18	15	9	14	11	
		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	

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

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

		AGE						RACE						ETHNICITY		HEALTH STATUS		GENDER		
		18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD &	FAIR & POOR	MALE	FE- MALE	
Q58.2	YES	6 24%	277 43%	1 ~ 17%	1 ~ 20%	2 67%	2 33%	4 24%	~	~	~	~ 100%	1	2 40%	4 22%	4 27%	2 22%	5 36%	1 9%	
	NO	19 76%	360 57%	2 100%	5 83%	3 100%	4 80%	1 33%	4 67%	13 76%	2 ~ 100%	~	~	1 ~ 100%	3 60%	14 78%	11 73%	7 78%	9 64%	10 91%
VALID CASES		25	637	2	6	3	5	3	6	17	2		1	1	5	18	15	9	14	11
NUMBER OF RESPONDENTS		25	637	2	6	3	5	3	6	17	2		1	1	5	18	15	9	14	11
		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%

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

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

		AGE							RACE						ETHNICITY		HEALTH STATUS		GENDER	
		18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD &	FAIR & POOR	MALE	FE- MALE	
Q58.3																				
YES	14 56%	225 35%	1 50%	5 83%	2 67%	2 40%	1 33%	3 50%	8 47%	1 50%	~	~	1 100%	4 80%	9 50%	10 67%	4 44%	9 64%	5 45%	
NO	11 44%	412 65%	1 50%	1 17%	1 33%	3 60%	2 67%	3 50%	9 53%	1 50%	~	1 100%	1 20%	9 50%	5 33%	5 56%	5 36%	6 55%		
VALID CASES	25	637	2	6	3	5	3	6	17	2		1	1	5	18	15	9	14	11	
NUMBER OF RESPONDENTS	25	637	2	6	3	5	3	6	17	2		1	1	5	18	15	9	14	11	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	

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

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

		AGE						RACE						ETHNICITY		HEALTH STATUS		GENDER		
		18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	WHITE	BLACK OR AFR-	ASIAN IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD &	FAIR & POOR	MALE	FE- MALE
Q58.4	YES	2	83	1			1	1	1						2	1	1	1	1	
		8%	13%	~ 17%	~	~ 17%	6%	~ 50%	~	~	~	~	~	~ 11%	7%	11%	7%	9%		
	NO	23	554	2	5	3	5	3	5	16	1		1	1	5	16	14	8	13	10
		92%	87%	~ 100%	~ 83%	~ 100%	~ 100%	~ 83%	~ 94%	~ 50%	~	~ 100%	~ 100%	~ 100%	~ 89%	~ 93%	~ 89%	~ 93%	~ 91%	
	VALID CASES	25	637	2	6	3	5	3	6	17	2		1	1	5	18	15	9	14	11
	NUMBER OF RESPONDENTS	25	637	2	6	3	5	3	6	17	2		1	1	5	18	15	9	14	11
		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

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

		AGE						RACE						ETHNICITY		HEALTH STATUS		GENDER		
		18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD &	FAIR & POOR	MALE	FE- MALE	
Q58.5	YES	2	59	1	1			2						2	1	1	1	1		
		8%	9%	50%	33%			12%						11%	7%	11%	7%	9%		
	NO	23	578	1	6	2	5	3	6	15	2	1	1	5	16	14	8	13	10	
		92%	91%	50%	100%	67%	100%	100%	100%	88%	100%		100%	100%	100%	89%	93%	89%	93%	91%
	VALID CASES	25	637	2	6	3	5	3	6	17	2	1	1	5	18	15	9	14	11	
	NUMBER OF RESPONDENTS	25	637	2	6	3	5	3	6	17	2	1	1	5	18	15	9	14	11	
		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	

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

NQ13 RATING OF ALL HEALTH CARE

		AGE							RACE						ETHNICITY		HEALTH STATUS		GENDER			
		18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD &	FAIR & POOR	MALE	FE- MALE				
NQ13																						
0-6	45 22%	821 21%	5 15%	15 35%	7 29%	9 18%	4 10%	4 25%	34 22%	1 50%	~	~	1 25%	3 43%	4 20%	3 9%	40 24%	18 14%*	25 34%*	11 17%	33 23%	
7-8	70 33%	1319 34%	12 36%	17 40%	7 29%	18 37%	10 26%	3 19%	55 36%	1 50%	1 33%	~	~	3 43%	4 20%	12 35%	55 33%	40 31%	27 37%	18 28%	50 35%	
9-10	94 45%	1746 45%	16 48%	11 26%	10 42%	22 45%	25 64%	9 56%	65 42%	2 67%	~	~	3 75%	1 14%	12 60%	19 56%	74 44%	70 55%*	21 29%*	35 55%	58 41%	
VALID CASES	209	3886	33	43	24	49	39	16	154	2	3			4	7	20	34	169	128	73	64	141
NUMBER OF RESPONDENTS	209 100%	3886 100%	33 100%	43 100%	24 100%	49 100%	39 100%	16 100%	154 100%	2 100%	3 100%			4 100%	7 100%	20 100%	34 100%	169 100%	128 100%	73 100%	64 100%	141 100%
MEAN	2.23	2.24	2.33	1.91	2.13	2.27	2.54	2.31	2.20	1.50	2.67			2.50	1.71	2.40	2.47	2.20	2.41	1.95	2.38	2.18
p stat_(*=Sig @ p<=.05)		.947	~	~	~	~	~	~	.307	~	~	~	~	~	~	~	~	~	.000*	.000*	.083	.127

[ASKED IF Q7 >= 1 TIME]

NQ23 RATING OF PERSONAL DOCTOR

		AGE						RACE						ETHNICITY		HEALTH STATUS		GENDER					
		18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD &	FAIR & POOR	MALE	FE- MALE				
NQ23	EAST TOT ADLT																						
0-6	OHP TOT ADLT	30 15%	644 16%	1 4%	8 19%	4 13%	12 24%	2 7%	3 19%	26 17%	~	~	~	~	1 17%	2 13%	2 7%	28 17%	12 10%*	17 24%*	13 20%	17 13%	
7-8	OHP TOT ADLT	46 23%	927 23%	8 35%	12 28%	7 23%	7 14%*	6 21%	3 19%	33 22%	1 50%	~	~	~	3 50%	3 19%	9 31%	35 21%	32 26%	13 18%	13 20%	30 23%	
9-10	OHP TOT ADLT	122 62%	2413 61%	14 61%	23 53%	20 65%	31 62%	21 72%	10 63%	93 61%	1 50%	4 100%	~	~	4 100%	2 33%	11 69%	18 62%	102 62%	79 64%	42 58%	38 59%	83 64%
VALID CASES	OHP TOT ADLT	198 100%	3984 100%	23 100%	43 100%	31 100%	50 100%	29 100%	16 100%	152 100%	2 100%	4 100%	~	~	4 100%	6 100%	16 100%	29 100%	165 100%	123 100%	72 100%	64 100%	130 100%
NUMBER OF RESPONDENTS	OHP TOT ADLT	198 100%	3984 100%	23 100%	43 100%	31 100%	50 100%	29 100%	16 100%	152 100%	2 100%	4 100%	~	~	4 100%	6 100%	16 100%	29 100%	165 100%	123 100%	72 100%	64 100%	130 100%
MEAN	OHP TOT ADLT	2.46	2.44	2.57	2.35	2.52	2.38	2.66	2.44	2.44	2.50	3.00	~	~	3.00	2.17	2.56	2.55	2.45	2.54	2.35	2.39	2.51
p stat_(*=Sig @ p<=.05)	OHP TOT ADLT	.693		~	~	~.354	~	~	~	~	~	~	~	~	~	~	~	~	~.068	.115	.358	.278	

[ASKED IF Q15 = YES]

NQ27 RATING OF SPECIALIST SEEN MOST OFTEN

	EAST TOT ADLT	OHP TOT ADLT	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER			
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	MALE	FE- MALE		
NQ27 0-6	13 16%	230 13%	1 11%~	4 21%~	2 17%~	3 19%~	1 7%~	1 13%~	10 16%~	~	~	~	~	1 ~100%~	1 11%~	~	13 ~19%~	6 14%~	6 17%~	3 14%~	10 17%~	
7-8	14 17%	475 27%*	1 11%~	2 11%~	4 33%~	4 25%~	2 13%~	1 13%~	13 21%~	~	~	~	~	~	~	~	1 9%~	13 19%~	6 14%~	8 22%~	3 14%~	11 18%~
9-10	54 67%	1078 60%	7 78%~	13 68%~	6 50%~	9 56%~	12 80%~	6 75%~	38 62%~	~100%~	2	2	2	8 ~89%~	10 91%~	44 63%~	32 73%~	22 61%~	15 71%~	39 65%~		
VALID CASES	81	1782	9	19	12	16	15	8	61	2	2	1	9	11	70	44	36	21	60			
NUMBER OF RESPONDENTS	81 100%	1782 100%	9 100%	19 100%	12 100%	16 100%	15 100%	8 100%	61 100%	2 100%	2	1	9 100%	11 100%	70 100%	44 100%	36 100%	21 100%	60 100%			
MEAN	2.51	2.48	2.67	2.47	2.33	2.38	2.73	2.63	2.46	3.00	3.00	1.00	2.78	2.91	2.44	2.59	2.44	2.57	2.48			
p stat_(*=Sig @ p<=.05)		.717	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	

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

NQ35 RATING OF HEALTH PLAN

		AGE						RACE						ETHNICITY		HEALTH STATUS		GENDER			
		18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR- WHT	AS- IAN AMER	NATV HAW/ PAC LLND	AMER IND/ ALSK	MUL- OTHR TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD &	FAIR & POOR	MALE	FE- MALE			
NQ35																					
0-6	72 27%	1152 23%	6 14%	19 33%	17 45%	13 25%	7 17%	6 27%	59 30%	1 50%	~	~	2 17%	6 29%	7 15%	61 29%	41 24%	30 35%	20 23%	51 30%	
7-8	83 32%	1595 32%	10 24%	21 36%	9 24%	23 45%*	12 29%	4 18%	64 33%	4 80%	~	1 25%	3 25%	4 19%	11 23%	69 33%	57 33%	24 28%	25 29%	54 32%	
9-10	107 41%	2187 44%	26 62%	18 31%	12 32%	15 29%	12 55%	12 55%	73 37%*	1 50%	1 20%	~	3 75%	7 58%	11 52%	29 62%	77 37%*	74 43%	32 37%	42 48%	64 38%
VALID CASES	262	4933	42	58	38	51	42	22	196	2	5	~	4	12	21	47	207	172	86	87	169
NUMBER OF RESPONDENTS	262 100%	4933 100%	42 100%	58 100%	38 100%	51 100%	42 100%	22 100%	196 100%	2 100%	5 100%	~	4 100%	12 100%	21 100%	47 100%	207 100%	172 100%	86 100%	87 100%	169 100%
MEAN	2.13	2.21	2.48	1.98	1.87	2.04	2.38	2.27	2.07	2.00	2.20	~	2.75	2.42	2.24	2.47	2.08	2.19	2.02	2.25	2.08
p stat_(*=Sig @ p<=.05)		.116	~.111	~.329	~	~	~.032*	~	~	~	~	~	~.031*	.119	.137	.096	.128				

NQ35Z RATING OF INTERPRETER

	EAST TOT ADLT	OHP TOT ADLT	AGE					RACE						ETHNIC- ITY		HEALTH STATUS		GENDER		
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC LLND	AMER IND/ ALSK NATV	OTHR	MUL- TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	MALE	FE- MALE
NQ35Z 0-6	1 25%	6 8%	~	~	~	~	~100%	~	~	~	~	~	~	~	1 ~100%	~	~	1 50%	1 50%	~
7-8	1 25%	26 31%	~	~100%	~	~	~100%	~	~	~	~	~	~	1 33%	~	~	1 50%	1 50%	~	
9-10	2 50%	52 62%	~100%	~	~100%	~	~	~	~	~	~	1 ~100%	~	2 67%	~	~	1 50%	1 50%	1 50%	1 50%
VALID CASES	4	85	1	1	1	1	1	1				1	1	3	2	2	2	2	2	2
NUMBER OF RESPONDENTS	4 100%	85 100%	1 100%	1 100%	1 100%	1 100%	1 100%	1 100%				1 100%	1 100%	3 100%	2 100%	2 100%	2 100%	2 100%	2 100%	2 100%
MEAN	2.25	2.54	3.00	2.00	3.00	1.00	2.00					3.00	1.00	2.67	2.00	2.50	2.00	2.50		
p stat_(*=Sig @ p<=.05)			~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~

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

GETTING NEEDED CARE

		AGE						RACE						ETHNICITY		HEALTH STATUS		GENDER			
EAST TOT ADLT	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	FE- MALE	FE- MALE		
NPRBSEE4	NQ25	2.10	2.27	2.22	2.05	2.00	2.05	2.40	2.00	2.11	2.00	3.00	2.00	1.80	2.00	2.12	2.28	1.89	2.04	2.13	
p stat_(*=Sig @ p<=.05)		.071	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	
NCARNES4	NQ14	2.30	2.31	2.24	2.14	2.21	2.33	2.58	2.35	2.30	1.00	2.00	2.75	2.29	2.30	2.39	2.29	2.42	2.05	2.35	2.28
p stat_(*=Sig @ p<=.05)		.838	~	~	~	~	~	.935	~	~	~	~	~	~	~	~	~	.007*	.001*	.571	.600
COMPOSITE		2.20	2.29	2.23	2.09	2.10	2.19	2.49	2.18	2.20	1.00	2.00	x 2.88	2.14	2.05	2.20	2.20	2.35	1.97	2.20	2.21
p stat_(*=Sig @ p<=.05)		.088	~	~	~.842	~	~	.981	~	~	~	~	~	~	~	~	~	.000*	.000*	.905	.925

GETTING CARE QUICKLY

	EAST TOT ADLT	OHP TOT ADLT	AGE					RACE					ETHNIC- ITY		HEALTH STATUS		GENDER				
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC LLND	AMER IND/ ALSK	MUL- OTHR TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	FE- MALE	FE- MALE		
NCARSN4 NQ4	2.45	2.38	2.73	2.32	2.00	2.63	2.60	2.57	2.49	2.00	2.00		3.00	3.00	2.00	2.77	2.42	2.51	2.30	2.42	2.49
p stat_(*=Sig @ p<=.05)		.304	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
NAPGET4 NQ6	2.21	2.29	2.07	2.03	2.35	2.32	2.50	2.19	2.24	2.00	2.25		2.50	1.60	2.24	2.06	2.27	2.27	2.13	2.29	2.21
p stat_(*=Sig @ p<=.05)		.162	~	~	~	~	~	~	.482	~	~	~	~	~	~	~	~	.213	.322	.380	.954
COMPOSITE	2.33	2.33	2.40	2.17	2.17	2.48	2.55	2.38	2.36	2.00	2.13	x	2.75	2.30	2.12	2.42	2.35	2.39	2.21	2.36	2.35
p stat_(*=Sig @ p<=.05)		.948	~	~	~	~	~	~	.344	~	~	~	~	~	~	~	~	.125	.123	.746	.633

HOW WELL DOCTORS COMMUNICATE

	EAST TOT ADLT	OHP TOT ADLT	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER	
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- TI	OTHER	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD &	FAIR & POOR	FE- MALE	FE- MALE
NDREXPL4 NQ17	2.62	2.60	2.47	2.65	2.70	2.73	2.72	2.43	2.62	2.50	2.50	3.00	2.00	2.83	2.46	2.66	2.69	2.52	2.66	2.63
p stat_(*=Sig @ p<=.05)		.574	~	~	~	~	~	~	~	~	~	~	~	~	~	~	.118	.133	~	~
NDRLSTN4 NQ18	2.61	2.57	2.53	2.61	2.65	2.63	2.82	2.57	2.59	3.00	3.00	3.00	2.17	2.83	2.54	2.63	2.70	2.47	2.59	2.65
p stat_(*=Sig @ p<=.05)		.433	~	~	~	~	~	~	~	~	~	~	~	~	~	~	.068	.033*	~	~
NDRESPU4 NQ19	2.70	2.65	2.74	2.77	2.75	2.70	2.83	2.50	2.70	3.00	2.75	3.00	2.50	2.83	2.73	2.70	2.78	2.60	2.73	2.71
p stat_(*=Sig @ p<=.05)		.312	~	~	~	~	~	~	~	~	~	~	~	~	~	~	.061	.113	~	~
NDRTMEN4 NQ20	2.49	2.46	2.53	2.42	2.53	2.41	2.85	2.43	2.51	3.00	2.75	3.00	2.17	2.50	2.25	2.55	2.61	2.33	2.53	2.50
p stat_(*=Sig @ p<=.05)		.518	~	~	~	~	~	~	~	~	~	~	~	~	~	~	.017*	.031*	~	~
COMPOSITE	2.61	2.57	2.57	2.61	2.66	2.62	2.80	2.48	2.60	2.88	2.75	x 3.00	2.21	2.75	2.50	2.64	2.70	2.48	2.63	2.62
p stat_(*=Sig @ p<=.05)		.646	~	~	~	~	~	~	~	~	~	~	~	~	~	~	.164	.174	~	~

CUSTOMER SERVICE

		AGE							RACE						ETHNICITY		HEALTH STATUS		GENDER	
EAST TOT ADLT	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC LLND	AMER IND/ ALSK	OTHR	MUL- TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD &	FAIR & POOR	FE- MALE	MALE	
NPBCLCS4 NQ31	2.15	2.14	2.10	2.11	1.80	2.25	2.14	2.50	2.13	1.00	1.50	2.00	2.57	1.80	2.20	2.18	2.13	2.35	2.03	
p stat_(*=Sig @ p<=.05)	.952		~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	
NCSRESP NQ32	2.47	2.59	2.50	2.20	2.36	2.69	2.57	2.33	2.38	3.00	2.50	2.50	2.71	2.17	2.53	2.63	2.18	2.72	2.33	
p stat_(*=Sig @ p<=.05)	.170		~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	
COMPOSITE	2.31	2.37	2.30	2.16	2.08	2.47	2.36	2.42	2.25	2.00	2.00	x 2.25	x 2.64	1.98	2.37	2.40	2.15	2.54	2.18	
p stat_(*=Sig @ p<=.05)	.607		~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	

SHARED DECISION MAKING

		AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER	
EAST TOT ADLT	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD &	FAIR & POOR	FE- MALE	MALE		
NRXWHY NQ10	2.16	2.23	2.13	2.35	2.13	2.14	2.07	2.00	2.15	3.00	2.33	2.50	1.00	2.00	2.18	2.17	2.24	2.09	2.13	2.18	
p stat_(*=Sig @ p<=.05)	.355		~	~	~	~	~	~	~	~	~	~	~	~	~	~	.340	~	~	~	
NRXWYNT NQ11	1.81	1.87	1.73	1.91	2.06	1.77	1.43	1.82	1.84	1.00	2.00	2.00	1.00	1.82	1.75	1.80	1.83	1.79	1.55	1.92	
p stat_(*=Sig @ p<=.05)	.413		~	~	~	~	~	~	~	~	~	~	~	~	~	~	.765	~	~	~	
NRXBST NQ12	2.37	2.44	2.20	2.58	2.75	2.09	2.29	2.27	2.33	3.00	3.00	3.00	1.00	2.27	2.45	2.38	2.56	2.11	2.45	2.35	
p stat_(*=Sig @ p<=.05)	.408		~	~	~	~	~	~	~	~	~	~	~	~	~	~	.026*	~	~	~	
COMPOSITE	2.11	2.18	2.02	2.28	2.31	2.00	1.93	2.03	2.10	2.33	2.44	x 2.50	1.00	2.03	2.13	2.11	2.21	1.99	2.04	2.15	
p stat_(*=Sig @ p<=.05)	.492		~	~	~	~	~	~	~	~	~	~	~	~	~	~	.256	~	~	~	

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

		AGE						RACE						ETHNICITY		HEALTH STATUS		GENDER		
		EAST TOT ADLT	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	FE- MALE	FE- MALE	
PRBSEE4 Q25	70%	78%	67%	67%	67%	70%	80%	71%	70%	50%	100%	100%	50%	70%	70%	72%	66%	63%	73%	
CARNES4 Q14	82%	82%	76%	77%	75%	82%	93%	88%	82%	0%	75%	100%	71%	80%	85%	81%	87%	71%	79%	82%
AVERAGE	75.7	79.8	71.2	71.7	70.8	75.8	86.3	79.8	75.9	62.5	x	100	71.4	65.0	77.4	75.3	79.6	68.2	70.9	77.3

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

		AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER	
EAST TOT ADLT	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	FE- MALE	FE- MALE				
CARSN4 Q4	82%	82%	87%	91%	53%	87%	100%	86%	100%	50%	100%	100%	54%	92%	82%	84%	78%	81%	84%		
APGET4 Q6	75%	79%	69%	65%	83%	78%	89%	81%	78%	50%	75%	100%	60%	71%	65%	79%	78%	73%	80%	75%	
AVERAGE	78.6	80.1	77.8	77.9	67.8	82.5	88.0	90.6	82.1	50.0	62.5	x	100	80.0	62.2	78.4	80.3	80.7	75.7	80.5	79.7

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

		AGE							RACE						ETHNICITY		HEALTH STATUS		GENDER		
		EAST TOT ADLT	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	FE- MALE	FE- MALE		
DREXPL4 Q17	91%	92%	84%	90%	95%	93%	97%	86%	93%	100%	75%	100%	60%	92%	81%	93%	91%	90%	93%	90%	
DRLSTN4 Q18	89%	89%	84%	90%	90%	88%	100%	93%	89%	100%	100%	100%	67%	100%	85%	91%	91%	85%	89%	91%	
DRESPU4 Q19	91%	91%	89%	94%	95%	89%	100%	79%	90%	100%	100%	100%	83%	100%	96%	90%	94%	87%	91%	91%	
DRTMEN4 Q20	88%	86%	95%	84%	89%	80%	100%	93%	87%	100%	100%	100%	100%	92%	83%	89%	91%	82%	84%	91%	
AVERAGE	89.6	89.3	88.2	89.5	92.4	87.7	99.1	87.5	89.8	100	93.8	x	100	77.5	95.8	86.2	90.8	91.9	86.1	89.1	90.9

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

		AGE						RACE						ETHNICITY		HEALTH STATUS		GENDER			
		EAST TOT ADLT	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC LLND	AMER IND/ ALSK NATV	MUL- OTHR TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	FE- MALE	MALE	
PBCLCS4 Q31	73%	73%	80%	78%	50%	75%	71%	83%	74%	0%	50%	50%	86%	60%	75%	72%	80%	76%	70%		
CSRESP Q32	88%	91%	90%	80%	82%	92%	100%	83%	85%	100%	100%	100%	100%	75%	91%	95%	76%	100%	82%		
AVERAGE	80.3	82.1	85.0	78.9	65.9	83.7	85.7	83.3	79.3	x	75.0	x	75.0	x	92.9	67.5	83.1	83.4	78.2	88.2	76.2

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

		AGE							RACE						ETHNICITY		HEALTH STATUS		GENDER		
		EAST TOT ADLT	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC LLND	AMER IND/ ALSK NATV	OTHR	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	FE- MALE	MALE
RXWHY Q10	72%	80%	67%	83%	75%	73%	67%	64%	74%	100%	67%	100%	0%	64%	73%	73%	75%	70%	70%	74%	
RXWYNT Q11	54%	61%	47%	61%	69%	50%	36%	64%	54%	0%	67%	100%	0%	64%	58%	53%	57%	52%	41%	60%	
FRXBST Q12	69%	72%	60%	79%	88%	55%	64%	64%	66%	100%	100%	100%	0%	64%	73%	69%	78%	55%	72%	68%	
AVERAGE	65.1	70.8	57.8	74.2	77.1	59.1	55.6	63.6	64.8	x	77.8	x	100	x	63.6	67.9	65.0	70.0	59.2	61.3	67.3

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

		AGE						RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER		
		<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD &	FAIR & POOR	NO CCC	CCC		
Q1	EAST TOT CHLD	361	5863	1	76	108	100	76	219	2	2	5	23	36	174	168	319	22	288	73
YES	OHP TOT CHLD	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
NOT ANSWERED		9	155	2	1	3	3	3						1	8	1	7	2	7	2
VALID CASES		361	5863	1	76	108	100	76	219	2	2	5	23	36	174	168	319	22	288	73
NUMBER OF RESPONDENTS		370	6018	1	78	109	103	79	222	2	2	5	23	37	182	169	326	24	295	75
		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

	EAST TOT CHLD	OHP TOT CHLD	AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER			
			<1	1-3	4-7	8-12	13 AND OVER	WHITE	BLCK OR AFR-	AMER IAN	NATV ILND	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD	FAIR & POOR	NO CCC	CCC	
Q3 YES	125 34%	1775 30%	29 ~ 38%	34 32%	34 33%	28 35%	78 35%	~	~	~	9 ~ 39%	15 41%	63 35%	55 33%	105 33%	12 50%	94 32%	31 42%		
Q3 NO	240 66%	4117 70%	48 ~ 62%	73 68%	68 67%	51 65%	142 65%	2 100%	~	2 ~100%	5 ~100%	14 61%	22 59%	118 65%	112 67%	218 67%	12 50%	197 68%	43 58%	
NOT ANSWERED	5	126	1	1	2	1	2						1	2	3		4	1		
VALID CASES	365	5892	77	107	102	79	220	2		2	5	23	37	181	167	323	24	291	74	
NUMBER OF RESPONDENTS	370 100%	6018 100%	1 100%	78 100%	109 100%	103 100%	79 100%	222 100%	2 100%		2 100%	5 100%	23 100%	37 100%	182 100%	169 100%	326 100%	24 100%	295 100%	75 100%

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

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER			
	EAST TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	WHITE	BLCK OR AFR-	AS- IAN	NATV ILND	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD	FAIR & POOR	NO CCC	CCC	
Q4 NEVER	3 3%	28 2%		1 ~ 3%~	1 ~ 3%~	1 4%~	1 1%~						1 ~ 7%~	3 5%~		1 1%~	2 17%~	2 2%~	1 3%~	
SOMETIMES	6 5%	167 10%*		1 ~ 3%~	4 14%~	1 4%~	1 1%~						2 ~ 22%~	1 7%~	5 9%	4 4%~	1 8%~	4 5%~	2 7%~	
USUALLY	23 20%	270 16%		7 ~ 24%~	8 24%~	4 14%~	4 17%~	10 14%~					4 ~ 44%~	5 33%~	14 25%	7 14%~	17 18%~	4 33%~	16 19%~	7 23%~
ALWAYS	82 72%	1252 73%		21 ~ 72%~	24 73%~	20 69%~	17 74%~	58 83%~					3 ~ 33%~	8 53%~	35 61%*	43 86%~	72 77%~	5 42%~	62 74%~	20 67%~
#ALWAYS + USUALLY (NET)	105 92%	1522 89%		28 ~ 97%~	32 97%~	24 83%~	21 91%~	68 97%~					7 ~ 78%~	13 87%~	49 86%*100%~	50 100%~	89 95%~	9 75%~	78 93%~	27 90%~
TOP BOX SCORE	82 72%	1252 73%		21 ~ 72%~	24 73%~	20 69%~	17 74%~	58 83%~					3 ~ 33%~	8 53%~	35 61%*	43 86%~	72 77%~	5 42%~	62 74%~	20 67%~
NOT ANSWERED	11	136			1	5	5	8							6	5	11		10	1
VALID CASES	114	1718		29	33	29	23	70					9	15	57	50	94	12	84	30
NUMBER OF RESPONDENTS	125	1854		29	34	34	28	78					9	15	63	55	105	12	94	31
	100%	100%		100%	100%	100%	100%	100%					100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q3 = YES]

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

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER			
	EAST TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	WHITE	BLK OR AFR-	AS- IAN	NATV ILND	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD	FAIR & POOR	NO CCC	CCC	
Q5 YES	222 62%	3764 65%	~ 70%	53 60%	62 59%	59 62%	48 62%	135 62%	~	~	~ 20%	1 16	23 73%	60%	106 63%	192 61%	16 70%	163 58%*	59 79%*	
NO	134 38%	2063 35%	~ 30%	23 40%	41 41%	41 38%	29 38%	83 38%	2 100%~	~	~100%~	2 4	6 27%	14 38%	70 40%	61 37%	124 39%~	7 30%~	118 42%*	16 21%*
NOT ANSWERED	14	192	1	2	6	3	2	4				1		9	2	10	1	14		
VALID CASES	356	5826		76	103	100	77	218	2		2	5	22	37	173	167	316	23	281	75
NUMBER OF RESPONDENTS	370 100%	6018 100%	1 100%	78 100%	109 100%	103 100%	79 100%	222 100%	2 100%		2 100%	5 100%	23 100%	37 100%	182 100%	169 100%	326 100%	24 100%	295 100%	75 100%

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

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER			
	EAST TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	WHITE	BLCK OR AFR-	AS- IAN	NATV ILND	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	GOOD & POOR	NO CCC	CCC	
Q6 NEVER	5 2%	57 2%	~	2%	3%	4%	~	2%	~	~	~	~	~	10%	3%	1%	2%	~	3%	2%
SOMETIMES	25 12%	442 13%	~	8%	13%	12%	16%	12%	~	~	~	~	25%	5%	16%	9%	11%	~	13%	10%
USUALLY	52 25%	870 25%	~	22%	25%	32%	23%	26%	~	~	~	100%	19%	19%	26%	26%	26%	~	22%	33%
ALWAYS	123 60%	2092 60%	~	69%	59%	52%	60%	60%	~	~	~	~	56%	67%	55%	65%	61%	~	63%	53%
#ALWAYS + USUALLY (NET)	175 85%	2961 86%	~	90%	84%	84%	84%	86%	~	~	~	100%	75%	86%	81%	90%	86%	~	85%	86%
TOP BOX SCORE	123 60%	2092 60%	~	69%	59%	52%	60%	60%	~	~	~	~	56%	67%	55%	65%	61%	~	63%	53%
NOT ANSWERED	17	259		2	1	9	5	10						2	4	12	16		16	1
VALID CASES	205	3460		51	61	50	43	125				1	16	21	99	94	176	16	147	58
NUMBER OF RESPONDENTS	222	3719		53	62	59	48	135				1	16	23	103	106	192	16	163	59
	100%	100%		100%	100%	100%	100%	100%				100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q5 = YES]

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

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER			
	EAST TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD	FAIR & POOR	NO CCC	CCC		
Q7 NONE	120 34%	1770 31%	~ 29%	35%	37%	25%	71 33%	2 100%	~ 100%	2 80%	4 30%	7 30%	11 37%	66 30%	50 30%	110 34%	6 26%	109 38%*	11 15%*	
1 TIME	92 26%	1587 28%	~ 22%	24%	31%	24%	62 28%	~	~	~ 20%	1 4%	1 19%	7 25%	44 28%	47 28%	85 27%	4 17%	72 25%	20 27%	
2	63 18%	1212 21%	~ 22%	17%	14%	18%	40 18%	~	~	~	5 22%	7 19%	7 14%	25 19%	32 19%	55 17%	2 9%	46 16%	17 23%	
3	42 12%	601 10%	~ 17%	10%	10%	12%	24 11%	~	~	~	3 13%	9 24%	9 12%	21 12%	19 11%	36 11%	5 22%	28 10%	14 19%	
4	22 6%	266 5%	~ 7%	5%	5%	9%	13 6%	~	~	~	2 9%	2 5%	2 4%	7 8%	14 8%	19 6%	2 9%	16 6%	6 8%	
5 TO 9	17 5%	243 4%	~ 3%	7%	4%	5%	7 3%	~	~	~	5 22%	1 3%	1 7%	12 2%*	4 2%*	12 4%	4 17%	12 4%	5 7%	
10 OR MORE TIMES	2 0.6%	84 1%*	~	~	2%	~	1 0.5%	~	~	~	~	~	1 0.6%	1 0.6%	2 0.6%	~	~	1 0.4%	1 1%	
NOT ANSWERED	12	255	1	2	6	2	1	4					6	2	7	1	11	1		
VALID CASES	358	5763		76	103	101	78	218	2		2	5	23	37	176	167	319	23	284	74
NUMBER OF RESPONDENTS	370 100%	6018 100%	1	78 100%	109 100%	103 100%	79 100%	222 100%	2 100%		2 100%	5 100%	23 100%	37 100%	182 100%	169 100%	326 100%	24 100%	295 100%	75 100%

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

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER				
	EAST TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLK OR AFR-	AS- IAN	NATV HAW/ ILND	AMER IND/ NATV	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	GOOD & POOR	NO CCC	CCC		
Q8 #YES	143 63%	2722 69%*	~	32 60%	45 69%	35 58%	31 63%	95 67%	~	~	~	~	9 56%	12 48%	67 63%	71 65%	127 64%	9 56%	100 60%	43 70%	
NO	84 37%	1206 31%*	~	21 40%	20 31%	25 42%	18 37%	46 33%	~	~	~	1 100%	7 44%	13 52%	40 37%	39 35%	72 36%	7 44%	66 40%	18 30%	
NOT ANSWERED	11	97		1	2	4	4	6						1	3	7	10	1	9	2	
VALID CASES	227	3927		53	65	60	49	141					1	16	25	107	110	199	16	166	61
NUMBER OF RESPONDENTS	238	4024		54	67	64	53	147					1	16	26	110	117	209	17	175	63
	100%	100%		100%	100%	100%	100%	100%					100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q7 >= 1 TIME]

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

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER			
	EAST TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR- WHT	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	GOOD & POOR	NO CCC	CCC	
Q9 NEVER	4 2%	99 3%	~	2%	2%	2%	2%	4 3%	~	~	~	~	~	~	1 0.9%	3 3%	4 2%	~	3 2%	1 2%
SOMETIMES	26 11%	362 9%	~	9%	6%	13%	18%	14 10%	~	~	~	1 100%	4 25%	3 12%	13 12%	11 10%	19 9%	6 38%	17 10%	9 14%
USUALLY	45 19%	854 22%	~	15%	23%	24%	14%	27 19%	~	~	~	6 38%	2 8%	23 22%	20 18%	39 19%	3 19%	26 15%*	19 30%*	
ALWAYS	156 68%	2627 67%	~	74%	69%	61%	66%	100 69%	~	~	~	6 38%	20 80%	69 65%	80 70%	141 69%	7 44%	122 73%*	34 54%*	
#ALWAYS + USUALLY (NET)	201 87%	3480 88%	~	89%	92%	85%	80%	127 88%	~	~	~	12 75%	22 88%	92 87%	100 88%	180 89%	10 63%	148 88%	53 84%	
TOP BOX SCORE	156 68%	2627 67%	~	74%	69%	61%	66%	100 69%	~	~	~	6 38%	20 80%	69 65%	80 70%	141 69%	7 44%	122 73%*	34 54%*	
NOT ANSWERED	7	83			2	2	3	2					1	4	3	6	1	7		
VALID CASES	231	3941		54	65	62	50	145				1	16	25	106	114	203	16	168	63
NUMBER OF RESPONDENTS	238 100%	4024 100%		54 100%	67 100%	64 100%	53 100%	147 100%				1 100%	16 100%	26 100%	110 100%	117 100%	209 100%	17 100%	175 100%	63 100%

[ASKED IF Q7 >= 1 TIME]

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

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER			
	EAST TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	WHITE	BLCK OR AFR-	AMER AS- IAN	NATV ILND	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	GOOD & POOR	NO CCC	CCC	
Q10 YES	63 28%	1194 30%	~ 15%*	8 29%	19 32%	20 33%	16 28%	40	~	~	~	4 25%~	6 24%~	30 28%	31 27%	51 25%~	9 56%~	33 20%*	30 50%*	
Q10 NO	166 72%	2727 70%	~ 85%*	44 71%	46 68%	43 67%	33 72%	102	~	~	~100%~	1 75%~	12 76%~	19 72%	76 73%	82 75%~	150 44%~	7 80%*	136 50%*	30
NOT ANSWERED	9	102		2	2	1	4	5						1	4	4	8	1	6	3
VALID CASES	229	3922		52	65	63	49	142				1	16	25	106	113	201	16	169	60
NUMBER OF RESPONDENTS	238	4024		54	67	64	53	147				1	16	26	110	117	209	17	175	63
	100%	100%		100%	100%	100%	100%	100%				100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q7 >= 1 TIME]

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

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER			
	EAST TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	WHITE	BLCK OR AFR-	AMER IAN	NATV ILND	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	GOOD & POOR	NO CCC	CCC	
Q11 NOT AT ALL	3 5%	40 4%	~	13%~	5%~	5%~	~	3%~	~	~	~	~	~	10%~	~	4%~	11%~	6%~	3%~	
A LITTLE	9 14%	110 10%	~	13%~	21%~	15%~	6%~	13%~	~	~	~	~	25%~	50%~	17%~	13%~	12%~	22%~	9%~	20%~
SOME	19 30%	287 26%	~	63%~	26%~	40%~	6%~	30%~	~	~	~	~	33%~	23%~	32%~	27%~	33%~	30%~	30%~	
#A LOT	32 51%	660 60%	~	13%~	47%~	40%~	88%~	55%~	~	~	~	~	75%~	17%~	50%~	55%~	57%~	33%~	55%~	47%~
NOT ANSWERED		40																		
VALID CASES	63	1098		8	19	20	16	40					4	6	30	31	51	9	33	30
NUMBER OF RESPONDENTS	63	1138		8	19	20	16	40					4	6	30	31	51	9	33	30
	100%	100%		100%	100%	100%	100%	100%					100%	100%	100%	100%	100%	100%	100%	100%

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

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

	EAST TOT CHLD	OHP TOT CHLD	AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER		
			<1	1-3	4-7	8-12	13 AND OVER	WHITE	BLCK OR AFR-	AMER AS-	NATV HAW/ PAC	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & POOR	FAIR & POOR	NO CCC	CCC
Q12 NOT AT ALL	13 21%	204 19%	4 ~ 50%	4 21%	2 10%	3 20%	8 20%	~	~	~	~	1 ~ 20%	6 21%	6 19%	10 20%	2 22%	8 24%	5 17%	
A LITTLE	15 24%	171 16%	2 ~ 25%	3 16%	8 40%	2 13%	11 27%	~	~	~	~	1 ~ 25%	2 40%	5 17%	10 32%	11 22%	3 33%	5 15%	10 34%
SOME	16 26%	343 31%	1 ~ 13%	6 32%	6 30%	3 20%	10 25%	~	~	~	~	2 ~ 50%	2 40%	9 31%	6 19%	14 28%	1 11%	9 27%	7 24%
#A LOT	18 29%	374 34%	1 ~ 13%	6 32%	4 20%	7 47%	11 27%	~	~	~	~	1 ~ 25%	~	9 31%	9 29%	15 30%	3 33%	11 33%	7 24%
NOT ANSWERED	1	47				1						1	1		1				1
VALID CASES	62	1091	8	19	20	15	40					4	5	29	31	50	9	33	29
NUMBER OF RESPONDENTS	63	1138	8	19	20	16	40					4	6	30	31	51	9	33	30
	100%	100%	100%	100%	100%	100%	100%					100%	100%	100%	100%	100%	100%	100%	100%

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

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

	EAST TOT CHLD	OHP TOT CHLD	AGE					RACE					ETHNIC- ITY		HEALTH STATUS		CCC SCREENER	
			<1	1-3	4-7	8-12	13 AND OVER	WHITE	BLCK OR AFR-	AS- IAN	NATV ILND	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC
Q13 #YES	47 76%	872 80%	6 ~ 75%~	14 74%~	14 74%~	13 81%~	31 79%~	~	~	~	4 ~100%~	4 67%~	24 80%~	23 77%~	41 82%~	5 56%~	26 81%~	21 70%~
NO	15 24%	225 20%	2 ~ 25%~	5 26%~	5 26%~	3 19%~	8 21%~	~	~	~	~	2 ~ 33%~	6 20%~	7 23%~	9 18%~	4 44%~	6 19%~	9 30%~
NOT ANSWERED	1	42			1		1						1	1		1		
VALID CASES	62	1096	8	19	19	16	39				4	6	30	30	50	9	32	30
NUMBER OF RESPONDENTS	63	1138	8	19	20	16	40				4	6	30	31	51	9	33	30
	100%	100%	100%	100%	100%	100%	100%				100%	100%	100%	100%	100%	100%	100%	100%

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

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

	EAST TOT CHLD	OHP TOT CHLD	AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER	
			<1	1-3	4-7	8-12	13 AND OVER	WHITE	BLCK OR AFR-	AS- IAN	NATV ILND	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD	FAIR & POOR	NO CCC
Q14 WORST HEALTH CARE POSSIBLE		4 0.1%	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
01	1 0.4%	5 0.1%	~	1 2%	~	~	~	~	~	~	~	~	~	1 0.9%	~	1 0.5%	~	1 0.6%
02	2 0.9%	15 0.4%	~	1 2%	~	1 2%	1 0.7%	~	~	~	~	~	1 4%	1 0.9%	1 0.9%	1 0.5%	1 6%	1 0.6%
03	3 1%	33 0.8%	~	~	2 3%	~	1 2%	2 1%	~	~	~	~	~	2 2%	1 0.9%	1 0.5%	2 12%	2 1%
04	4 2%	53 1%	~	1 2%	1 2%	~	2 4%	3 2%	~	~	~	~	~	1 0.9%	2 2%	2 1%	1 6%	3 2%
05	1 0.4%	141 4%*	~	~	~	1 2%	~	~	~	~	~	~	1 4%	1 0.9%	~	1 0.5%	~	1 2%
06	10 4%	124 3%	~	4 7%	2 3%	2 3%	2 4%	6 4%	~	~	~	~	1 6%	2 8%	3 3%	6 5%	7 3%	2 12%
07	29 13%	316 8%*	~	4 7%	9 14%	10 16%	6 13%	19 13%	~	~	~	~	3 19%	1 4%	11 10%	16 14%	25 12%	2 12%
08	50 22%	886 23%	~	10 19%	14 21%	19 30%	7 15%	32 22%	~	~	~	~	1 100%	5 31%	4 16%	26 24%	22 19%	43 21%
09	39 17%	849 22%*	~	9 17%	13 20%	8 13%	9 19%	26 18%	~	~	~	~	1 6%	5 20%	16 15%	22 19%	36 18%	1 6%
BEST HEALTH CARE POSSIBLE	92 40%	1476 38%	~	24 44%	25 38%	23 37%	20 42%	54 38%	~	~	~	~	6 38%	11 44%	45 42%	43 38%	85 42%	3 18%
#8-10 (NET)	181 78%	3211 82%	~	43 80%	52 79%	50 79%	36 75%	112 78%	~	~	~	~	1 100%	12 75%	20 80%	87 81%	87 77%	164 81%

Continued

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

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER		
	EAST TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR-	AMER AS-	NATV HAW/ PAC	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN-	EX & VERY GOOD &	FAIR & POOR	NO CCC	CCC	
9-10 (NET)	131 57%	2325 60%	33 ~ 61%	38 58%	31 49%	29 60%	80 56%	~	~	~	~	7 44%	16 64%	61 57%	65 58%	121 60%	4 24%	102 61%*	29 46%*
NOT ANSWERED	7	122		1	1	5	4					1	3	4	7		7		
VALID CASES	231	3902	54	66	63	48	143			1	16	25	107	113	202	17	168	63	
NUMBER OF RESPONDENTS	238 100%	4024 100%	54 100%	67 100%	64 100%	53 100%	147 100%			1 100%	16 100%	26 100%	110 100%	117 100%	209 100%	17 100%	175 100%	63 100%	
MEAN	8.52	8.59	8.52	8.55	8.59	8.42	8.52			8.00	8.50	8.52	8.55	8.54	8.68	6.88	8.65	8.19	
p stat_(*=Sig @ p<=.05)	.554		~.980	.901	.689		~.994	~	~	~	~	~	~.823	.890	~		~.077	.077	

[ASKED IF Q7 >= 1]

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

			AGE					RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER		
	EAST TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR WHITE	AFR-AMER	AS-IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL-OTHR	TI	HIS-PAN-IC	NOT HIS-PAN-IC	EX & VERY GOOD & POOR	FAIR & POOR	NO CCC	CCC
Q15 NEVER	3 1%	70 2%	~	6%	~	~	~	2 1%	~	~	~	~	~	1 4%	1 0.9%	2 2%	2 1%	1 6%	3 2%	~
SOMETIMES	25 11%	378 10%	~	6%	10%	18%	10%	15 10%	~	~	~	1 100%	3 19%	3 12%	12 11%	12 11%	18 9%	7 41%	13 8%*	12 19%*
USUALLY	71 31%	1179 30%	~	19%*	27%	40%	38%	45 31%	~	~	~	~	7 44%	6 24%	36 34%	31 28%	62 31%	4 24%	46 28%	25 40%
ALWAYS	129 57%	2256 58%	~	70%*	63%	42%*	52%	81 57%	~	~	~	~	6 38%	15 60%	58 54%	67 60%	119 59%	5 29%	104 63%*	25 40%*
#ALWAYS + USUALLY (NET)	200 88%	3435 88%	~	89%	90%	82%	90%	126 88%	~	~	~	~	13 81%	21 84%	94 88%	98 87%	181 90%	9 53%	150 90%	50 81%
TOP BOX SCORE	129 57%	2256 58%	~	70%*	63%	42%*	52%	81 57%	~	~	~	~	6 38%	15 60%	58 54%	67 60%	119 59%	5 29%	104 63%*	25 40%*
NOT ANSWERED	10	141		1	4	2	3	4						1	3	5	8		9	1
VALID CASES	228	3883		53	63	62	50	143				1	16	25	107	112	201	17	166	62
NUMBER OF RESPONDENTS	238 100%	4024 100%		54 100%	67 100%	64 100%	53 100%	147 100%				1 100%	16 100%	26 100%	110 100%	117 100%	209 100%	17 100%	175 100%	63 100%

[ASKED IF Q7 >= 1 TIME]

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

		AGE					RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER			
		<1	1-3	4-7	8-12	13 AND OVER	BLCK OR WHITE	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	
Q16	EAST TOT CHLD																			
YES	255 71%	4005 69%	13 ~ 17%*	87 81%*	86 86%*	69 91%*	159 72%	2 100%~		1 ~ 50%~	5 ~ 100%~	20 87%~	24 65%~	122 69%	123 73%	229 71%~	16 73%~	190 67%*	65 87%*	
NO	105 29%	1827 31%	64 ~ 83%*	20 19%*	14 14%*	7 9%*	62 28%	~		1 ~ 50%~		3 ~ 13%~	13 35%~	56 31%	46 27%	95 29%~	6 27%~	95 33%*	10 13%*	
NOT ANSWERED	10	187	1	1	2	3	3	1						4		2	2	10		
VALID CASES	360	5831		77	107	100	76	221	2		2	5	23	37	178	169	324	22	285	75
NUMBER OF RESPONDENTS	370 100%	6018 100%	1	78	109	103	79	222	2		2	5	23	37	182	169	326	24	295	75
			100%	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER			
	EAST TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	GOOD & POOR	NO CCC	CCC		
Q17 YES	27 11%	460 12%	~	2 15%	8 10%	9 11%	8 13%	19 13%	~	~	~	3 16%	2 9%	17 14%	10 9%	21 10%	6 40%	13 7%*	14 24%*	
NO	212 89%	3425 88%	~	11 85%	72 90%	74 89%	55 87%	131 87%	2 100%	~	1 100%	4 100%	16 84%	21 91%	101 86%	104 91%	196 90%	9 60%	167 93%*	45 76%*
NOT ANSWERED	16	235			7	3	6	9			1	1	1	4	9	12	1	10	6	
VALID CASES	239	3885		13	80	83	63	150	2		1	4	19	23	118	114	217	15	180	59
NUMBER OF RESPONDENTS	255 100%	4120 100%		13 100%	87 100%	86 100%	69 100%	159 100%	2 100%		1 100%	5 100%	20 100%	24 100%	122 100%	123 100%	229 100%	16 100%	190 100%	65 100%

[ASKED IF Q16 = YES]

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

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER			
	EAST TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	WHITE	BLCK OR AFR-	AMER IAN	NATV ILND	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR POOR	NO CCC	CCC		
Q18 #YES	22 81%	368 88%	~100%	2 75%	6 89%	8 75%	6 79%	15 79%	~	~	~	~	2 67%	2 100%	14 82%	8 80%	18 86%	4 67%	10 77%	12 86%
NO	5 19%	51 12%	~	2 25%	1 11%	2 25%	4 21%	~	~	~	~	1 33%	~	3 18%	2 20%	3 14%	2 33%	3 23%	2 14%	
NOT ANSWERED		1																		
VALID CASES	27	419		2	8	9	8	19					3	2	17	10	21	6	13	14
NUMBER OF RESPONDENTS	27	420		2	8	9	8	19					3	2	17	10	21	6	13	14
	100%	100%		100%	100%	100%	100%	100%					100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q16 = YES AND Q17 = YES]

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

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER			
	EAST TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	WHITE	BLCK OR AFR-	AS- IAN	NATV ILND	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD	FAIR & POOR	NO CCC	CCC	
Q19 YES	12 3%	202 3%	~	2 3%	4 4%	4 4%	2 3%	6 3%	~	~	~	~	1 4%	4 11%	8 4%	3 2%	9 3%	2 9%	4 1%*	8 11%*
NO	349 97%	5625 97%	~	75 97%	102 96%	97 96%	75 97%	216 97%	2 100%~	~	2 ~100%	5 ~100%	22 96%~	33 89%~	172 96%	166 98%	316 97%~	21 91%~	282 99%*	67 89%*
NOT ANSWERED	9	191	1	1	3	2	2							2		1	1	9		
VALID CASES	361	5827		77	106	101	77	222	2		2	5	23	37	180	169	325	23	286	75
NUMBER OF RESPONDENTS	370 100%	6018 100%	1	78 100%	109 100%	103 100%	79 100%	222 100%	2 100%		2 100%	5 100%	23 100%	37 100%	182 100%	169 100%	326 100%	24 100%	295 100%	75 100%

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

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER			
	EAST TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR WHITE	AFR-AMER	AS-IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL-OTHR	TI	HIS-PAN-IC	NOT HIS-PAN-IC	EX & VERY GOOD & FAIR	GOOD & POOR	NO CCC	CCC
Q20 NEVER	2 18%	22 11%	~	~	1 25%	1 33%	~	~	~	~	~	~	~	1 33%	1 14%	~	1 11%	~	1 25%	1 14%
SOMETIMES	1 9%	27 13%	~	~	~	1 50%	1 17%	~	~	~	~	~	~	~	1 14%	~	1 11%	~	1 25%	~
USUALLY	3 27%	51 24%	~	1 50%	2 50%	~	1 17%	~	~	~	~	~	~	2 67%	1 14%	2 67%	3 33%	~	~	3 43%
ALWAYS	5 45%	109 52%	~	1 50%	1 25%	2 67%	1 50%	4 67%	~	~	~	~	1 100%	~	4 57%	1 33%	4 44%	1 100%	2 50%	3 43%
#ALWAYS + USUALLY (NET)	8 73%	160 76%	~	2 100%	3 75%	2 67%	1 50%	5 83%	~	~	~	~	1 100%	2 67%	5 71%	3 100%	7 78%	1 100%	2 50%	6 86%
TOP BOX SCORE	5 45%	109 52%	~	1 50%	1 25%	2 67%	1 50%	4 67%	~	~	~	~	1 100%	~	4 57%	1 33%	4 44%	1 100%	2 50%	3 43%
NOT ANSWERED	1	12				1								1	1			1		1
VALID CASES	11	210		2	4	3	2	6					1	3	7	3	9	1	4	7
NUMBER OF RESPONDENTS	12	222		2	4	4	2	6					1	4	8	3	9	2	4	8
	100%	100%		100%	100%	100%	100%	100%					100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q19 = YES]

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

	EAST TOT CHLD	OHP TOT CHLD	AGE					RACE					ETHNIC- ITY		HEALTH STATUS		CCC SCREENER		
			<1	1-3	4-7	8-12	13 AND OVER	WHITE	BLCK OR AFR-	AS- IAN	NATV ILND	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC
Q21 #YES	11 92%	178 86%	2 ~100%	4 ~100%	4 ~100%	1 50%	5 83%	~	~	~	~	1 ~100%	4 ~100%	7 88%	3 100%	8 89%	2 100%	3 75%	8 100%
NO	1 8%	30 14%	~	~	~	1 50%	1 17%	~	~	~	~	~	~	1 12%	~	1 11%	~	1 25%	~
NOT ANSWERED		14																	
VALID CASES	12	208	2	4	4	2	6				1	4	8	3	9	2	4	8	
NUMBER OF RESPONDENTS	12	222	2	4	4	2	6				1	4	8	3	9	2	4	8	
	100%	100%	100%	100%	100%	100%	100%				100%	100%	100%	100%	100%	100%	100%	100%	

[ASKED IF Q19 = YES]

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

			AGE					RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER			
	EAST TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	WHITE	BLCK OR AFR-	AS- IAN	NATV ILND	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	GOOD & POOR	NO CCC	CCC		
Q22 YES	26 7%	474 8%	~	10%	9%	4%	6%	11 5%	~	~	~	~	1 4%	6 16%	15 8%	10 6%	20 6%	6 25%	11 4%*	15 20%*	
NO	335 93%	5319 92%	~	90%	96%	91%	96%	211 95%	2 100%	~	~	2 100%	5 100%	22 96%	31 84%	165 92%	159 94%	304 94%	18 75%	275 96%*	60 80%*
NOT ANSWERED	9	225	1	1	4	2	1								2	2			9		
VALID CASES	361	5793		77	105	101	78	222	2		2	5	23	37	180	169	324	24	286	75	
NUMBER OF RESPONDENTS	370 100%	6018 100%	1	78 100%	109 100%	103 100%	79 100%	222 100%	2 100%		2 100%	5 100%	23 100%	37 100%	182 100%	169 100%	326 100%	24 100%	295 100%	75 100%	

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

			AGE					RACE					ETHNIC-ITY	HEALTH STATUS		CCC SCREENER					
	EAST TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR WHITE	AFR-AMER	AS-IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL-OTHR	TI	HIS-PAN-IC	NOT HIS-PAN-IC	EX & VERY GOOD & POOR	FAIR & POOR	NO CCC	CCC	
Q23 NEVER	1 4%	60 14%	~	1 13%	~	~	~	~	~	~	~	~	~	1 17%	1 7%	~	1 5%	~	1 10%	~	
SOMETIMES	4 16%	71 17%	~	2 22%	1 25%	1 25%	2 18%	~	~	~	~	~	~	1 17%	1 7%	3 30%	3 16%	1 17%	4 27%	~	
USUALLY	5 20%	110 26%	~	2 25%	1 25%	2 50%	1 9%	~	~	~	~	~	1 100%	~	4 29%	~	2 11%	3 50%	1 10%	4 27%	
ALWAYS	15 60%	179 43%	~	5 63%	7 78%	2 50%	1 25%	8 73%	~	~	~	~	~	4 67%	8 57%	7 70%	13 68%	2 33%	8 80%	7 47%	
#ALWAYS + USUALLY (NET)	20 80%	289 69%	~	7 88%	7 78%	3 75%	3 75%	9 82%	~	~	~	~	~	1 100%	4 67%	4 86%	7 70%	15 79%	5 83%	9 90%	11 73%
TOP BOX SCORE	15 60%	179 43%	~	5 63%	7 78%	2 50%	1 25%	8 73%	~	~	~	~	~	4 67%	8 57%	7 70%	13 68%	2 33%	8 80%	7 47%	
NOT ANSWERED	1	24				1								1		1		1		1	
VALID CASES	25	420		8	9	4	4	11					1	6	14	10	19	6	10	15	
NUMBER OF RESPONDENTS	26	444		8	9	4	5	11					1	6	15	10	20	6	11	15	
	100%	100%		100%	100%	100%	100%	100%					100%	100%	100%	100%	100%	100%	100%	100%	

[ASKED IF Q22 = YES]

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

	EAST TOT CHLD	OHP TOT CHLD	AGE					RACE					ETHNIC- ITY		HEALTH STATUS		CCC SCREENER		
			<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC	
Q24 #YES	13 52%	291 69%	6 ~ 75%	2 22%	2 50%	3 75%	4 36%	~	~	~	~	1 ~100%	3 50%	9 64%	3 30%	8 42%	5 83%	5 50%	8 53%
NO	12 48%	132 31%	2 ~ 25%	7 78%	2 50%	1 25%	7 64%	~	~	~	~	3 50%	5 36%	7 70%	11 58%	1 17%	5 50%	7 47%	
NOT ANSWERED	1	21				1								1		1		1	
VALID CASES	25	423	8	9	4	4	11				1	6	14	10	19	6	10	15	
NUMBER OF RESPONDENTS	26	444	8	9	4	5	11				1	6	15	10	20	6	11	15	
	100%	100%	100%	100%	100%	100%	100%				100%	100%	100%	100%	100%	100%	100%	100%	

[ASKED IF Q22 = YES]

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

	EAST TOT CHLD	OHP TOT CHLD	AGE					RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER					
			<1	1-3	4-7	8-12	13 AND OVER	WHITE	BLCK OR AFR-	AS- IAN	NATV ILND	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD	FAIR & POOR	NO CCC	CCC				
Q25 YES	35 10%	682 12%	~	1%*	8%	11%	19%*	10%	~	~	~	40%~	9%~	16%~	11%	23%	6%*	14%*	9%~	22%~	2%*	37%*	
NO	326 90%	5109 88%	~	99%*	92%	89%	81%*	90%	100%~	~	100%~	60%~	91%~	84%~	169	146	94%*	86%*	91%~	78%~	98%*	63%*	
NOT ANSWERED	9	227	1	1	3	3	1								2				1	1	9		
VALID CASES	361	5791		77	106	100	78	222	2			2	5	23	37	180	169			325	23	286	75
NUMBER OF RESPONDENTS	370 100%	6018 100%	1	78	109	103	79	222	2			2	5	23	37	182	169			326	24	295	75
			100%	100%	100%	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?

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER			
	EAST TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR WHITE	AFR-AMER	AS-IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL-OTHR	TI	HIS-PAN-IC	NOT HIS-PAN-IC	EX & VERY GOOD & FAIR	POOR	NO CCC	CCC
Q26 NEVER	7 20%	90 14%	~	~	13%~	36%~	13%~	23%~	~	~	~	~	~	17%~	9%~	22%~	18%~	~	14%~	21%~
SOMETIMES	9 26%	121 19%	~	~	25%~	27%~	27%~	23%~	~	~	~	50%~	50%~	33%~	36%~	22%~	21%~	60%~	29%~	25%~
USUALLY	7 20%	156 24%	~	~	38%~	9%~	20%~	18%~	~	~	~	50%~	17%~	27%~	17%~	18%~	40%~	~	~	25%~
ALWAYS	12 34%	284 44%	~	100%~	25%~	27%~	40%~	36%~	~	~	~	50%~	~	33%~	27%~	39%~	43%~	~	57%~	29%~
#ALWAYS + USUALLY (NET)	19 54%	440 68%	~	100%~	62%~	36%~	60%~	55%~	~	~	~	50%~	50%~	50%~	55%~	57%~	61%~	40%~	57%~	54%~
TOP BOX SCORE	12 34%	284 44%	~	100%~	25%~	27%~	40%~	36%~	~	~	~	50%~	~	33%~	27%~	39%~	43%~	~	57%~	29%~
NOT ANSWERED		25																		
VALID CASES	35	651		1	8	11	15	22				2	2	6	11	23	28	5	7	28
NUMBER OF RESPONDENTS	35	676		1	8	11	15	22				2	2	6	11	23	28	5	7	28
	100%	100%		100%	100%	100%	100%	100%				100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q25 = YES]

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

	EAST TOT CHLD	OHP TOT CHLD	AGE					RACE					ETHNIC- ITY		HEALTH STATUS		CCC SCREENER	
			<1	1-3	4-7	8-12	13 AND OVER	WHITE	BLCK OR AFR-	AS- IAN	NATV ILND	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC
Q27 #YES	14 40%	347 53%	1 ~100%	3 38%	6 55%	4 27%	7 32%	~	~	~	2 ~100%	3 50%	7 64%	7 30%	11 39%	3 60%	1 14%	13 46%
NO	21 60%	304 47%	~	5 63%	5 45%	11 73%	15 68%	~	~	2 ~100%	3 50%	4 36%	16 70%	17 61%	2 40%	6 86%	15 54%	
NOT ANSWERED		25																
VALID CASES	35	651	1	8	11	15	22			2	2	6	11	23	28	5	7	28
NUMBER OF RESPONDENTS	35	676	1	8	11	15	22			2	2	6	11	23	28	5	7	28
	100%	100%	100%	100%	100%	100%	100%			100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q25 = YES]

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

	EAST TOT CHLD	OHP TOT CHLD	AGE					RACE					ETHNIC- ITY		HEALTH STATUS		CCC SCREENER	
			<1	1-3	4-7	8-12	13 AND OVER	WHITE	BLCK OR AFR-	AS- IAN	NATV ILND	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC
Q28 YES	62 17%	1072 19%	10 ~ 13%	16 16%	17 17%	19 25%	36 16%	~	~	1 ~ 20%	4 18%	10 28%	33 19%	26 15%	49 15%	10 43%	34 12%*	28 37%*
NO	293 83%	4688 81%	67 ~ 87%	87 84%	82 83%	57 75%	186 84%	2 100%~	2 ~100%~	4 80%~	18 82%~	26 72%~	143 81%	142 85%	272 85%~	13 57%~	246 88%*	47 63%*
NOT ANSWERED	15	257	1	1	6	4	3				1	1	6	1	5	1	15	
VALID CASES	355	5761	77	103	99	76	222	2	2	5	22	36	176	168	321	23	280	75
NUMBER OF RESPONDENTS	370 100%	6018 100%	1 100%	78 100%	109 100%	103 100%	79 100%	2 100%	2 100%	5 100%	23 100%	37 100%	182 100%	169 100%	326 100%	24 100%	295 100%	75 100%

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?

	EAST TOT CHLD	OHP TOT CHLD	AGE					RACE					ETHNIC- ITY		HEALTH STATUS		CCC SCREENER		
			<1	1-3	4-7	8-12	13 AND OVER	WHITE	BLCK OR AFR-	AS- IAN	NATV ILND	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC
Q29 #YES	37 60%	609 56%	7 ~ 70%	9 ~ 56%	13 ~ 76%	8 ~ 42%	19 53%	~	~	~	~100%	4 60%	6 ~	22 67%	13 50%	28 57%	7 70%	19 56%	18 64%
NO	25 40%	471 44%	3 ~ 30%	7 ~ 44%	4 ~ 24%	11 ~ 58%	17 47%	~	~	~100%	~	4 40%	4 ~	11 33%	13 50%	21 43%	3 30%	15 44%	10 36%
NOT ANSWERED		35																	
VALID CASES	62	1080	10	16	17	19	36			1	4	10		33	26	49	10	34	28
NUMBER OF RESPONDENTS	62 100%	1115 100%	10 100%	16 100%	17 100%	19 100%	36 100%			1 100%	4 100%	10 100%		33 100%	26 100%	49 100%	10 100%	34 100%	28 100%

[ASKED IF Q28 = YES]

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

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER			
	EAST TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	WHITE	BLCK OR AFR-	AS- IAN	NATV ILND	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR POOR	NO CCC	CCC		
Q30 YES	292 82%	4998 86%*	~ 82%	85%	84%	61%	187 85%	~	~	50%~	80%~	17 77%~	35 95%~	137 77%*	147 87%*	262 82%~	22 92%~	225 80%*	67 89%*	
Q30 NO	65 18%	790 14%*	~ 18%	18%	16%	16%	34 15%	2 100%~	~	50%~	1 20%~	1 23%~	5 5%~	2 23%*	21 13%*	59 18%~	2 8%~	57 20%*	8 11%*	
Q30 NOT ANSWERED	13	230	1	2	5	3	2	1				1		4	1	5		13		
VALID CASES	357	5788		76	104	100	77	221	2		2	5	22	37	178	168	321	24	282	75
NUMBER OF RESPONDENTS	370 100%	6018 100%	1	78	109	103	79	222	2		2	5	23	37	182	169	326	24	295	75
			100%	100%	100%	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?

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER			
	EAST TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR- WHT	AS- IAN	NATV ILND	AMER ALSK	MUL- OTHR	TI	HIS- PAN- IC	NOT PAN- IC	EX & VERY GOOD & POOR	FAIR & POOR	NO CCC	CCC	
Q31 NONE	78 28%	1324 27%	~ 17%*	10 27%	22 36%	29 36%	17 29%	57 32%*	~	~100%~	1 50%~	2 12%~	2 21%~	7 27%	36 30%	42 30%	73 29%~	5 23%~	70 32%*	8 13%*
1 TIME	81 29%	1651 34%	~ 28%	17 28%	23 30%	24 30%	17 29%	54 30%	~	~	~ 25%~	4 24%~	10 29%~	40 30%	40 28%	74 29%~	6 27%~	61 28%	20 31%	
2	57 20%	1029 21%	~ 30%	18 30%	19 23%	11 14%	9 16%	32 18%	~	~	~ 25%~	5 29%~	9 26%~	29 22%	26 18%	52 21%~	3 14%~	43 20%	14 22%	
3	32 11%	462 9%	~ 18%	11 6%*	5 11%	9 12%	7 12%	17 9%	~	~	~	4 24%~	5 15%~	15 11%	15 11%	26 10%~	4 18%~	24 11%	8 13%	
4	14 5%	201 4%	~ 5%	3 5%	6 7%	1 1%*	4 7%	9 5%	~	~	~	~	2 6%~	5 4%	9 6%	14 6%~	~	8 4%	6 9%	
5 TO 9	16 6%	173 4%	~ 2%*	1 2%*	5 6%	6 8%	4 7%	9 5%	~	~	~	2 12%~	1 3%~	6 5%	8 6%	10 4%~	4 18%~	9 4%	7 11%	
10 OR MORE TIMES	2 0.7%	32 0.6%	~	~	2 2%~	~	~	1 0.6%	~	~	~	~	~	1 0.8%	1 0.7%	2 0.8%~	~	1 0.5%	1 2%	
NOT ANSWERED	12	181		2	3	4	3	8					1	5	6	11		9	3	
VALID CASES	280	4872		60	82	80	58	179			1	4	17	34	132	141	251	22	216	64
NUMBER OF RESPONDENTS	292	5053		62	85	84	61	187			1	4	17	35	137	147	262	22	225	67
	100%	100%		100%	100%	100%	100%	100%			100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q30 = YES]

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

	EAST TOT CHLD	OHP TOT CHLD	AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER		
			<1	1-3	4-7	8-12	13 AND OVER	WHITE	BLCK OR AFR-	AS- IAN	NATV ILND	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	GOOD & POOR	NO CCC	CCC
Q31A ALWAYS	8 4%	68 2%	1 ~ 2%	4 7%	2 4%	1 3%	6 5%	~	~	~	~	~	1 4%	7 8%*	1 1%*	7 4%~	1 6%~	6 4%	2 4%
USUALLY	4 2%	51 1%	1 ~ 2%	1 2%	2 4%	1 0.8%	~	~	~	~	2 13%~	~	3 3%	1 1%	2 1%~	2 12%~	2 1%	2 4%	
SOMETIMES	22 11%	288 8%	4 ~ 8%	8 13%	5 10%	5 13%~	7 6%*	~	~	1 50%~	3 20%~	2 7%~	19 20%*	2 2%*	18 10%~	4 25%~	17 12%	5 9%	
NEVER	165 83%	3102 88%*	43 ~ 88%	47 78%	41 82%	34 85%~	107 88%*	~	~	1 50%~	10 67%~	24 89%~	64 69%*	95 96%*	149 85%~	9 56%~	119 83%	46 84%	
#NEVER + SOMETIMES (NET)	187 94%	3390 97%	47 ~ 96%	55 92%	46 92%	39 98%~	114 94%	~	~	2 ~100%~	13 87%~	26 96%~	83 89%*	97 98%*	167 95%~	13 81%~	136 94%	51 93%	
TOP BOX SCORE	165 83%	3102 88%*	43 ~ 88%	47 78%	41 82%	34 85%~	107 88%*	~	~	1 50%~	10 67%~	24 89%~	64 69%*	95 96%*	149 85%~	9 56%~	119 83%	46 84%	
NOT ANSWERED	3	31	1		1	1	1						3		2	1	2	1	
VALID CASES	199	3509	49	60	50	40	121			2	15	27	93	99	176	16	144	55	
NUMBER OF RESPONDENTS	202	3540	50	60	51	41	122			2	15	27	96	99	178	17	146	56	
	100%	100%	100%	100%	100%	100%	100%			100%	100%	100%	100%	100%	100%	100%	100%	100%	

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

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

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER			
	EAST TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD	FAIR & POOR	NO CCC	CCC		
Q32 NEVER	5 3%	74 2%	~	2%	2%	4%	3%~	3%	~	~	~	~	~	7%~	4%	1%	4%	1%	4%	1%
SOMETIMES	14 7%	183 5%	~	4%	9%	6%	10%~	4%	~	~	~	~	27%~	7%~	10%	4%	9%	4%	10%	4%
USUALLY	39 20%	573 16%	~	20%	21%	18%	20%~	17%	~	~	~	50%~	27%~	7%~	20%	18%	19%	25%~	20%	18%
ALWAYS	140 71%	2676 76%	~	74%	69%	72%	67%~	77%*	~	~	~	50%~	47%~	78%~	66%	77%	129%	7%	100%	40%
#ALWAYS + USUALLY (NET)	179 90%	3249 93%	~	94%	90%	90%	88%~	93%	~	~	~	100%~	73%~	85%~	86%	95%*	162%	11%	129%	50%
TOP BOX SCORE	140 71%	2676 76%	~	74%	69%	72%	67%~	77%*	~	~	~	50%~	47%~	78%~	66%	77%	129%	7%	100%	40%
NOT ANSWERED	4	33			2	1	1	2							3	1	3	1	3	1
VALID CASES	198	3507		50	58	50	40	120				2	15	27	93	98	175	16	143	55
NUMBER OF RESPONDENTS	202	3540		50	60	51	41	122				2	15	27	96	99	178	17	146	56
	100%	100%		100%	100%	100%	100%	100%				100%	100%	100%	100%	100%	100%	100%	100%	100%

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

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

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER			
	EAST TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR WHITE	AFR-AMER	AS-IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL-OTHR	TI	HIS-PAN-IC	NOT HIS-PAN-IC	EX & VERY GOOD & FAIR	POOR	NO CCC	CCC
Q33 NEVER	2 1%	29 0.8%	~	2%	~	2%	1 0.8%	~	~	~	~	~	4%	1 1%	1 1%	2 1%	~	2 1%	~	~
SOMETIMES	13 7%	199 6%	~	2%	7%	6%	5 13%	7 6%	~	~	~	~	2 13%	3 12%	8 9%	5 5%	9 5%	4 25%	7 5%	6 11%
USUALLY	40 20%	611 17%	~	18%	17%	30%	6 15%	26 22%	~	~	~	~	3 20%	3 12%	16 17%	22 23%	33 19%	4 25%	26 18%	14 25%
ALWAYS	142 72%	2666 76%	~	78%	76%	62%	29 73%	86 72%	~	~	~	2 100%	10 67%	19 73%	68 73%	69 71%	130 75%	8 50%	107 75%	35 64%
#ALWAYS + USUALLY (NET)	182 92%	3277 93%	~	96%	93%	92%	35 88%	112 93%	~	~	~	2 100%	13 87%	22 85%	84 90%	91 94%	163 94%	12 75%	133 94%	49 89%
TOP BOX SCORE	142 72%	2666 76%	~	78%	76%	62%	29 73%	86 72%	~	~	~	2 100%	10 67%	19 73%	68 73%	69 71%	130 75%	8 50%	107 75%	35 64%
NOT ANSWERED	5	34	~	1	2	1	1	2	~	~	~	~	~	1	3	2	4	1	4	1
VALID CASES	197	3506	~	49	58	50	40	120	~	~	~	2	15	26	93	97	174	16	142	55
NUMBER OF RESPONDENTS	202 100%	3540 100%	~	50 100%	60 100%	51 100%	41 100%	122 100%	~	~	~	2 100%	15 100%	27 100%	96 100%	99 100%	178 100%	17 100%	146 100%	56 100%

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

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

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER			
	EAST TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR WHITE	AFR-AMER	AS-IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL-OTHR	TI	HIS-PAN-IC	NOT HIS-PAN-IC	EX & VERY GOOD & FAIR	POOR	NO CCC	CCC
Q34 NEVER	1 0.5%	22 0.6%	~	2%	~	~	~	~	~	~	~	~	~	1 4%	1 1%	~	1 0.6%	~	1 0.7%	~
SOMETIMES	11 6%	152 4%	~	4%	2%	8%	10%	7 6%	~	~	~	1 50%	1 7%	1 4%	7 7%	4 3%	5 31%	6 4%	5 9%	
USUALLY	33 17%	469 13%	~	16%	12%	22%	18%	17 14%	~	~	~	3 20%	5 19%	14 15%	18 18%	28 16%	3 19%	18 13%*	15 27%*	
ALWAYS	153 77%	2859 82%	~	78%	86%*	70%	73%	97 80%	~	~	~	1 50%	11 73%	20 74%	75 80%	73 74%	141 80%	8 50%	118 83%*	35 64%*
#ALWAYS + USUALLY (NET)	186 94%	3328 95%	~	94%	98%*	92%	90%	114 94%	~	~	~	1 50%	14 93%	25 93%	89 95%	91 93%	169 96%	11 69%	136 95%	50 91%
TOP BOX SCORE	153 77%	2859 82%	~	78%	86%*	70%	73%	97 80%	~	~	~	1 50%	11 73%	20 74%	75 80%	73 74%	141 80%	8 50%	118 83%*	35 64%*
NOT ANSWERED	4	38			2	1	1	1							2	1	2	1	3	1
VALID CASES	198	3502		50	58	50	40	121				2	15	27	94	98	176	16	143	55
NUMBER OF RESPONDENTS	202 100%	3540 100%		50 100%	60 100%	51 100%	41 100%	122 100%				2 100%	15 100%	27 100%	96 100%	99 100%	178 100%	17 100%	146 100%	56 100%

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

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

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER			
	EAST TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR- WHT	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC		
Q35 YES	125 64%	2353 68%	~	12%~	68%	92%*	88%~	64%	~	~	~	50%~	93%~	44%~	69%	59%	109 63%~	12 75%~	87 62%	38 69%
NO	70 36%	1128 32%	~	88%~	32%	8%*	13%~	36%	~	~	~	50%~	7%~	56%~	31%	41%	64 37%~	4 25%~	53 38%	17 31%
NOT ANSWERED	7	60		1	4	1	1	1				1			5	1	5	1	6	1
VALID CASES	195	3480		49	56	50	40	121				2	14	27	91	98	173	16	140	55
NUMBER OF RESPONDENTS	202 100%	3540 100%		50 100%	60 100%	51 100%	41 100%	122 100%				2 100%	15 100%	27 100%	96 100%	99 100%	178 100%	17 100%	146 100%	56 100%

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

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

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER				
	EAST TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	WHITE	BLCK OR AFR-	AS- IAN	NATV ILND	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	GOOD & POOR	NO CCC	CCC		
Q35A ALWAYS	2 2%	43 2%	~	~	~	4%	~	~	~	~	~	~	1 8%	1 8%	2 3%	~	2 2%	~	1 1%	1 3%	
USUALLY	3 2%	47 2%	~	1 17%	1 3%	1 2%	~	1 1%	~	~	~	~	1 8%	1 8%	3 5%	~	2 2%	1 8%	2 2%	1 3%	
SOMETIMES	10 8%	152 7%	~	1 17%	6 17%	2 4%	1 3%	5 6%	~	~	~	~	1 8%	1 8%	9 15%*	1 2%*	8 7%	2 17%	9 11%	1 3%	
NEVER	108 88%	2045 89%	~	4 67%	29 81%	41 89%	34 97%	72 92%	~	~	~	1 ~100%	9 75%	9 75%	47 77%*	57 98%*	95 89%	9 75%	73 86%	35 92%	
#NEVER + SOMETIMES (NET)	118 96%	2197 96%	~	5 83%	35 97%	43 93%	35 100%	77 99%	~	~	~	1 ~100%	10 83%	10 83%	56 92%	58 100%	103 96%	11 92%	82 96%	36 95%	
TOP BOX SCORE	108 88%	2045 89%	~	4 67%	29 81%	41 89%	34 97%	72 92%	~	~	~	1 ~100%	9 75%	9 75%	47 77%*	57 98%*	95 89%	9 75%	73 86%	35 92%	
NOT ANSWERED	2	49			2								1		2		2		2		
VALID CASES	123	2287		6	36	46	35	78					1	12	12	61	58	107	12	85	38
NUMBER OF RESPONDENTS	125	2336		6	38	46	35	78					1	13	12	63	58	109	12	87	38
	100%	100%		100%	100%	100%	100%	100%					100%	100%	100%	100%	100%	100%	100%	100%	100%

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

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

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER		
	EAST TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	WHITE	BLCK OR AFR-	AS- IAN	NATV ILND	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD	FAIR & POOR	NO CCC	CCC
Q36 NEVER	5 4%	72 3%	1 ~ 20%	2 ~ 4%	2 6%	1 1%	~	~	~	~	1 8%	1 8%	4 7%	~	4 4%	~	4 5%	1 3%	
SOMETIMES	12 10%	148 6%	1 ~ 20%	4 11%	5 11%	2 6%	7 9%	~	~	~	2 17%	~	8 13%	3 5%	8 7%	3 25%	8 9%	4 11%	
USUALLY	24 20%	454 20%	~	6 16%	12 26%	6 17%	15 19%	~	~	1 100%	3 25%	4 33%	11 18%	13 22%	21 20%	2 17%	13 15%	11 29%	
ALWAYS	82 67%	1606 70%	3 ~ 60%	27 73%	27 59%	25 71%	54 70%	~	~	~	6 50%	7 58%	38 62%	42 72%	74 69%	7 58%	60 71%	22 58%	
#ALWAYS + USUALLY (NET)	106 86%	2060 90%	3 ~ 60%	33 89%	39 85%	31 89%	69 90%	~	~	1 100%	9 75%	11 92%	49 80%	55 95%	95 89%	9 75%	73 86%	33 87%	
TOP BOX SCORE	82 67%	1606 70%	3 ~ 60%	27 73%	27 59%	25 71%	54 70%	~	~	~	6 50%	7 58%	38 62%	42 72%	74 69%	7 58%	60 71%	22 58%	
NOT ANSWERED	2	56	1	1			1				1		2		2		2		
VALID CASES	123	2280	5	37	46	35	77			1	12	12	61	58	107	12	85	38	
NUMBER OF RESPONDENTS	125	2336	6	38	46	35	78			1	13	12	63	58	109	12	87	38	
	100%	100%	100%	100%	100%	100%	100%			100%	100%	100%	100%	100%	100%	100%	100%	100%	

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

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

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER			
	EAST TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR WHITE	AFR-AMER	AS-IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL-OTHR	TI	HIS-PAN-IC	NOT HIS-PAN-IC	EX & VERY GOOD & FAIR	POOR	NO CCC	CCC
Q37 NEVER	14 7%	98 3%*	~ 10%	5	4	2	3	7	~	~	~	~	1	3	10	3	10	3	12	2
				7%	7%	4%	8%~	6%					7%~	11%~	11%	3%*	6%~	19%~	8%	4%
SOMETIMES	27 14%	385 11%	~ 20%	10	8	6	3	13	~	~	~	1	2	3	18	8	21	5	19	8
				14%	12%	8%	11%	11%				50%~	13%~	11%~	19%*	8%*	12%~	31%~	13%	15%
USUALLY	49 25%	856 25%	~ 18%	9	15	17	8	28	~	~	~	~	5	8	22	25	43	4	35	14
				25%	26%	34%	21%~	23%				33%~	30%~	24%	26%	25%~	25%~	25%	25%	25%
ALWAYS	107 54%	2135 61%*	~ 52%	26	31	25	25	72	~	~	~	1	7	13	43	62	101	4	76	31
				52%	53%	50%	64%~	60%*				50%~	47%~	48%~	46%*	63%*	58%~	25%~	54%	56%
#ALWAYS + USUALLY (NET)	156 79%	2991 86%*	~ 70%	35	46	42	33	100	~	~	~	1	12	21	65	87	144	8	111	45
				70%	79%	84%	85%~	83%				50%~	80%~	78%~	70%*	89%*	82%~	50%~	78%	82%
TOP BOX SCORE	107 54%	2135 61%*	~ 52%	26	31	25	25	72	~	~	~	1	7	13	43	62	101	4	76	31
				52%	53%	50%	64%~	60%*				50%~	47%~	48%~	46%*	63%*	58%~	25%~	54%	56%
NOT ANSWERED	5	67			2	1	2	2							3	1	3	1	4	1
VALID CASES	197	3473		50	58	50	39	120				2	15	27	93	98	175	16	142	55
NUMBER OF RESPONDENTS	202 100%	3540 100%		50 100%	60 100%	51 100%	41 100%	122 100%				2 100%	15 100%	27 100%	96 100%	99 100%	178 100%	17 100%	146 100%	56 100%

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

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

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER		
	EAST TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	WHITE	BLCK OR AFR-	AS- IAN	NATV ILND	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD &	FAIR & POOR	NO CCC	CCC
Q38 #YES	157 80%	2956 85%	42 ~ 84%	46 81%	39 78%	30 75%	99 82%				1 ~ 50%	10 67%	23 85%	71 76%	81 84%	142 81%	10 63%	113 80%	44 80%
NO	40 20%	518 15%	8 ~ 16%	11 19%	11 22%	10 25%	21 18%				1 ~ 50%	5 33%	4 15%	23 24%	16 16%	33 19%	6 38%	29 20%	11 20%
NOT ANSWERED	5	66		3	1	1	2							2	2	3	1	4	1
VALID CASES	197	3474	50	57	50	40	120				2	15	27	94	97	175	16	142	55
NUMBER OF RESPONDENTS	202 100%	3540 100%	50 100%	60 100%	51 100%	41 100%	122 100%				2 100%	15 100%	27 100%	96 100%	99 100%	178 100%	17 100%	146 100%	56 100%

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

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

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER			
	EAST TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	WHITE	BLCK OR AFR-	AMER IAN	NATV ILND	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	GOOD & POOR	NO CCC	CCC	
Q39 YES	75 38%	1340 39%	~ 34%	17	21	23	14	42	~	~	~100%	2	6	12	37	36	64	8	43	32
				36%	46%	35%	35%				40%	44%	39%	37%	36%	50%	30%*	58%*		
Q39 NO	123 62%	2127 61%	~ 66%	33	37	27	26	79	~	~	~	9	15	57	62	112	8	100	23	
				64%	54%	65%	65%				60%	56%	61%	63%	64%	50%	70%*	42%*		
NOT ANSWERED	4	73		2	1	1	1							2	1	2	1	3	1	
VALID CASES	198	3467		50	58	50	40	121				2	15	27	94	98	176	16	143	55
NUMBER OF RESPONDENTS	202	3540		50	60	51	41	122				2	15	27	96	99	178	17	146	56
	100%	100%		100%	100%	100%	100%	100%				100%	100%	100%	100%	100%	100%	100%	100%	100%

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

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

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER		
	EAST TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	WHITE	BLCK OR AFR-	AS- IAN	NATV ILND	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD	FAIR & POOR	NO CCC	CCC
Q40 NEVER	5 7%	102 8%	~	1 6%	1 5%	2 9%	1 7%	3 7%	~	~	~	~	1 8%	4 11%	4 6%	~	2 5%	3 9%	
SOMETIMES	12 16%	189 15%	~	5 29%	2 10%	3 14%	2 14%	6 14%	~	~	~	1 17%	4 33%	7 19%	5 14%	9 14%	3 38%	5 12%	7 22%
USUALLY	30 41%	353 28%*	~	4 24%	8 38%	10 45%	8 57%	18 43%	~	~	1 50%	5 83%	2 17%	16 43%	14 39%	26 41%	3 38%	15 36%	15 47%
ALWAYS	27 36%	630 49%*	~	7 41%	10 48%	7 32%	3 21%	15 36%	~	~	1 50%	5 42%	14 38%	13 36%	25 39%	2 25%	20 48%	7 22%	
#ALWAYS + USUALLY (NET)	57 77%	983 77%	~	11 65%	18 86%	17 77%	11 79%	33 79%	~	~	2 100%	5 83%	7 58%	30 81%	27 75%	51 80%	5 62%	35 83%	22 69%
TOP BOX SCORE	27 36%	630 49%*	~	7 41%	10 48%	7 32%	3 21%	15 36%	~	~	1 50%	5 42%	14 38%	13 36%	25 39%	2 25%	20 48%	7 22%	
NOT ANSWERED	1	48				1												1	
VALID CASES	74	1274		17	21	22	14	42			2	6	12	37	36	64	8	42	32
NUMBER OF RESPONDENTS	75	1322		17	21	23	14	42			2	6	12	37	36	64	8	43	32
	100%	100%		100%	100%	100%	100%	100%			100%	100%	100%	100%	100%	100%	100%	100%	100%

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

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

	EAST TOT CHLD	OHP TOT CHLD	AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER			
			<1	1-3	4-7	8-12	13 AND OVER	WHITE	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & POOR	FAIR & POOR	NO CCC	CCC
Q41 WORST PERSONAL DOCTOR POSSIBLE		7 0.1%	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	
01	1 0.4%	17 0.4%	~	~	1 1%	~	1 0.6%	~	~	~	~	~	~	1 0.7%	1 0.4%	~	~	1 2%		
02	3 1%	17 0.3%	~	1 2%	~	2 4%	1 0.6%	~	~	~	~	1 3%	3 2%	~	1 0.4%	2 10%	~	3 1%		
03	3 1%	21 0.4%	~	~	2 3%	1 1%	~	2 1%	~	~	~	~	1 0.8%	1 0.7%	~	2 0.8%	~	3 1%		
04	3 1%	41 0.9%	~	1 2%	~	2 4%	3 2%	~	~	~	~	~	~	3 2%	1 0.4%	2 10%	1 0.5%	2 3%		
05	6 2%	139 3%	~	1 2%	3 4%	1 1%	1 2%	4 2%	~	~	1 25%	1 3%	2 2%	4 3%	5 2%	1 5%	5 2%	1 2%		
06	9 3%	111 2%	~	2 3%	2 3%	2 3%	3 5%	2 1%	~	1 100%	~	1 6%	3 9%	6 5%	3 2%	8 3%	1 5%	5 2%	4 6%	
07	17 6%	320 7%	~	3 5%	4 5%	6 8%	4 7%	11 6%	~	~	~	2 12%	~	5 4%	10 7%	12 5%	3 14%	14 7%	3 5%	
08	52 19%	785 16%	~	13 21%	15 19%	15 19%	9 16%	36 20%	~	~	~	1 25%	5 29%	2 6%	23 17%	29 21%	47 19%	4 19%	41 19%	11 17%
09	58 21%	988 21%	~	12 20%	16 20%	20 25%	10 18%	38 22%	~	~	~	1 25%	2 12%	11 32%	30 23%	28 20%	57 23%	1 5%	40 19%	18 28%
BEST PERSONAL DOCTOR POSSIBLE	125 45%	2358 49%	~	28 46%	37 46%	34 43%	26 46%	78 44%	~	~	~	1 25%	7 41%	16 47%	63 47%	59 43%	116 46%	7 33%	101 47%	24 37%
#8-10 (NET)	235 85%	4130 86%	~	53 87%	68 85%	69 87%	45 79%	152 86%	~	~	~	3 75%	14 82%	29 85%	116 87%	116 84%	220 88%	12 57%	182 85%	53 83%

Continued

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

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER		
	EAST TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR-	AMER AS-	NATV HAW/ PAC	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD &	FAIR & POOR	NO CCC	CCC	
9-10 (NET)	183 66%	3346 70%	40 ~ 66%	53 66%	54 68%	36 63%	116 66%	~	~	~ 50%	2 ~ 53%	9 ~ 79%	27 ~ 70%	93 63%	87 63%	173 69%	8 38%	141 66%	42 66%
NOT ANSWERED	15	249	1	5	5	4	11					1	4	9	12	1	12	3	
VALID CASES	277	4804	61	80	79	57	176		1	4	17	34	133	138	250	21	213	64	
NUMBER OF RESPONDENTS	292 100%	5053 100%	62 100%	85 100%	84 100%	61 100%	187 100%		1 100%	4 100%	17 100%	35 100%	137 100%	147 100%	262 100%	22 100%	225 100%	67 100%	
MEAN	8.73	8.87	8.79	8.70	8.89	8.51	8.75		6.00	8.00	8.71	8.82	8.83	8.68	8.88	7.38	8.78	8.58	
p stat_(*=Sig @ p<=.05)		.154	~.779	.838	.284	.331	.827	~	~	~	~	~	.376	.615	~	~	.407	.407	

[ASKED IF Q30 = YES]

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

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER			
	EAST TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR- WHT	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & POOR	FAIR & POOR	NO CCC	CCC	
Q42 YES	68 25%	1181 24%	~	15%*	27%	29%	25%	46 26%	~	~	~	50%~	24%~	26%~	18%*	30%*	22%~	48%~	10%*	72%*
NO	209 75%	3655 76%	~	85%*	73%	71%	75%	132 74%	~	~	100%~	50%~	76%~	74%~	82%*	70%*	78%~	52%~	90%*	28%*
NOT ANSWERED	15	217		1	4	5	5	9						1	4	8	11	1	12	3
VALID CASES	277	4836		61	81	79	56	178			1	4	17	34	133	139	251	21	213	64
NUMBER OF RESPONDENTS	292 100%	5053 100%		62 100%	85 100%	84 100%	61 100%	187 100%			1 100%	4 100%	17 100%	35 100%	137 100%	147 100%	262 100%	22 100%	225 100%	67 100%

[ASKED IF Q30 = YES]

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

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER		
	EAST TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	WHITE	BLCK OR AFR-	AS- IAN	NATV ILND	AMER ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR POOR	NO CCC	CCC	
Q43 #YES	52 79%	1018 86%	6 ~ 67%	18 ~ 82%	17 ~ 77%	11 ~ 85%	37 82%	~	~	~	1 ~ 50%	3 ~ 75%	7 ~ 78%	18 78%	33 80%	45 85%	6 60%	15 71%	37 82%
NO	14 21%	160 14%	3 ~ 33%	4 ~ 18%	5 ~ 23%	2 ~ 15%	8 18%	~	~	~	1 ~ 50%	1 ~ 25%	2 ~ 22%	5 22%	8 20%	8 15%	4 40%	6 29%	8 18%
NOT ANSWERED	2	36			1	1	1							1	1	2		1	1
VALID CASES	66	1178	9	22	22	13	45				2	4	9	23	41	53	10	21	45
NUMBER OF RESPONDENTS	68	1214	9	22	23	14	46				2	4	9	24	42	55	10	22	46
	100%	100%	100%	100%	100%	100%	100%				100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q30 = YES AND Q42 = YES]

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

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER		
	EAST TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	WHITE	BLCK OR AFR-	AMER AS- IAN	NATV ILND	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	GOOD & POOR	NO CCC	CCC
Q44 #YES	50 77%	992 85%	5 ~ 56%	19 ~ 86%	16 ~ 76%	10 ~ 77%	36 80%				1 ~ 50%	2 ~ 50%	7 ~ 78%	17 77%	32 78%	45 85%	4 44%	14 67%	36 82%
NO	15 23%	179 15%	4 ~ 44%	3 ~ 14%	5 ~ 24%	3 ~ 23%	9 20%				1 ~ 50%	2 ~ 50%	2 ~ 22%	5 23%	9 22%	8 15%	5 56%	7 33%	8 18%
NOT ANSWERED	3	43				2	1	1						2	1	2	1	1	2
VALID CASES	65	1171	9	22	21	13	45				2	4	9	22	41	53	9	21	44
NUMBER OF RESPONDENTS	68	1214	9	22	23	14	46				2	4	9	24	42	55	10	22	46
	100%	100%	100%	100%	100%	100%	100%				100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q30 = YES AND Q42 = YES]

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

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER				
	EAST TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	WHITE	BLCK OR AFR-	AS- IAN	NATV ILND	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD	FAIR & POOR	NO CCC	CCC		
Q45																					
YES	39 11%	817 14%	~	6 8%	10 10%	11 12%	12 16%	24 11%	~	~	~	20%~	1 4%	1 19%	7 10%	18 10%	21 13%	32 10%	7 29%	19 7%*	20 27%*
NO	309 89%	4882 86%	~	70 92%	93 90%	84 88%	62 84%	193 89%	2 100%~	~	2 ~100%~	4 80%~	22 96%~	30 81%~	159 90%	145 87%	287 90%~	17 71%~	255 93%*	54 73%*	
NOT ANSWERED	22	319	1	2	6	8	5	5						5	3	7		21	1		
VALID CASES	348	5699		76	103	95	74	217	2		2	5	23	37	177	166	319	24	274	74	
NUMBER OF RESPONDENTS	370 100%	6018 100%	1	78 100%	109 100%	103 100%	79 100%	222 100%	2 100%		2 100%	5 100%	23 100%	37 100%	182 100%	169 100%	326 100%	24 100%	295 100%	75 100%	

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

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER			
	EAST TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR WHITE	AFR-AMER	AS-IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL-OTHR	TI	HIS-PAN-IC	NOT HIS-PAN-IC	EX & VERY GOOD & FAIR	POOR	NO CCC	CCC
Q46 NEVER	3 8%	42 5%	~ 17%	~ 20%	~	~	~ 4%	~	~	~	~	~	~ 14%	1	2	2	1	2	1	1
SOMETIMES	10 26%	149 19%	~ 33%	~ 20%	9%	5%	29%	~	~	~	~	~ 100%	1	1	6	4	6	4	3	7
USUALLY	8 21%	195 25%	~ 17%	~ 20%	9%	4%	21%	~	~	~ 100%	~	~ 14%	1	1	4	4	7	1	3	5
ALWAYS	17 45%	401 51%	~ 33%	~ 40%	82%	2%	46%	~	~	~	~	~ 57%	4	6	11	16	1	10	7	7
#ALWAYS + USUALLY (NET)	25 66%	596 76%	~ 50%	~ 60%	91%	6%	67%	~	~	~ 100%	~	~ 71%	5	10	15	23	2	13	12	12
TOP BOX SCORE	17 45%	401 51%	~ 33%	~ 40%	82%	2%	46%	~	~	~	~	~ 57%	4	6	11	16	1	10	7	7
NOT ANSWERED	1	26				1								1		1		1		1
VALID CASES	38	787	6	10	11	11	24				1	1	7	17	21	31	7	18	20	20
NUMBER OF RESPONDENTS	39	813	6	10	11	12	24				1	1	7	18	21	32	7	19	20	20
	100%	100%	100%	100%	100%	100%	100%				100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q45 = YES]

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

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER			
	EAST TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR WHITE	AFR-AMER	AS-IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL-OTHR	TI	HIS-PAN-IC	NOT HIS-PAN-IC	EX & VERY GOOD & FAIR	POOR	NO CCC	CCC
Q47 NONE	3 8%	60 8%	~	~	20%	~	9%	4%	~	~	~	~	~	14%	12%	5%	6%	14%	11%	5%
1 SPECIALIST	25 66%	510 64%	~	83%	50%	73%	64%	75%	~	~	~	100%	~	71%	47%	81%	77%	14%	72%	60%
2	7 18%	153 19%	~	~	20%	18%	27%	17%	~	~	~	~	~	~	24%	14%	10%	57%	17%	20%
3	3 8%	36 5%	~	17%	10%	9%	~	4%	~	~	~	~	100%	14%	18%	~	6%	14%	~	15%
4		16 2%	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
5 OR MORE SPECIALISTS		17 2%	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
NOT ANSWERED	1	21					1													
VALID CASES	38	792		6	10	11	11	24				1	1	7	17	21	31	7	18	20
NUMBER OF RESPONDENTS	39	813		6	10	11	12	24				1	1	7	18	21	32	7	19	20
	100%	100%		100%	100%	100%	100%	100%				100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q45 = YES]

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

	EAST TOT CHLD	OHP TOT CHLD	AGE					RACE					ETHNIC- ITY		HEALTH STATUS		CCC SCREENER			
			<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ ILND	AMER IND/ NATV	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC		
Q48 WORST SPECIALIST POSSIBLE		3 0.4%	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~		
01		2 0.3%	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~		
02	1 3%	1 0.1%	~	~	~	11%	5%	~	~	~	~	~	5%	1 4%	1 4%	~	~	1 5%		
03		2 0.3%	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~		
04	1 3%	5 0.6%	~	~	~	9%	~	~	~	~	~	~	7%	~	1 17%	~	~	1 5%		
05	1 3%	22 3%	~	~	~	11%	5%	~	~	~	~	~	5%	1 17%	1 17%	~	~	1 5%		
06	2 6%	34 5%	~	~	2 25%	~	5%	~	~	~	1 100%	~	2 13%	1 4%	1 17%	1 7%	1 5%	1 5%		
07	3 9%	53 8%	~	2 33%	~	1 9%	5%	~	~	~	~	~	2 33%	1 7%	2 11%	3 11%	~	2 13%	1 5%	
08	5 15%	121 17%	~	2 33%	~	1 9%	2 22%	4 18%	~	~	~	~	1 17%	2 13%	3 16%	4 14%	1 17%	4 27%	1 5%	
09	6 18%	144 20%	~	~	2 25%	2 18%	2 22%	4 18%	~	~	1 100%	~	1 17%	2 13%	4 21%	6 21%	~	~	1 7%	5 26%
BEST SPECIALIST POSSIBLE	15 44%	324 45%	~	2 33%	4 50%	6 55%	3 33%	10 45%	~	~	~	~	2 33%	7 47%	8 42%	13 46%	2 33%	7 47%	8 42%	

Continued

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

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER	
	EAST TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLK OR AFR-	AS- IAN	NATV HAW/ ILND	AMER IND/ NATV	MUL- OTHR	TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	GOOD & POOR	NO CCC
#8-10 (NET)	26 76%	589 83%	4 ~ 67%	6 ~ 75%	9 ~ 82%	7 ~ 78%	18 82%	~	~	1 ~100%	4 ~ 67%	4	11 73%	15 79%	23 82%	3 50%	12 80%	14 74%
9-10 (NET)	21 62%	468 66%	2 ~ 33%	6 ~ 75%	8 ~ 73%	5 ~ 56%	14 64%	~	~	1 ~100%	3 ~ 50%	3	9 60%	12 63%	19 68%	2 33%	8 53%	13 68%
NOT ANSWERED	1	9				1	1						1		1		1	
VALID CASES	34	712	6	8	11	9	22			1	1	6	15	19	28	6	15	19
NUMBER OF RESPONDENTS	35	721	6	8	11	10	23			1	1	6	15	20	29	6	16	19
	100%	100%	100%	100%	100%	100%	100%			100%	100%	100%	100%	100%	100%	100%	100%	100%
MEAN	8.47	8.75	8.33	8.75	8.82	7.89	8.55			9.00	6.00	8.50	8.47	8.47	8.75	7.17	8.73	8.26
p stat_(*=Sig @ p<=.05)			~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~

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

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

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER			
	EAST TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR- WHT	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & POOR	FAIR & POOR	NO CCC	CCC	
Q49 YES	84 24%	1474 26%	~	28%	25%	21%	24%	48 22%	1 50%~	~	~	40%~	26%~	22%~	59 34%*	25 15%*	74 23%~	10 43%~	68 25%	16 21%
NO	264 76%	4149 74%	~	72%	75%	79%	76%	171 78%	1 50%~	~	100%~	2 60%~	3 74%~	17 78%~	28 66%*	116 85%*	143 77%~	13 57%~	205 75%	59 79%
NOT ANSWERED	22	395	1	2	9	6	4	3					1	7	1	6	1	22		
VALID CASES	348	5623		76	100	97	75	219	2		2	5	23	36	175	168	320	23	273	75
NUMBER OF RESPONDENTS	370 100%	6018 100%	1	78 100%	109 100%	103 100%	79 100%	222 100%	2 100%		2 100%	5 100%	23 100%	37 100%	182 100%	169 100%	326 100%	24 100%	295 100%	75 100%

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

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER			
	EAST TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	WHITE	BLCK OR AFR-	AMER IAN	NATV ILND	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR POOR	NO CCC	CCC		
Q50 NEVER	1 1%	37 3%	~	5%~	~	~	~	~	~	~	~	~	~	~	1 2%~	1 1%~	1 1%~	~		
SOMETIMES	12 14%	224 17%	~	5%~	12%~	20%~	22%~	8 17%~	1 100%~	~	~	~	1 17%~	~	9 15%~	3 12%~	10 14%~	2 20%~	9 13%~	3 19%~
USUALLY	29 35%	391 30%	~	43%~	6 24%~	10 50%~	4 22%~	14 29%~	~	~	~	2 ~100%~	2 33%~	2 25%~	22 37%~	7 28%~	26 35%~	3 30%~	23 34%~	6 38%~
ALWAYS	42 50%	645 50%	~	48%~	10 64%~	16 30%~	6 56%~	10 54%~	26 54%~	~	~	~	3 50%~	6 75%~	27 46%~	15 60%~	37 50%~	5 50%~	35 51%~	7 44%~
#ALWAYS + USUALLY (NET)	71 85%	1037 80%	~	90%~	19 88%~	22 80%~	14 78%~	40 83%~	~	~	~	2 ~100%~	5 83%~	8 100%~	49 83%~	22 88%~	63 85%~	8 80%~	58 85%~	13 81%~
TOP BOX SCORE	42 50%	645 50%	~	48%~	10 64%~	16 30%~	6 56%~	10 54%~	26 54%~	~	~	~	3 50%~	6 75%~	27 46%~	15 60%~	37 50%~	5 50%~	35 51%~	7 44%~
NOT ANSWERED		44																		
VALID CASES	84	1297		21	25	20	18	48	1			2	6	8	59	25	74	10	68	16
NUMBER OF RESPONDENTS	84	1341		21	25	20	18	48	1			2	6	8	59	25	74	10	68	16
	100%	100%		100%	100%	100%	100%	100%	100%			100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q49 = YES]

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

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER			
	EAST TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	WHITE	BLCK OR AFR-	AS- IAN	NATV ILND	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD	FAIR & POOR	NO CCC	CCC	
Q51 NEVER	2 2%	31 2%	~	~	~	~	11%~	2%~	~	~	~	~	12%~	3%~	~	1%~	10%~	1%~	6%~	
SOMETIMES	4 5%	120 9%	~	2 10%~	1 4%~	~	6%~	3	~	~	~	~	~	1 2%~	3 12%~	3 4%~	1 10%~	2 3%~	2 13%~	
USUALLY	21 25%	278 21%	~	5 24%~	7 28%~	6 32%~	3 17%~	10 21%~	1 100%~	~	~	1 50%~	3 50%~	~	17 29%~	4 16%~	17 23%~	4 40%~	3 27%~	3 19%~
ALWAYS	56 67%	871 67%	~	14 67%~	17 68%~	13 68%~	12 67%~	34 71%~	~	~	~	1 50%~	3 50%~	7 88%~	38 66%~	18 72%~	52 71%~	4 40%~	46 69%~	10 63%~
#ALWAYS + USUALLY (NET)	77 93%	1149 88%	~	19 90%~	24 96%~	19 100%~	15 83%~	44 92%~	1 100%~	~	~	2 100%~	6 100%~	7 88%~	55 95%~	22 88%~	69 95%~	8 80%~	64 96%~	13 81%~
TOP BOX SCORE	56 67%	871 67%	~	14 67%~	17 68%~	13 68%~	12 67%~	34 71%~	~	~	~	1 50%~	3 50%~	7 88%~	38 66%~	18 72%~	52 71%~	4 40%~	46 69%~	10 63%~
NOT ANSWERED	1	41				1								1		1		1		
VALID CASES	83	1300		21	25	19	18	48	1			2	6	8	58	25	73	10	67	16
NUMBER OF RESPONDENTS	84	1341		21	25	20	18	48	1			2	6	8	59	25	74	10	68	16
	100%	100%		100%	100%	100%	100%	100%	100%			100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q49 = YES]

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

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER			
	EAST TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR- WHT	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & POOR	FAIR & POOR	NO CCC	CCC	
Q52 YES	102 29%	1596 29%	~	37%	30%	26%	25%	62 28%	~	~	50%	40%	35%	32%	34%	25%	94 29%	8 35%	77 28%	25 34%
NO	245 71%	3983 71%	~	63%	70%	74%	75%	156 72%	2 100%	~	50%	60%	65%	68%	66%	75%	226 71%	15 65%	196 72%	49 66%
NOT ANSWERED	23	439	1	5	7	6	4	4						4	3		6	1	22	1
VALID CASES	347	5579		73	102	97	75	218	2		2	5	23	37	178	166	320	23	273	74
NUMBER OF RESPONDENTS	370 100%	6018 100%	1	78 100%	109 100%	103 100%	79 100%	222 100%	2 100%		2 100%	5 100%	23 100%	37 100%	182 100%	169 100%	326 100%	24 100%	295 100%	75 100%

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

			AGE					RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER		
	EAST TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR WHITE	AFR-AMER	AS-IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL-OTHR	TI	HIS-PAN-IC	NOT HIS-PAN-IC	EX & VERY GOOD & FAIR	POOR	NO CCC	CCC
PQ53 NEVER	3 0.9%	65 1%	~	~	1%	1%	1%	2 0.9%	~	~	~	~	~	~	2 1%	1 0.6%	2 0.6%	1 4%	1 0.4%	2 3%
SOMETIMES	22 6%	282 5%	~	10%	9%	5%	1%*	14 6%	~	~	~	25%~	9%~	3%~	16 9%*	6 4%*	18 6%~	4 17%~	16 6%	6 8%
USUALLY	32 9%	520 9%	~	10%	8%	7%	14%	20 9%	~	~	50%~	~	13%~	16%~	14 8%	18 11%	30 9%~	2 9%~	21 8%	11 15%
ALWAYS	287 83%	4656 84%	~	81%	82%	86%	84%	180 83%	2 100%~	~	50%~	75%~	18%~	30%~	145 82%	139 85%	267 84%~	16 70%~	233 86%*	54 74%*
#ALWAYS + USUALLY (NET)	319 93%	5175 94%	~	90%	90%	94%	97%*	200 93%	2 100%~	~	100%~	75%~	21%~	36%~	159 90%*	157 96%*	297 94%~	18 78%~	254 94%	65 89%
TOP BOX SCORE	287 83%	4656 84%	~	81%	82%	86%	84%	180 83%	2 100%~	~	50%~	75%~	18%~	30%~	145 82%	139 85%	267 84%~	16 70%~	233 86%*	54 74%*
NOT ANSWERED	3	67				2	1	2				1			1	2	3		2	1
VALID CASES	344	5523		73	102	95	74	216	2		2	4	23	37	177	164	317	23	271	73
NUMBER OF RESPONDENTS	347 100%	5590 100%		73 100%	102 100%	97 100%	75 100%	218 100%	2 100%		2 100%	5 100%	23 100%	37 100%	178 100%	166 100%	320 100%	23 100%	273 100%	74 100%

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

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

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER			
	EAST TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK	OTHR	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	GOOD & POOR	NO CCC	CCC	
Q54 WORST HEALTH PLAN POSSIBLE	1 0.3%	18 0.3%	~	1%~	~	~	~	~	~	~	~	~	1 3%	1 0.6%	~	1 0.3%	~	1 0.4%	~	
01	1 0.3%	11 0.2%	~	~	1%~	~	~	~	~	~	~	~	~	1 0.6%	~	1 0.3%	~	1 0.4%	~	
02		27 0.5%~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	
03	4 1%	40 0.7%	~	1%~	2%~	1%~	~	2 0.9%	~	~	1 20%	1 3%	~	4 2%	~	4 1%	4 1%	2 0.7%	2 3%	
04	8 2%	53 0.9%	~	1%~	~	2%~	5 7%	5 2%	~	~	~	1 4%	1 3%	4 2%	4 2%	4 1%	4 17%	5 2%	3 4%	
05	16 5%	288 5%	~	1%*	7%~	3%~	5 7%	12 6%	~	~	~	~	4 11%	4 2%*	12 7%*	16 5%	~	7 3%*	9 12%*	
06	10 3%	265 5%*	~	1%~	2%~	6%~	1 1%	7 3%	~	~	~	1 4%	1 3%	2 1%*	7 4%	9 3%	~	6 2%	4 5%	
07	40 12%	565 10%	~	14%~	8%~	17%~	6 8%	27 13%	~	1 50%	~	2 9%	7 19%	11 6%*	28 17%*	36 12%~	4 17%~	29 11%	11 15%	
08	60 18%	980 18%	~	15%~	21%~	22%~	8 11%	41 19%	~	~	~	5 22%	3 8%	31 18%	29 18%	55 18%~	4 17%~	49 18%	11 15%	
09	56 16%	1008 18%	~	23%~	17%~	5%*	17 23%	40 19%	~	~	3 60%	3 13%	6 17%	25 14%	30 19%	51 16%~	4 17%~	41 15%	15 21%	
BEST HEALTH PLAN POSSIBLE	145 43%	2334 42%	~	41%~	43%~	43%~	31 42%	79 37%*	1 100%~	~	1 50%	1 20%	11 48%	12 33%	97 55%*	47 29%*	136 43%~	8 33%~	127 47%*	18 25%*
#8-10 (NET)	261 77%	4322 77%	~	79%~	82%~	70%~	56 77%	160 75%	1 100%~	~	1 50%	4 80%	19 83%	21 58%	153 87%*	106 66%*	242 77%~	16 67%~	217 81%*	44 60%*

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?

	EAST TOT CHLD	OHP TOT CHLD	AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER		
			<1	1-3	4-7	8-12	13 AND OVER	WHITE	BLCK OR AFR-	AMER IAN	NATV ILND	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR POOR	NO CCC	CCC	
9-10 (NET)	201	3342	47	61	45	48	119	1		1	4	14	18	122	77	187	12	168	33
	59%	60%	~ 64%	60%	48%*	66%	56%	100%~	~ 50%~	80%~	61%~	50%~	69%*	48%*	60%~	50%~	63%*	45%*	
NOT ANSWERED	29	430	1	5	7	10	9	1					1	6	8	13		27	2
VALID CASES	341	5588	73	102	93	73	213	1		2	5	23	36	176	161	313	24	268	73
NUMBER OF RESPONDENTS	370	6018	1	78	109	103	222	2		2	5	23	37	182	169	326	24	295	75
	100%	100%	100%	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
MEAN	8.50	8.52	8.62	8.54	8.38	8.49	8.43	10.0	8.50	8.00	8.74	7.78	8.91	8.06	8.54	8.00	8.70	7.77	
p stat_(*=Sig @ p<=.05)		.811	~.542	.802	.436	.966	.330	~	~	~	~	~	~.000*	.000*	~	~	~.000*	.000*	

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

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER			
	EAST TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR- Whte	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & POOR	FAIR & POOR	NO CCC	CCC	
Q55 YES	122 35%	2224 39%	~	43%	28%	35%	36%	84 38%	~	~	~	20%	8 35%	16 43%	53 30%*	68 41%*	110 34%~	10 42%~	71 26%*	51 69%*
NO	227 65%	3434 61%	~	57%	72%	65%	64%	135 62%	2 100%~	2 ~100%~	4 80%~	15 65%~	21 57%~	126 70%*	99 59%*	212 66%~	14 58%~	204 74%*	23 31%*	
NOT ANSWERED	21	359	1	2	8	6	4	3						3	2	4		20	1	
VALID CASES	349	5659		76	101	97	75	219	2	2	5	23	37	179	167	322	24	275	74	
NUMBER OF RESPONDENTS	370 100%	6018 100%	1	78 100%	109 100%	103 100%	79 100%	222 100%	2 100%	2 100%	5 100%	23 100%	37 100%	182 100%	169 100%	326 100%	24 100%	295 100%	75 100%	

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

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER		
	EAST TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	WHITE	BLCK OR AFR-	AS- IAN	NATV ILND	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD	FAIR & POOR	NO CCC	CCC
Q56 NEVER	1 0.8%	36 2%	~	~	~	3%	~	1%	~	~	~	~	~	~	1%	0.9%	~	1%	~
SOMETIMES	13 11%	208 9%	~	2 6%	4 14%	4 12%	3 12%	11 13%	~	~	~	~	~	2 4%*	10 15%	10 9%	2 22%	5 7%	8 16%
USUALLY	28 23%	522 24%	~	7 21%	8 29%	6 18%	7 27%	16 19%	~	~	1 ~100%	3 38%	6 40%	14 27%	14 21%	26 24%	2 22%	16 23%	12 24%
ALWAYS	78 65%	1443 65%	~	24 73%	16 57%	22 67%	16 62%	55 66%	~	~	~	5 ~63%	9 60%	36 69%	42 63%	72 66%	5 56%	48 69%	30 60%
#ALWAYS + USUALLY (NET)	106 88%	1964 89%	~	31 94%	24 86%	28 85%	23 88%	71 86%	~	~	1 ~100%	8 100%	15 100%	50 96%*	56 84%	98 90%	7 78%	64 91%	42 84%
TOP BOX SCORE	78 65%	1443 65%	~	24 73%	16 57%	22 67%	16 62%	55 66%	~	~	~	5 ~63%	9 60%	36 69%	42 63%	72 66%	5 56%	48 69%	30 60%
NOT ANSWERED	2	47				1	1	1					1	1	1	1	1	1	1
VALID CASES	120	2208		33	28	33	26	83			1	8	15	52	67	109	9	70	50
NUMBER OF RESPONDENTS	122	2255		33	28	34	27	84			1	8	16	53	68	110	10	71	51
	100%	100%		100%	100%	100%	100%	100%			100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q55 = YES]

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

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER		
	EAST TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR- WHT	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & POOR	FAIR & POOR	NO CCC	CCC
Q57 #YES	69 58%	1308 61%	20 ~ 61%	18 ~ 69%	17 50%	14 56%	45 55%	~	~	1 ~100%	4 57%	11 69%	29 56%	40 61%	62 58%	7 70%	36 52%	33 67%	
NO	49 42%	853 39%	13 ~ 39%	8 31%	17 50%	11 44%	37 45%	~	~	3 ~ 43%	5 31%	23 44%	26 39%	45 42%	3 30%	33 48%	16 33%		
NOT ANSWERED	4	94		2		2	2				1		1	2	3		2	2	
VALID CASES	118	2161	33	26	34	25	82			1	7	16	52	66	107	10	69	49	
NUMBER OF RESPONDENTS	122	2255	33	28	34	27	84			1	8	16	53	68	110	10	71	51	
	100%	100%	100%	100%	100%	100%	100%			100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q55 = YES]

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

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER			
	EAST TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR WHT	AFR-AMER	AS-IAN	NATV PAC ILND	AMER IND/ALSK	MUL-OTHR	TI	HIS-PAN-IC	NOT HIS-PAN-IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC
Q58 EXCELLENT	136 39%	2291 40%	~ 36%	43 42%	29 31%*	28 36%	90 41%	1 50%~	~	1 50%~	1 20%~	7 30%~	16 43%~	61 34%*	75 45%*	136 42%~	~	127 46%*	9 12%*	
VERY GOOD	119 34%	2006 35%	~ 26%	34 33%	38 40%	21 27%	79 36%	1 50%~	~	1 50%~	3 60%~	4 17%~	15 41%~	58 32%	61 36%	119 37%~	~	90 33%	29 39%	
GOOD	71 20%	1106 20%	~ 9%	22 22%	20 21%	20 26%	43 19%	~	~	~	1 20%~	7 30%~	4 11%~	41 23%	29 17%	71 22%~	~	45 16%*	26 35%*	
FAIR	23 7%	239 4%	~ 5%	3 3%*	7 7%	8 10%	9 4%*	~	~	~	~	4 17%~	2 5%~	19 11%*	3 2%*	~	23 96%~	14 5%	9 12%	
POOR	1 0.3%	17 0.3%	~	~	~	1 1%	~	~	~	~	~	1 4%~	~	1 0.6%	~	~	1 4%~	~	1 1%	
#EXCELLENT + VERY GOOD + GOOD (NET)	326 93%	5403 95%	~ 71%	99 97%*	87 92%	69 90%	212 96%*	2 100%~	~	2 100%~	5 100%~	18 78%~	35 95%~	160 89%*	165 98%*	326 100%~	~	262 95%*	64 86%*	
NOT ANSWERED	20	359	1	2	7	8	2	1						2	1			19	1	
VALID CASES	350	5659	76	102	95	77	221	2		2	5	23	37	180	168	326	24	276	74	
NUMBER OF RESPONDENTS	370 100%	6018 100%	1 100%	78 100%	109 100%	103 100%	79 100%	222 100%	2 100%		2 100%	5 100%	23 100%	37 100%	182 100%	169 100%	326 100%	24 100%	295 100%	75 100%

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

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER			
	EAST TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR WHITE	AFR-AMER	AS-IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL-OTHR	TI	HIS-PAN-IC	NOT HIS-PAN-IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC
Q59																				
EXCELLENT	149 42%	2506 44%	~ 46%	48%	34%	29%	95%	1 50%	~	~ 50%	1 20%	1 17%	4 43%	16 41%	75 44%	145 45%	3 12%	133 48%	16 21%	
VERY GOOD	103 29%	1630 29%	~ 14%	36%	31%	30%	71%	~	~	~ 20%	1 35%	8 35%	13 35%	50 28%	53 31%	101 31%	2 8%	86 31%	17 23%	
GOOD	68 19%	1044 18%	~ 12%	14%	23%	26%	41%	1 50%	~	~ 40%	2 26%	6 11%	4 11%	40 22%	27 16%	61 19%	7 29%	47 17%	21 28%	
FAIR	26 7%	420 7%	~ 4%	2%	11%	12%	11%	~	~ 50%	1 20%	1 22%	5 8%	3 8%	15 8%	10 6%	15 5%	10 42%	10 4%	16 21%	
POOR	5 1%	74 1%	~	~ 1%	1%	4%	3%	~	~	~	~	~	1 3%	1 0.6%	4 2%	3 0.9%	2 8%	~	5 7%	
#EXCELLENT + VERY GOOD + GOOD (NET)	320 91%	5181 91%	~ 72%	98%	88%	84%	207 94%	2 100%	~	~ 50%	1 80%	4 78%	18 89%	33 91%	164 92%	155 94%	12 50%	266 96%	54 72%	
NOT ANSWERED	19	344	1	2	8	6	2	1						2		1		19		
VALID CASES	351	5674		76	101	97	77	221	2		2	5	23	37	180	169	325	24	276	75
NUMBER OF RESPONDENTS	370 100%	6018 100%	1	78 100%	109 100%	103 100%	79 100%	222 100%	2 100%		2 100%	5 100%	23 100%	37 100%	182 100%	169 100%	326 100%	24 100%	295 100%	75 100%

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

			AGE					RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER		
	EAST TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR- WHT	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & POOR	FAIR & POOR	NO CCC	CCC	
Q60 YES	63 18%	1197 21%	~	4 5%*	16 16%	23 24%	20 26%	43 19%	~	~	~	5 22%~	9 24%~	27 15%	36 21%	54 17%~	8 33%~	17 6%*	46 61%*	
NO	287 82%	4478 79%	~	72 95%*	85 84%	74 76%	56 74%	178 81%	2 100%~	2 ~100%	5 ~100%	18 78%~	28 76%~	152 85%	133 79%	270 83%~	16 67%~	258 94%*	29 39%*	
NOT ANSWERED	20	343	1	2	8	6	3	1						3		2		20		
VALID CASES	350	5675		76	101	97	76	221	2		2	5	23	37	179	169	324	24	275	75
NUMBER OF RESPONDENTS	370 100%	6018 100%	1	78 100%	109 100%	103 100%	79 100%	222 100%	2 100%		2 100%	5 100%	23 100%	37 100%	182 100%	169 100%	326 100%	24 100%	295 100%	75 100%

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

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER		
	EAST TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR- WHT	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & POOR	FAIR & POOR	NO CCC	CCC
Q61 YES	51 85%	945 79%	4 ~100%	11 ~79%	18 ~78%	18 ~95%	36 88%	~	~	~	~	3 60%	9 100%	19 76%	32 91%	44 85%	6 86%	5 36%	46 100%
NO	9 15%	248 21%	~	~	3 21%	5 22%	1 5%	5 12%	~	~	~	2 40%	~	6 24%	3 9%	8 15%	1 14%	9 64%	~
NOT ANSWERED	3	41			2	1	2							2	1	2	1	3	
VALID CASES	60	1192	4	14	23	19	41					5	9	25	35	52	7	14	46
NUMBER OF RESPONDENTS	63	1233	4	16	23	20	43					5	9	27	36	54	8	17	46
	100%	100%	100%	100%	100%	100%	100%					100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q60 = YES]

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

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER		
	EAST TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR- WHT	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & POOR	FAIR & POOR	NO CCC	CCC
Q62 YES	46 92%	867 92%	3 ~ 75%	10 ~ 91%	17 ~ 100%	16 ~ 89%	32 91%	~	~	~	~	3 ~ 100%	8 89%	18 95%	28 90%	39 91%	6 ~ 100%	46 ~ 100%	
NO	4 8%	75 8%	1 ~ 25%	1 9%	2 ~ 11%	3 ~ 9%	~	~	~	~	~	1 ~ 11%	1 5%	3 10%	4 9%	4 ~ 100%	4 ~		
NOT ANSWERED	1	13			1		1							1	1	1			
VALID CASES	50	942	4	11	17	18	35					3	9	19	31	43	6	4	46
NUMBER OF RESPONDENTS	51	955	4	11	18	18	36					3	9	19	32	44	6	5	46
	100%	100%	100%	100%	100%	100%	100%					100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q60 = YES AND Q61 = YES]

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

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER			
	EAST TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	WHITE	BLCK OR AFR-	AS- IAN	NATV ILND	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD	FAIR & POOR	NO CCC	CCC	
Q63 YES	48 14%	872 15%	~	4 5%*	12 12%	15 16%	17 23%*	31 14%	1 50%~	~	~	1 20%~	5 22%~	7 19%~	18 10%*	30 18%*	40 12%~	7 30%~	7 3%*	41 56%*
NO	299 86%	4772 85%	~	71 95%*	89 88%	81 84%	58 77%*	189 86%	1 50%~	~	2 ~100%~	4 80%~	18 78%~	29 81%~	160 90%*	138 82%*	282 88%~	16 70%~	267 97%*	32 44%*
NOT ANSWERED	23	374	1	3	8	7	4	2					1	4	1	4	1	21	2	
VALID CASES	347	5644		75	101	96	75	220	2		2	5	23	36	178	168	322	23	274	73
NUMBER OF RESPONDENTS	370 100%	6018 100%	1	78 100%	109 100%	103 100%	79 100%	222 100%	2 100%		2 100%	5 100%	23 100%	37 100%	182 100%	169 100%	326 100%	24 100%	295 100%	75 100%

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

	EAST TOT CHLD	OHP TOT CHLD	AGE					RACE						ETHNIC- ITY		HEALTH STATUS		CCC SCREENER	
			<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC
Q64 YES	39 81%	716 83%	3 ~ 75%	8 67%	13 87%	15 88%	25 81%	1 100%				4 80%	6 86%	15 83%	24 80%	31 77%	7 100%	1 14%	38 93%
NO	9 19%	150 17%	1 ~ 25%	4 33%	2 13%	2 12%	6 19%				1 100%	1 20%	1 14%	3 17%	6 20%	9 23%		6 86%	3 7%
NOT ANSWERED		15																	
VALID CASES	48	866	4	12	15	17	31	1			1	5	7	18	30	40	7	7	41
NUMBER OF RESPONDENTS	48	881	4	12	15	17	31	1			1	5	7	18	30	40	7	7	41
	100%	100%	100%	100%	100%	100%	100%	100%			100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q63 = YES]

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

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER		
	EAST TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR- Whte	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & POOR	FAIR & POOR	NO CCC	CCC
Q65 YES	37	679	3	8	12	14	25					4	5	13	24	29	7		37
	100%	96%	~100%	~100%	~100%	~100%	~100%	~	~	~	~	~100%	~100%	~100%	~100%	~100%	~100%	~	~100%
NO		29																	
		4%	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
NOT ANSWERED	2	17				1	1	1					1	2	2			1	1
VALID CASES	37	708	3	8	12	14	25					4	5	13	24	29	7		37
NUMBER OF RESPONDENTS	39	725	3	8	13	15	25	1				4	6	15	24	31	7	1	38
	100%	100%	100%	100%	100%	100%	100%					100%	100%	100%	100%	100%	100%		100%

[ASKED IF Q63 = YES AND Q64 = YES]

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

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER			
	EAST TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	WHITE	BLCK OR AFR-	AS- IAN	NATV ILND	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR POOR	NO CCC	CCC		
Q66 YES	34 10%	674 12%	~	6 8%	6 6%	8 8%	14 18%*	18 8%	1 50%~	~	1 20%~	4 17%~	7 19%~	18 10%	15 9%	24 7%~	9 38%~	7 3%*	27 36%*	
NO	315 90%	4980 88%	~	69 92%	94 94%	89 92%	63 82%*	203 92%	1 50%~	~	2 100%~	4 80%~	19 83%~	30 81%~	161 90%	153 91%	299 93%~	15 63%~	267 97%*	48 64%*
NOT ANSWERED	21	364	1	3	9	6	2	1						3	1	3		21		
VALID CASES	349	5654		75	100	97	77	221	2		2	5	23	37	179	168	323	24	274	75
NUMBER OF RESPONDENTS	370 100%	6018 100%	1	78 100%	109 100%	103 100%	79 100%	222 100%	2 100%		2 100%	5 100%	23 100%	37 100%	182 100%	169 100%	326 100%	24 100%	295 100%	75 100%

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

	EAST TOT CHLD	OHP TOT CHLD	AGE					RACE						ETHNIC- ITY		HEALTH STATUS		CCC SCREENER	
			<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC
Q67 YES	26 76%	505 79%	4 ~	4 67%	7 67%	11 88%	16 89%	~	~	~	3 75%	4 57%	13 72%	12 80%	18 75%	7 78%	1 14%	25 93%	
NO	8 24%	133 21%	2 ~	2 33%	1 33%	3 12%	2 11%	1 100%	~	~	1 100%	1 25%	3 43%	5 28%	3 20%	6 25%	2 22%	6 86%	2 7%
NOT ANSWERED		30																	
VALID CASES	34	638	6	6	8	14	18	1			1	4	7	18	15	24	9	7	27
NUMBER OF RESPONDENTS	34	668	6	6	8	14	18	1			1	4	7	18	15	24	9	7	27
	100%	100%	100%	100%	100%	100%	100%	100%			100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q66 = YES]

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

	AGE					RACE							ETHNICITY		HEALTH STATUS		CCC SCREENER		
	EAST TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR- Whte	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & POOR	FAIR & POOR	NO CCC	CCC
Q68 YES	25 96%	510 96%	4 ~100%	4 ~100%	7 ~100%	10 91%	15 94%	~	~	~	~	3 ~100%	4 ~100%	12 92%	12 ~100%	17 94%	7 ~100%	25 ~100%	
NO	1 4%	19 4%	~	~	~	1 9%	1 6%	~	~	~	~	~	~	1 8%	~	1 6%	~	1 ~100%	~
NOT ANSWERED		5																	
VALID CASES	26	529	4	4	7	11	16					3	4	13	12	18	7	1	25
NUMBER OF RESPONDENTS	26	534	4	4	7	11	16					3	4	13	12	18	7	1	25
	100%	100%	100%	100%	100%	100%	100%					100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q66 = YES AND Q67 = YES]

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

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER			
	EAST TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR- WHT	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & POOR	FAIR & POOR	NO CCC	CCC	
Q69 YES	34 10%	583 10%	~	5 7%	16 16%*	6 6%	7 9%	20 9%	~	~	~	20%~	2 9%~	8 22%~	15 8%	19 11%	31 10%~	3 13%~	14 5%*	20 27%*
NO	318 90%	5081 90%	~	71 93%	85 84%*	91 94%	71 91%	202 91%	2 100%~	2 ~100%~	4 80%~	21 91%~	29 78%~	166 92%	150 89%	294 90%~	21 88%~	263 95%*	55 73%*	
NOT ANSWERED	18	354	1	2	8	6	1							1		1		18		
VALID CASES	352	5664		76	101	97	78	222	2		2	5	23	37	181	169	325	24	277	75
NUMBER OF RESPONDENTS	370 100%	6018 100%	1	78 100%	109 100%	103 100%	79 100%	222 100%	2 100%		2 100%	5 100%	23 100%	37 100%	182 100%	169 100%	326 100%	24 100%	295 100%	75 100%

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

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER			
	EAST TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR- WHT	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & POOR	FAIR & POOR	NO CCC	CCC	
Q70 YES	16 47%	317 61%	~	3 60%	5 31%	3 50%	5 71%	8 40%	~	~	~	1 100%	1 50%	5 63%	8 53%	8 42%	13 42%	3 100%	16 80%	
Q70 NO	18 53%	205 39%	~	2 40%	11 69%	3 50%	2 29%	12 60%	~	~	~	1 50%	3 38%	7 47%	11 58%	18 58%	~	14 100%	4 20%	
NOT ANSWERED		42																		
VALID CASES	34	522		5	16	6	7	20				1	2	8	15	19	31	3	14	20
NUMBER OF RESPONDENTS	34	564		5	16	6	7	20				1	2	8	15	19	31	3	14	20
	100%	100%		100%	100%	100%	100%	100%				100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q69 = YES]

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

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER	
	EAST TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR- WHT	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & POOR	FAIR & POOR	NO CCC
Q71 YES	16	315	3	5	3	5	8			1	1	5	8	8	13	3		16
	100%	96%	~100%	~100%	~100%	~100%	~100%	~	~	~100%	~100%	~100%	~100%	~100%	~100%	~100%	~	~100%
NO		14																
		4%	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
NOT ANSWERED		6																
VALID CASES	16	330	3	5	3	5	8			1	1	5	8	8	13	3		16
NUMBER OF RESPONDENTS	16	336	3	5	3	5	8			1	1	5	8	8	13	3		16
	100%	100%	100%	100%	100%	100%	100%			100%	100%	100%	100%	100%	100%	100%		100%

[ASKED IF Q69 = YES AND Q70 = YES]

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

	EAST TOT CHLD	OHP TOT CHLD	AGE					RACE						ETHNIC- ITY		HEALTH STATUS		CCC SCREENER	
			<1	1-3	4-7	8-12	13 AND OVER	WHITE	BLCK OR AFR-	AS- IAN	NATV ILND	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC
Q72 YES	45 13%	799 14%	5 ~ 7%*	14 14%	11 11%	15 20%	32 15%	1 50%~		1 20%~	2 9%~	5 14%~	14 8%*	31 18%*	37 11%~	7 29%~	6 2%*	39 53%*	
NO	304 87%	4843 86%	70 ~ 93%*	87 86%	86 89%	61 80%	188 85%	1 50%~	2 ~100%~	4 80%~	21 91%~	32 86%~	165 92%*	137 82%*	286 89%~	17 71%~	269 98%*	35 47%*	
NOT ANSWERED	21	376	1	3	8	6	3	2					3	1	3		20	1	
VALID CASES	349	5642	75	101	97	76	220	2	2	5	23	37	179	168	323	24	275	74	
NUMBER OF RESPONDENTS	370 100%	6018 100%	1 100%	78 100%	109 100%	103 100%	79 100%	222 100%	2 100%	5 100%	23 100%	37 100%	182 100%	169 100%	326 100%	24 100%	295 100%	75 100%	

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

	AGE					RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER			
	EAST TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR- Whte	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & POOR	FAIR & POOR	NO CCC	CCC
Q73 YES	39 91%	744 94%	5 ~100%	13 93%	9 82%	12 92%	27 87%	~	~	1 ~100%	2 100%	5 100%	13 100%	26 87%	31 89%	7 100%	39 ~100%		
NO	4 9%	48 6%	~	1 7%	2 18%	1 8%	4 13%	~	~	~	~	~	~	4 13%	4 11%	4 ~100%	4 ~		
NOT ANSWERED	2	31				2	1	1						1	1	2		2	
VALID CASES	43	793	5	14	11	13	31			1	2	5	13	30	35	7	4	39	
NUMBER OF RESPONDENTS	45	824	5	14	11	15	32	1		1	2	5	14	31	37	7	6	39	
	100%	100%	100%	100%	100%	100%	100%			100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q72 = YES]

NQ74 WHAT IS YOUR CHILD'S AGE?

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER		
	EAST TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR- WHT	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK	MUL- OTHR TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & POOR	FAIR & POOR	NO CCC	CCC	
NQ74 LESS THAN 1 YEAR OLD	1	27	1	~	~	~	~	~	~	~	~	~	~	~	~	~	~	1	~
	0.3%	0.4%	100%	~	~	~	~	~	~	~	~	~	~	~	~	~	~	0.3%	~
1 TO 3 YEARS OLD	78	1125	78	~	~	~	45	~	1	1	15	35	40	71	5	68	10		
	21%	19%	~100%	~	~	~	20%	~	~	50%	~	4%	41%	19%	24%	23%*	13%*		
4 TO 7 YEARS OLD	109	1651	109	~	~	~	68	~	1	6	9	53	49	99	3	90	19		
	29%	27%	~	~	~	~	31%	~	~	20%	26%	24%	29%	30%	12%	31%	25%		
8 TO 12 YEARS OLD	103	1813	103	~	~	~	60	~	3	7	8	53	43	87	8	80	23		
	28%	30%	~	~	~	~	27%	~	~	60%	30%	22%	29%	27%	33%	27%	31%		
13 OR OLDER	79	1402	79	~	~	~	49	2	1	1	9	5	41	37	69	8	56	23	
	21%	23%	~	~	~	~	22%	100%	~	50%	20%	39%	14%	23%	22%	19%*	31%*		
VALID CASES	370	6018	1	78	109	103	79	222	2	2	5	23	37	182	169	326	24	295	75
NUMBER OF RESPONDENTS	370	6018	1	78	109	103	79	222	2	2	5	23	37	182	169	326	24	295	75
	100%	100%	100%	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

NQ75 IS YOUR CHILD MALE OR FEMALE?

		AGE						RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER	
		<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR- WHT	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & POOR	FAIR & POOR	NO CCC	CCC	
NQ75	EAST TOT CHLD																		
	OHP TOT CHLD																		
MALE	189 51%	3120 52%	34 ~ 44%	52 48%	59 57%	44 56%	122 55%	2 100%~	1 ~ 50%~	3 60%~	11 48%~	18 49%~	95 52%	87 51%	173 53%~	8 33%~	142 48%*	47 63%*	
FEMALE	181 49%	2898 48%	1 100%~	44 56%	57 52%	44 43%	35 44%	100 45%	~	1 ~ 50%~	2 40%~	12 52%~	19 51%~	87 48%	82 49%	153 47%~	16 67%~	153 52%*	28 37%*
VALID CASES	370	6018	1	78	109	103	79	222	2	2	5	23	37	182	169	326	24	295	75
NUMBER OF RESPONDENTS	370 100%	6018 100%	1 100%	78 100%	109 100%	103 100%	79 100%	222 100%	2 100%	2 100%	5 100%	23 100%	37 100%	182 100%	169 100%	326 100%	24 100%	295 100%	75 100%

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

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

			AGE					RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER		
	EAST TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR- WHT	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR POOR	NO CCC	CCC		
Q76 HISPANIC OR LATINO	182	2443		35	53	53	41	75	1		3	23	20	182		160	20	152	30	
	52%	43%*	~	47%	52%	55%	53%	34%*	50%~	~	~	60%~	100%~	54%~	100%~	~	49%~	87%~	55%*	41%*
NOT HISPANIC OR LATINO	169	3183		40	49	43	37	146	1		2	2	17		169	165	3	125	44	
	48%	57%*	~	53%	48%	45%	47%	66%*	50%~	~	100%~	40%~	~	46%~	~	100%~	51%~	13%~	45%*	59%*
NOT ANSWERED	19	391	1	3	7	7	1	1								1	1	18	1	
VALID CASES	351	5627		75	102	96	78	221	2		2	5	23	37	182	169	325	23	277	74
NUMBER OF RESPONDENTS	370	6018	1	78	109	103	79	222	2		2	5	23	37	182	169	326	24	295	75
	100%	100%		100%	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

		AGE						RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER	
		<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR-	AMER IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK	OTHR	MUL- TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & POOR	FAIR & POOR	NO CCC	CCC	
Q77.1	EAST TOT CHLD																		
YES	OHP TOT CHLD	3921	60	77	68	53	222				36	95	162	246	11	198	60		
		70%	65%*	~ 77%	71%	66%	100%~	~	~	~	~ 97%~	52%*	96%*	75%~	46%~	67%*	80%*		
NO	OHP TOT CHLD	2097	1	18	32	26	2		2	5	23	1	87	7	80	13	97	15	
		30%	35%*	100%~	23%	29%	~100%~	~	~100%~	100%~	100%~	3%~	48%*	4%*	25%~	54%~	33%*	20%*	
VALID CASES	OHP TOT CHLD	6018	1	78	109	79	222	2	2	5	23	37	182	169	326	24	295	75	
NUMBER OF RESPONDENTS		370	1	78	109	79	222	2	2	5	23	37	182	169	326	24	295	75	
		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	

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

		AGE						RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER	
		<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR- WHT	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR POOR	NO CCC	CCC		
Q77.2	EAST TOT CHLD																		
YES	6 2%	320 5%*	1 ~	1 1%	2 0.9%	2 3%	2 ~100%	~	~	~	~	4 11%	3 2%	3 2%	6 2%	~	5 2%	1 1%	
NO	364 98%	5698 95%*	1 100%	77 99%	108 99%	101 98%	77 97%	222 100%	~	2 ~100%	5 100%	23 100%	33 89%	179 98%	166 98%	320 98%	24 100%	290 98%	74 99%
VALID CASES	370	6018	1	78	109	103	79	222	2	2	5	23	37	182	169	326	24	295	75
NUMBER OF RESPONDENTS	370 100%	6018 100%	1 100%	78 100%	109 100%	103 100%	79 100%	222 100%	2 100%	2 100%	5 100%	23 100%	37 100%	182 100%	169 100%	326 100%	24 100%	295 100%	75 100%

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

		AGE						RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER	
		<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	OTHR	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD &	FAIR & POOR	NO CCC	CCC	
Q77.3	EAST TOT CHLD	6										6	4	2	6		3	3	
YES	OHP TOT CHLD	238	3	2	1							16	2	1	2		1	4	
		2%	~ 4%	2%	1%	~	~	~	~	~	~	~ 16%	2%	1%	2%~	~	1%	4%	
		364	1	75	107	102	222	2	2	5	23	31	178	167	320	24	292	72	
NO		98%	100%~	96%	98%	99%	100%~	100%~	~100%	~100%	~100%	84%~	98%	99%	98%~	100%~	99%	96%	
	VALID CASES	370	1	78	109	103	222	2	2	5	23	37	182	169	326	24	295	75	
	NUMBER OF RESPONDENTS	370	1	78	109	103	222	2	2	5	23	37	182	169	326	24	295	75	
		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	

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

		AGE						RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER	
		<1	1-3	4-7	8-12	13 AND OVER	WHITE	BLCK OR AFR-AMER	AS-IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL-OTHR	TI	HIS-PAN-IC	NOT HIS-PAN-IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC	
Q77.4	EAST TOT CHLD	6	2	1	1	2	~	~	~100%	2	~	~	4	1	5	6	~	3	3
YES	OHP TOT CHLD	104	~	3%	0.9%	1%	3%	~	~	~100%	~	~	11%	0.5%	3%	2%	~	1%	4%
	EAST TOT CHLD	364	1	76	108	102	77	222	2	~	5	23	33	181	164	320	24	292	72
NO	OHP TOT CHLD	5914	~	97%	99%	99%	97%	100%	~100%	~	~100%	~100%	89%	99%	97%	98%	~100%	99%	96%
	EAST TOT CHLD	370	1	78	109	103	79	222	2	2	5	23	37	182	169	326	24	295	75
VALID CASES	OHP TOT CHLD	6018	~	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
NUMBER OF RESPONDENTS	EAST TOT CHLD	370	1	78	109	103	79	222	2	2	5	23	37	182	169	326	24	295	75
	OHP TOT CHLD	6018	~	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

		AGE						RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER	
		<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & POOR	FAIR & POOR	NO CCC	CCC	
Q77.5	EAST TOT CHLD																		
YES	23 6%	339 6%	9 ~12%	5 5%	5 5%	4 5%	~	~	~	5 ~100%	18 ~49%	8 4%	15 9%	22 7%	1 4%	17 6%	6 8%		
NO	347 94%	5679 94%	1 100%	69 88%	104 95%	98 95%	222 100%	2 100%	2 ~100%	23 ~100%	19 51%	174 96%	154 91%	304 93%	23 96%	278 94%	69 92%		
VALID CASES	370	6018	1	78	109	103	222	2	2	5	23	37	182	169	326	24	295	75	
NUMBER OF RESPONDENTS	370 100%	6018 100%	1 100%	78 100%	109 100%	103 100%	222 100%	2 100%	2 100%	5 100%	23 100%	37 100%	182 100%	169 100%	326 100%	24 100%	295 100%	75 100%	

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

		AGE						RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER	
		<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD	FAIR	NO CCC	CCC
Q77.6	EAST TOT CHLD																		
YES	36 10%	629 10%	4 ~	8 5%	13 7%	11 14%	~	~	~	~	23 ~100%	13 35%	36 20%*	~	30 9%	6 25%	23 8%*	13 17%*	
NO	334 90%	5389 90%	1 100%	74 95%	101 93%	90 87%	68 86%	222 100%	2 100%	~	2 100%	5 100%	24 ~ 65%	146 80%*	169 100%	296 91%	18 75%	272 92%*	62 83%*
VALID CASES	370	6018	1	78	109	103	79	222	2	2	5	23	37	182	169	326	24	295	75
NUMBER OF RESPONDENTS	370 100%	6018 100%	1 100%	78 100%	109 100%	103 100%	79 100%	222 100%	2 100%	2 100%	5 100%	23 100%	37 100%	182 100%	169 100%	326 100%	24 100%	295 100%	75 100%

Q78 WHAT IS YOUR AGE?

		AGE					RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER			
EAST TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR WHITE	AFR-AMER	AS-IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK	OTHR	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC	
Q78 UNDER 18	16 5%	209 4%	3 ~ 4%	6 6%	4 4%	3 4%	13 6%	~	~	~	~	2 9%~	~	4 2%*	12 7%*	15 5%~	1 5%~	13 5%	3 4%	
18 TO 24	27 8%	307 5%	16 ~ 22%*	9 9%	~	2 3%*	14 6%	~	~	~	~	1 5%~	5 14%~	16 9%	11 7%	26 8%~	1 5%~	25 9%*	2 3%*	
25 TO 34	130 37%	2087 37%	39 ~ 53%*	51 50%*	33 34%	7 9%*	89 40%	~	~	~	1 20%~	5 23%~	17 47%~	64 36%	66 39%	125 39%~	5 23%~	104 38%	26 36%	
35 TO 44	114 33%	2042 36%	15 ~ 20%*	27 27%	37 38%	35 47%*	66 30%	1 50%~	~	2 ~100%~	3 60%~	7 32%~	9 25%~	66 37%	47 28%	103 32%~	8 36%~	87 32%	27 37%	
45 TO 54	44 13%	708 13%	1 ~ 1%*	7 7%*	16 16%	20 27%*	29 13%	~	~	~	~	5 ~ 23%~	4 11%~	23 13%	21 13%	38 12%~	6 27%~	34 12%	10 14%	
55 TO 64	11 3%	233 4%	~	~	~	6 7%	7 3%	1 50%~	~	~	1 ~ 20%~	1 5%~	~	3 2%	8 5%	10 3%~	1 5%~	9 3%	2 3%	
65 TO 74	4 1%	39 0.7%	~	~	~	1 1%	3 1%	~	~	~	~	1 5%~	~	2 1%	2 1%	4 1%~	~	1 ~0.4%	3 4%	
75 OR OLDER	1 0.3%	12 0.2%	~	~	1 1%~	~	~	~	~	~	~	~	1 3%~	1 ~0.6%	1 0.3%~	1 ~0.3%~	~	1 ~0.4%~	~	
NOT ANSWERED	23	382	1	4	8	6	4	1				1	1	4	1	4	2	21	2	
VALID CASES	347	5636		74	101	97	75	221	2		2	5	22	36	178	168	322	22	274	73
NUMBER OF RESPONDENTS	370	6018	1	78	109	103	79	222	2		2	5	23	37	182	169	326	24	295	75
	100%	100%	100%	100%	100%	100%	100%	100%			100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Q79 ARE YOU MALE OR FEMALE?

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER			
	EAST TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR- WHT	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & POOR	FAIR & POOR	NO CCC	CCC	
Q79																				
MALE	41 12%	691 12%	~	12%	14%	8%	13%	25 11%	~	~	~	40%~	13%~	19%~	23 13%	18 11%	38 12%~	3 13%~	32 12%	9 12%
FEMALE	310 88%	4976 88%	~	88%	86%	92%	87%	197 89%	2 100%~	~	100%~	60%~	87%~	81%~	158 87%	151 89%	287 88%~	20 87%~	245 88%	65 88%
NOT ANSWERED	19	352	1	4	7	6	1						1	1			1	1	18	1
VALID CASES	351	5666		74	102	97	78	222	2		2	5	23	36	181	169	325	23	277	74
NUMBER OF RESPONDENTS	370 100%	6018 100%	1	78 100%	109 100%	103 100%	79 100%	222 100%	2 100%		2 100%	5 100%	23 100%	37 100%	182 100%	169 100%	326 100%	24 100%	295 100%	75 100%

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

			AGE					RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER		
	EAST TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR WHITE	AFR- AMER	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	GOOD & POOR	NO CCC	CCC
Q80																				
8TH GRADE OR LESS	53 15%	729 13%	~	9%	13%	20%	18%	21 10%*	~	~	~	20%~	27%~	8%~	50 28%*	2 1%*	43 13%~	9 43%~	46 17%	7 10%
SOME HIGH SCHOOL BUT DID NOT GRADUATE	58 17%	659 12%*	~	15%	14%	18%	21%	33 15%	1 50%~	~	~	20%~	18%~	11%~	41 23%*	17 10%*	54 17%~	3 14%~	48 18%	10 14%
HIGH SCHOOL GRADUATE OR GED	106 31%	1741 31%	~	30%	39%*	24%	29%	71 32%	~	~	~	40%~	41%~	31%~	54 31%	52 31%	100 31%~	6 29%~	82 30%	24 33%
SOME COLLEGE OR 2-YEAR DEGREE	105 30%	1785 32%	~	39%	27%	31%	26%	78 35%*	1 50%~	~	~	50%~	20%~	5%~	28 16%*	77 46%*	102 32%~	2 10%~	84 31%	21 29%
4-YEAR COLLEGE GRADUATE	16 5%	395 7%*	~	7%	4%	5%	3%	12 5%	~	~	50%~	~	5%~	3%~	2 1%*	14 8%*	15 5%~	1 5%~	9 3%	7 10%
MORE THAN 4-YEAR COLLEGE DEGREE	7 2%	239 4%*	~	~	2%	2%	4%	6 3%	~	~	~	~	5%~	~	1 0.6%	6 4%	7 2%~	~	4 1%	3 4%
NOT ANSWERED	25	471	1	4	10	8	2	1					1	1	6	1	5	3	22	3
VALID CASES	345	5547		74	99	95	77	221	2		2	5	22	36	176	168	321	21	273	72
NUMBER OF RESPONDENTS	370 100%	6018 100%	1	78 100%	109 100%	103 100%	79 100%	222 100%	2 100%		2 100%	5 100%	23 100%	37 100%	182 100%	169 100%	326 100%	24 100%	295 100%	75 100%

Q81 HOW ARE YOU RELATED TO THE CHILD?

			AGE					RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER		
	EAST TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR WHITE	AFR-AMER	AS-IAN	NATV HAW/ILND	AMER IND/ALSK	OTHR	MUL-TI	HIS-PAN-IC	NOT HIS-PAN-IC	EX & VERY GOOD & FAIR	POOR	NO CCC	CCC
Q81																				
MOTHER OR FATHER	330 95%	5300 95%	73 ~	97 99%*	97 98%	91 94%	69 90%	210 95%	1 50%~		1 50%~	4 80%~	22 96%~	33 94%~	175 98%*	154 92%*	304 95%~	23 100%~	262 96%	68 92%
GRANDPARENT	4 1%	137 2%*	~	~	1 1%	2 2%	1 1%	3 1%	~	~	~	~	1 4%~	~	1 0.6%~	3 2%	4 1%~	~	3 1%	1 1%
AUNT OR UNCLE	3 0.9%	36 0.6%	~	1 1%	1 1%	~	1 1%	1 0.5%	~	~	1 50%~	~	~	1 3%~	1 0.6%~	2 1%	3 0.9%~	~	3 1%	~
OLDER BROTHER OR SISTER		4 0.1%~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
OTHER RELATIVE	1 0.3%	6 0.1%	~	~	~	~	1 1%	~	~	~	~	~	~	~	1 0.6%~	~	1 0.3%~	~	1 0.4%~	~
LEGAL GUARDIAN	5 1%	77 1%	~	~	~	1 1%	4 5%	3 1%	1 50%~	~	~	1 20%~	~	~	~	5 3%~	5 2%~	~	2 0.7%	3 4%
SOMEONE ELSE	4 1%	44 0.8%	~	~	~	3 3%	1 1%	3 1%	~	~	~	~	~	1 3%~	1 0.6%~	3 2%	4 1%~	~	2 0.7%	2 3%
NOT ANSWERED	23	415	1	4	10	6	2	2						2	3	2	5	1	22	1
VALID CASES	347	5603		74	99	97	77	220	2		2	5	23	35	179	167	321	23	273	74
NUMBER OF RESPONDENTS	370	6018	1	78	109	103	79	222	2		2	5	23	37	182	169	326	24	295	75
	100%	100%		100%	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Q82 DID SOMEONE HELP YOU COMPLETE THIS SURVEY?

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER			
	EAST TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR- WHT	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & POOR	FAIR & POOR	NO CCC	CCC	
Q82 YES	10 5%	157 5%	~	~	2 4%	3 5%	5 9%	5 3%	~	~	2 67%	1 9%	~	9 9%	1 0.9%	8 4%	2 17%	7 4%	3 7%	
NO	200 95%	3319 95%	~100%	~96%	55 95%	50 91%	138 97%	1 100%	~100%	2 33%	1 91%	10 100%	12 100%	92 91%	107 99%	186 96%	10 83%	159 96%	41 93%	
NOT ANSWERED	1	40				1	1							1		1		1		
VALID CASES	210	3476		42	55	58	55	143	1		2	3	11	12	101	108	194	12	166	44
NUMBER OF RESPONDENTS	211 100%	3516 100%		42 100%	55 100%	58 100%	56 100%	144 100%	1 100%		2 100%	3 100%	11 100%	12 100%	102 100%	108 100%	195 100%	12 100%	167 100%	44 100%

[ASKED IF SURVEY COMPLETED BY MAIL]

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

		AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER				
		<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR- WHT	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD &	FAIR & POOR	NO CCC	CCC		
Q83.1	EAST TOT CHLD	6																		
YES	OHP TOT CHLD	68																		
		60%	~	~	50%	33%	80%	60%	~	~	~	50%	~	~	67%	~	63%	50%	71%	33%
		4																		
NO	OHP TOT CHLD	51																		
		40%	~	~	50%	67%	20%	40%	~	~	~	50%	100%	~	33%	100%	38%	50%	29%	67%
		10																		
VALID CASES	OHP TOT CHLD	119																		
NUMBER OF RESPONDENTS		10																		
		100%																		
		100%																		
		100%																		
		100%																		

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

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

		AGE					RACE					ETHNICITY	HEALTH STATUS		CCC SCREENER					
		<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- PAN- IC	HIS- PAN- IC	NOT GOOD & POOR	VERY FAIR & POOR	NO CCC	CCC		
Q83.2	EAST TOT CHLD																			
YES	OHP TOT CHLD	4	52	1	2	1	3						3	1	3	1	3	1		
		40%	44%	~	~	50%~	67%~	20%~	60%~	~	~	~	~	~	33%~	100%~	38%~	50%~	43%~	33%~
NO	OHP TOT CHLD	6	67	1	1	4	2			2	1		6		5	1	4	2		
		60%	56%	~	~	50%~	33%~	80%~	40%~	~	~	~	100%~	100%~	67%~	~	63%~	50%~	57%~	67%~
VALID CASES		10	119	2	3	5	5			2	1		9	1	8	2	7	3		
NUMBER OF RESPONDENTS		10	119	2	3	5	5			2	1		9	1	8	2	7	3		
		100%	100%	100%	100%	100%	100%			100%	100%		100%	100%	100%	100%	100%	100%	100%	

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

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

		AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER			
		<1	1-3	4-7	8-12	13 AND OVER	WHITE	BLK OR AFR-AMER	AS-IAN	NATV HAW/ILND	AMER IND/ALSK	MUL-OTHR	TI	HIS-PAN-IC	NOT HIS-PAN-IC	EX & VERY GOOD &	FAIR & POOR	NO CCC	CCC
Q83.3	EAST TOT CHLD																		
YES	1 10%	9 7%	~	~	~	1 20%	~	~	~	~	1 100%	~	1 11%	~	1 12%	~	~	1 33%	~
NO	9 90%	110 93%	~	2 100%	3 100%	4 80%	5 100%	~	~	2 100%	~	~	8 89%	1 100%	7 88%	2 100%	7 100%	2 67%	~
VALID CASES	10	119		2	3	5	5			2	1		9	1	8	2	7	3	
NUMBER OF RESPONDENTS	10	119		2	3	5	5			2	1		9	1	8	2	7	3	
	100%	100%		100%	100%	100%	100%			100%	100%		100%	100%	100%	100%	100%	100%	

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

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

		AGE					RACE					ETHNICITY	HEALTH STATUS	CCC SCREENER					
		<1	1-3	4-7	8-12	13 AND OVER	WHITE	BLK OR AFR-AMER	AS-IAN	NATV HAW/ILND	AMER IND/ALSK	MUL-OTHR	TI	HIS-PAN-IC	NOT HIS-PAN-IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC	
Q83.4	EAST TOT CHLD																		
YES	2 20%	31 26%	~	~	1 50%	1 33%	~	~	~	2 100%	~	~	2 22%	~	2 25%	~	1 14%	1 33%	
NO	8 80%	88 74%	~	~	1 50%	2 67%	5 100%	~	~	~	~	1 100%	~	7 78%	1 100%	6 75%	2 100%	6 86%	2 67%
VALID CASES	10	119			2	3	5	5		2	1		9	1	8	2	7	3	
NUMBER OF RESPONDENTS	10 100%	119 100%			2 100%	3 100%	5 100%	5 100%		2 100%	1 100%		9 100%	1 100%	8 100%	2 100%	7 100%	3 100%	

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

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

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

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

NQ14 RATING OF ALL CHILD'S HEALTH CARE

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER			
	EAST TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR- WHT	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & POOR	FAIR & POOR	NO CCC	CCC	
NQ14 0-6	21 9%	375 10%	~	7 13%	5 8%	3 5%	6 13%	12 8%	~	~	~	~	1 6%	4 16%	9 8%	10 9%	13 6%	6 35%	14 8%	7 11%
7-8	79 34%	1202 31%	~	14 26%	23 35%	29 46%*	13 27%	51 36%	~	~	~	1 100%	8 50%	5 20%	37 35%	38 34%	68 34%	7 41%	52 31%	27 43%
9-10	131 57%	2325 60%	~	33 61%	38 58%	31 49%	29 60%	80 56%	~	~	~	7 44%	16 64%	16 57%	65 58%	121 60%	4 24%	102 61%*	29 46%*	
VALID CASES	231	3902		54	66	63	48	143				1	16	25	107	113	202	17	168	63
NUMBER OF RESPONDENTS	231 100%	3902 100%		54 100%	66 100%	63 100%	48 100%	143 100%				1 100%	16 100%	25 100%	107 100%	113 100%	202 100%	17 100%	168 100%	63 100%
MEAN	2.48	2.50	2.48	2.50	2.44	2.48	2.48				2.00	2.37	2.48	2.49	2.49	2.53	1.88	2.52	2.35	
p stat_(*=Sig @ p<=.05)		.578	~.946	.724	.654		~.985	~	~	~	~	~	~.834	.812		~		~.080	.080	

[ASKED IF Q7 >= 1 TIME]

NQ41 RATING OF CHILD'S PERSONAL DOCTOR

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER			
	EAST TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR- WHT	AS- IAN	NATV ILND	AMER ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & POOR	FAIR & POOR	NO CCC	CCC	
NQ41 0-6	25 9%	353 7%	~	5 8%	8 10%	4 5%	8 14%	13 7%	~	~100%	1 25%	1 6%	1 15%	5 9%	12 9%	12	18 7%	6 29%	17 8%	8 13%
7-8	69 25%	1106 23%	~	16 26%	19 24%	21 27%	13 23%	47 27%	~	~	~25%	1 41%	7 6%	2 6%	28 21%	39 28%	59 24%	7 33%	55 26%	14 22%
9-10	183 66%	3349 70%	~	40 66%	53 66%	54 68%	36 63%	116 66%	~	~	~50%	2 53%	9 79%	27 79%	93 70%	87 63%	173 69%	8 38%	141 66%	42 66%
VALID CASES	277	4809		61	80	79	57	176			1	4	17	34	133	138	250	21	213	64
NUMBER OF RESPONDENTS	277 100%	4809 100%		61 100%	80 100%	79 100%	57 100%	176 100%			1 100%	4 100%	17 100%	34 100%	133 100%	138 100%	250 100%	21 100%	213 100%	64 100%
MEAN	2.57	2.62		2.57	2.56	2.63	2.49	2.59			1.00	2.25	2.47	2.65	2.61	2.54	2.62	2.10	2.58	2.53
p stat_(*=Sig @ p<=.05)		.146		~.964	.898	.315	.351	.630	~	~	~	~	~	~	.345	.496	~	~	.586	.586

[ASKED IF Q30 = YES]

NQ48 RATING OF SPECIALIST CHILD SAW MOST OFTEN

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER		
	EAST TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR- WHT	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & POOR	FAIR & POOR	NO CCC	CCC
NQ48 0-6	5 15%	69 10%	~	~	25%~	9%~	22%~	3 14%~	~	~	~	1 ~100%~	~	3 20%~	2 11%~	2 7%~	3 50%~	1 7%~	4 21%~
7-8	8 24%	173 25%	~	4 67%~	~	2 18%~	2 22%~	5 23%~	~	~	~	~	3 ~ 50%~	3 20%~	5 26%~	7 25%~	1 17%~	6 40%~	2 11%~
9-10	21 62%	464 66%	~	2 33%~	6 75%~	8 73%~	5 56%~	14 64%~	~	~	1 ~100%~	3 ~ 50%~	9 60%~	12 63%~	19 68%~	2 33%~	8 53%~	13 68%~	
VALID CASES	34	706		6	8	11	9	22			1	1	6	15	19	28	6	15	19
NUMBER OF RESPONDENTS	34 100%	706 100%		6 100%	8 100%	11 100%	9 100%	22 100%			1 100%	1 100%	6 100%	15 100%	19 100%	28 100%	6 100%	15 100%	19 100%
MEAN	2.47	2.56		2.33	2.50	2.64	2.33	2.50			3.00	1.00	2.50	2.40	2.53	2.61	1.83	2.47	2.47
p stat_(*=Sig @ p<=.05)			~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~

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

NQ54 RATING OF CHILD'S HEALTH PLAN

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER				
	EAST TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR- WHT	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & POOR	FAIR & POOR	NO CCC	CCC		
NQ54 0-6	40 12%	702 13%	~	5 7%	12 12%	12 13%	11 15%	26 12%	~	~	~	20%~	1 9%	2 22%	8 7%*	12 17%*	27 11%~	35 17%~	4 ~	22 8%*	18 25%*
7-8	100 29%	1548 28%	~	21 29%	29 28%	36 39%*	14 19%*	68 32%	~	~	50%~	1 ~	7 30%~	10 28%~	42 24%*	57 35%*	91 29%~	8 33%~	78 29%	22 30%	
9-10	201 59%	3348 60%	~	47 64%	61 60%	45 48%*	48 66%	119 56%	1 100%~	~	50%~	1 80%~	4 61%~	14 50%~	18 69%*	77 48%*	187 60%~	12 50%~	168 63%*	33 45%*	
VALID CASES	341	5598		73	102	93	73	213	1		2	5	23	36	176	161	313	24	268	73	
NUMBER OF RESPONDENTS	341 100%	5598 100%		73 100%	102 100%	93 100%	73 100%	213 100%	1 100%		2 100%	5 100%	23 100%	36 100%	176 100%	161 100%	313 100%	24 100%	268 100%	73 100%	
MEAN	2.47	2.47		2.58	2.48	2.35	2.51	2.44	3.00		2.50	2.60	2.52	2.28	2.62	2.31	2.49	2.33	2.54	2.21	
p stat_(*=Sig @ p<=.05)		.991		~.154	.886	.059	.650	.223	~	~	~	~	~	~	~.000*	.000*	~	~	~.001*	.001*	

GETTING NEEDED CARE

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER	
	EAST TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR- WHT	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC
NPRBSEE4 NQ46	2.11	2.27	1.83	2.00	2.73	1.73	2.13			2.00	1.00	2.29	1.94	2.24	2.26	1.43	2.28	1.95
p stat_(*=Sig @ p<=.05)			~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
NCARNES4 NQ15	2.44	2.47	2.58	2.54	2.24	2.42	2.45		1.00	2.19	2.44	2.42	2.47	2.49	1.82	2.53	2.21	
p stat_(*=Sig @ p<=.05)	.612		~.093	.188	.012*	.788	.900	~	~	~	~	~	.652	.525	~	~.004*	.004*	
COMPOSITE	2.27	2.37	x 2.21	2.27	2.48	2.07	2.29	x	x	x 1.50	1.59	2.36	2.18	2.36	2.38	1.63	2.40	2.08
p stat_(*=Sig @ p<=.05)	.009*		~.202	.921	.000*	.000*	.577	~	~	~	~	~	~.001*	.004*	~	~	~0.000*	.000*

GETTING CARE QUICKLY

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER	
	EAST TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	MUL- OTHR TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC	
NCARSN4 NQ4	2.64	2.61	2.69	2.70	2.52	2.65	2.80				2.11	2.40	2.47	2.86	2.71	2.17	2.67	2.57
p stat_(*=Sig @ p<=.05)	.679		~	~	~	~	~	~	~	~	~	~	~	.004*.000*	~	~	~	~
NAPGET4 NQ6	2.45	2.46	2.59	2.43	2.36	2.44	2.46			2.00	2.31	2.52	2.35	2.55	2.47	2.25	2.48	2.40
p stat_(*=Sig @ p<=.05)	.894		~.133	.735	.303		~.802	~	~	~	~	~	~.061	.071	~	~	~.483	.483
COMPOSITE	2.55	2.54	x 2.64	2.56	2.44	2.55	2.63	x	x	x 2.00	2.21	2.46	2.41	2.71	2.59	2.21	2.57	2.48
p stat_(*=Sig @ p<=.05)	.817		~.105	.760	.060		~.001*	~	~	~	~	~	~.000*	.000*	~	~	~.213	.221

HOW WELL DOCTORS COMMUNICATE

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER	
	EAST TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR- WHT	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	MUL- OTHR TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	GOOD & POOR	NO CCC	CCC
NDREXPL4 NQ32	2.61	2.69	2.68	2.59	2.62	2.55	2.70			2.50	2.20	2.63	2.52	2.71	2.66	2.12	2.60	2.64
p stat_(*=Sig @ p<=.05)		.059	~.359	.732	.912		~.024*	~	~	~	~	~	~.059	.028*	~	~	~.737	.736
NDRLSTN4 NQ33	2.64	2.70	2.73	2.69	2.54	2.60	2.65			3.00	2.53	2.58	2.63	2.65	2.68	2.25	2.69	2.53
p stat_(*=Sig @ p<=.05)		.214	~	~.503	.167		~.882	~	~	~	~	~	~.828	.915	~	~	~.126	.125
NDRESPU4 NQ34	2.71	2.77	2.72	2.84	2.62	2.63	2.74			2.00	2.67	2.67	2.74	2.67	2.76	2.19	2.78	2.55
p stat_(*=Sig @ p<=.05)		.137	~.911	.014*	.189		~.339	~	~	~	~	~	~.446	.349	~	~	~.023*	.023*
NDRTMEN4 NQ37	2.34	2.48	2.22	2.33	2.34	2.49	2.43			2.00	2.27	2.26	2.16	2.52	2.40	1.75	2.32	2.38
p stat_(*=Sig @ p<=.05)		.012*	~.241	.933	.958		~.035*	~	~	~	~	~	~.004*	.001*	~	~	~.611	.611
COMPOSITE	2.58	2.66	x 2.59	2.61	2.53	2.57	2.63	x	x	x 2.38	2.42	2.53	2.51	2.64	2.63	2.08	2.60	2.52
p stat_(*=Sig @ p<=.05)		.151	~.847	.543	.495		~.071	~	~	~	~	~	~.132	.105	~	~	~.440	.450

CUSTOMER SERVICE

		AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER			
		<1	1-3	4-7	8-12	13 AND OVER	WHITE	BLCK OR AFR-AMER	AS-IAN	NATV HAW/ILND	AMER IND/ALSK	MUL-OTHR	TI	HIS-PAN-IC	NOT HIS-PAN-IC	EX & VERY GOOD & FAIR	POOR	NO CCC	CCC
NPBCLCS4 NQ50	EAST TOT CHLD 2.35 OHP TOT CHLD 2.30	2.38	2.52	2.10	2.33	2.38	1.00			2.00	2.33	2.75	2.29	2.48	2.35	2.30	2.37	2.25	
p stat_(*=Sig @ p<=.05)	.560	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	
NCSRESP NQ51	2.60	2.55	2.57	2.64	2.68	2.50	2.63	2.00		2.50	2.50	2.75	2.60	2.60	2.66	2.20	2.64	2.44	
p stat_(*=Sig @ p<=.05)	.509	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	
COMPOSITE	2.47	2.43	x 2.48	2.58	2.39	2.42	2.50	1.50	x	x 2.25	2.42	2.75	2.45	2.54	2.50	2.25	2.50	2.34	
p stat_(*=Sig @ p<=.05)	.590	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	

SHARED DECISION MAKING

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER	
	EAST TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC ILND	AMER ALSK NATV	MUL- OTHR TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR POOR	NO CCC	CCC	
NRXWHY NQ11	2.32	2.46	1.88	2.21	2.20	2.81	2.40				2.50	1.67	2.23	2.42	2.41	2.00	2.39	2.23
p stat_(*=Sig @ p<=.05)		.128	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
NRXWYNT NQ12	1.84	2.00	1.38	1.95	1.70	2.13	1.80				2.00	1.40	1.93	1.77	1.88	1.78	1.94	1.72
p stat_(*=Sig @ p<=.05)		.132	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
NRXBST NQ13	2.52	2.59	2.50	2.47	2.47	2.62	2.59				3.00	2.33	2.60	2.53	2.64	2.11	2.63	2.40
p stat_(*=Sig @ p<=.05)		.490	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
COMPOSITE	2.22	2.35	x 1.92	2.21	2.12	2.52	2.26	x	x	x	x 2.50	1.80	2.25	2.24	2.31	1.96	2.32	2.12
p stat_(*=Sig @ p<=.05)		.238	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~

ACCESS TO SPECIALIZED SERVICES

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER			
	EAST TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	MUL- OTHR TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR POOR	NO CCC	CCC			
NEZMDEQ NQ20	2.18	2.28		2.50	2.00	2.33	2.00	2.50				3.00	1.67	2.29	2.33	2.22	3.00	2.00	2.29	
p stat_(*=Sig @ p<=.05)			~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	
NEZTHP NQ23	2.40	2.11		2.50	2.56	2.25	2.00	2.55				2.00	2.33	2.43	2.40	2.47	2.17	2.70	2.20	
p stat_(*=Sig @ p<=.05)			~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	
NEZTC NQ26	1.89	2.11		3.00	1.88	1.64	2.00	1.91			2.00	1.50	1.83	1.82	1.96	2.04	1.40	2.14	1.82	
p stat_(*=Sig @ p<=.05)			~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	
COMPOSITE	2.16	2.17	x	2.67	2.14	2.07	2.00	2.32	x	x	x	2.00	2.17	1.94	2.18	2.23	2.24	2.19	2.28	2.10
p stat_(*=Sig @ p<=.05)		.827	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	

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

		AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER				
EAST TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR- WHT	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD &	FAIR & POOR	NO CCC	CCC		
PRBSEE4 Q46	66%	76%	50%	60%	91%	55%	67%			100%	0%	71%	59%	71%	74%	29%	72%	60%		
CARNES4 Q15	88%	88%	89%	90%	82%	90%	88%			0%	81%	84%	88%	87%	90%	53%	90%	81%		
AVERAGE	76.8	82.1	x	69.3	75.2	86.6	72.3	77.4	x	x	x	x	81.3	77.7	73.3	79.5	82.1	40.8	81.3	70.3

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

		AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER		
EAST TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR- WHT	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC	
CARSN4 Q4	92%	89%	97%	97%	83%	91%	97%				78%	87%	86%	100%	95%	75%	93%	90%
APGET4 Q6	85%	86%	90%	84%	84%	84%	86%			100%	75%	86%	81%	90%	86%	75%	85%	86%
AVERAGE	88.7	87.1	x 93.4	90.3	83.4	87.5	91.8	x	x	x	x 76.4	86.2	83.4	95.2	90.5	75.0	88.9	88.1

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

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER	
	EAST TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR- WHT	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC
DREXPL4 Q32	90%	93%	94%	90%	90%	88%	93%			100%	73%	85%	86%	95%	93%	69%	90%	91%
DRLSTN4 Q33	92%	93%	96%	93%	92%	88%	93%			100%	87%	85%	90%	94%	94%	75%	94%	89%
DRESPU4 Q34	94%	95%	94%	98%	92%	90%	94%			50%	93%	93%	95%	93%	96%	69%	95%	91%
DRTMEN4 Q37	79%	86%	70%	79%	84%	85%	83%			50%	80%	78%	70%	89%	82%	50%	78%	82%
AVERAGE	89.0	91.8	x 88.5	90.1	89.5	87.4	91.1	x	x	x 75.0	83.3	85.0	85.2	92.6	91.1	65.6	89.3	88.2

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

		AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER				
EAST TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR- WHT	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD &	FAIR & POOR	NO CCC	CCC		
PBCLCS4 Q50	85%	80%	90%	88%	80%	78%	83%	0%		100%	83%	100%	83%	88%	85%	80%	85%	81%		
CSRESP Q51	93%	88%	90%	96%	100%	83%	92%	100%		100%	100%	88%	95%	88%	95%	80%	96%	81%		
AVERAGE	88.6	84.1	x	90.5	92.0	90.0	80.6	87.5	x	x	x	100	91.7	93.8	88.9	88.0	89.8	80.0	90.4	81.3

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

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER			
	EAST TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR- WHT	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC		
RXWHY Q11	81%	86%	75%	74%	80%	94%	85%					75%	50%	73%	87%	84%	67%	85%	77%	
RXWYNT Q12	55%	66%	25%	63%	50%	67%	52%					75%	40%	62%	48%	58%	44%	61%	48%	
FRXBST Q13	76%	80%	75%	74%	74%	81%	79%					100%	67%	80%	77%	82%	56%	81%	70%	
AVERAGE	70.5	77.2	x	58.3	70.2	67.9	80.6	72.3	x	x	x	x	83.3	52.2	71.8	70.7	74.8	55.6	75.6	65.0

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

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER			
	EAST TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR- WHT	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- OTHR TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC			
EZMDEQ Q20	73%	76%	100%	75%	67%	50%	83%				100%	67%	71%	100%	78%	100%	50%	86%		
EZTHP Q23	80%	69%	88%	78%	75%	75%	82%				100%	67%	86%	70%	79%	83%	90%	73%		
EZTC Q26	54%	68%	100%	62%	36%	60%	55%			50%	50%	50%	55%	57%	61%	40%	57%	54%		
AVERAGE	69.0	70.9	x	93.8	71.8	59.3	61.7	73.2	x	x	x	50.0	50.0	61.1	70.6	75.5	72.5	61.7	65.7	70.9

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

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER			
	EAST TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR- WHT	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC		
DRTLKU Q38	80%	85%	84%	81%	78%	75%	82%			50%	67%	85%	76%	84%	81%	63%	80%	80%		
DRUNCON Q43	79%	86%	67%	82%	77%	85%	82%			50%	75%	78%	78%	80%	85%	60%	71%	82%		
DRUNFAM Q44	77%	85%	56%	86%	76%	77%	80%			50%	50%	78%	77%	78%	85%	44%	67%	82%		
AVERAGE	78.5	85.4	x	68.7	83.0	77.2	78.8	81.6	x	x	x	50.0	63.9	80.2	77.0	80.7	83.7	55.6	72.6	81.3

CARE COORDINATION (YES) -- GLOBAL PROPORTION COMPOSITE

		AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER		
EAST TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR- WHT	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC	
HELPCONT Q18	81%	88%	100%	75%	89%	75%	79%				67%	100%	82%	80%	86%	67%	77%	86%
HLPCOORD Q29	60%	56%	70%	56%	76%	42%	53%			0%	100%	60%	67%	50%	57%	70%	56%	64%
AVERAGE	70.6	72.1	x 85.0	65.6	82.7	58.6	65.9	x	x	x	x 83.3	80.0	74.5	65.0	71.4	68.3	66.4	75.0

INDEX OF ADULT TABLES

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

PAGE QUESTION TITLE

3. YOUR PERSONAL DOCTOR

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

4. GETTING HEALTH CARE FROM SPECIALISTS

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

PAGE QUESTION TITLE

5. YOUR HEALTH PLAN

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

PAGE QUESTION TITLE

- 61 Q35AA IN THE LAST 6 MONTHS, HOW OFTEN DID YOU USE A FRIEND OR FAMILY MEMBER AS AN INTERPRETER WHEN YOU TALKED WITH SOMEONE FROM YOUR HEALTH PLAN? [ASKED IF Q35R = SPANISH OR SOME OTHER LANGUAGE AND Q35U = YES]
- 62 Q35AB IN THE LAST 6 MONTHS, DID YOU USE FRIENDS OR FAMILY MEMBERS AS INTERPRETERS BECAUSE THAT WAS WHAT YOU PREFERRED? [ASKED IF Q35R = SPANISH OR SOME OTHER LANGUAGE AND Q35U = YES AND Q35AA = SOMETIMES OR USUALLY OR ALWAYS]

6. ABOUT YOU

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

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

PAGE QUESTION TITLE

8. RATINGS

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

9. COMPOSITES

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

10. GLOBAL PROPORTION COMPOSITES

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

INDEX OF CHILD TABLES

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

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

3. SPECIALIZED SERVICES

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

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

PAGE QUESTION TITLE

5. GETTING HEALTH CARE FROM SPECIALISTS

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

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

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

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

6. YOUR CHILD'S HEALTH PLAN

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

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

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

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

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

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

PAGE QUESTION TITLE

7. PRESCRIPTION MEDICINES

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

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

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

8. ABOUT YOUR CHILD AND YOU

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

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

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

9. RATINGS

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

10. COMPOSITES

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

11. GLOBAL PROPORTION COMPOSITES

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

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

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

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

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

SURVEY INSTRUCTIONS

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

Correct
Mark 

Incorrect
Marks



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

- Yes → *Go to Question 1*
- No

↓ **START HERE** ↓

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

- Yes → *Go to Question 3*
- No

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

YOUR HEALTH CARE IN THE LAST 6 MONTHS

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

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

- Yes
- No → *Go to Question 5*

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

- Never
- Sometimes
- Usually
- Always

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

- Yes
- No → *Go to Question 7*

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

- Never
- Sometimes
- Usually
- Always

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

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

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

- Yes
- No

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

- Yes
- No → *Go to Question 13*

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

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

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

- Never
- Sometimes
- Usually
- Always

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

- Yes
- No → *Go to Question 23*

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

- Never
- Sometimes
- Usually
- Always

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

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

GETTING HEALTH CARE FROM SPECIALISTS

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

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

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

- Yes
- No → *Go to Question 28*

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

- Never
- Sometimes
- Usually
- Always

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

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

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

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



YOUR HEALTH PLAN

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

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

- Yes
- No → *Go to Question 30*

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

- Never
- Sometimes
- Usually
- Always

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

- Yes
- No → *Go to Question 33*

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

- Never
- Sometimes
- Usually
- Always

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

- Never
- Sometimes
- Usually
- Always

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

- Yes
- No → *Go to Question 35*

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

- Never
- Sometimes
- Usually
- Always

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

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

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

- Yes
- No → *Go to Question 35c*

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

- Never
- Sometimes
- Usually
- Always

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

- Yes
- No → **Go to Question 35e**

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

- Never
- Sometimes
- Usually
- Always

CULTURAL COMPETENCY

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

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

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

- Never
- Sometimes
- Usually
- Always

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

- Never
- Sometimes
- Usually
- Always

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

- Never
- Sometimes
- Usually
- Always

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

- Yes, definitely
- Yes, somewhat
- No

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

- Yes, definitely
- Yes, somewhat
- No

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

- Yes, definitely
- Yes, somewhat
- No

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

- Yes, definitely
- Yes, somewhat
- No

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

- Never
- Sometimes
- Usually
- Always

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

- Never
- Sometimes
- Usually
- Always

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

- Never
- Sometimes
- Usually
- Always

HEALTH LITERACY

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

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

- Never
- Sometimes
- Usually
- Always

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

- Never
- Sometimes
- Usually
- Always

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

- Never
- Sometimes
- Usually
- Always

INTERPRETER SERVICES

35r. What is your preferred language?

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

35s. How well do you speak English?

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

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

- Never
- Sometimes
- Usually
- Always



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

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

- Yes
- No → **Go to Question 36**

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

- Never
- Sometimes
- Usually
- Always

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

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

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

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

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

- Never
- Sometimes
- Usually
- Always

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

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

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

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

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

- Never
- Sometimes
- Usually
- Always



ABOUT YOU

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

- Excellent
- Very Good
- Good
- Fair
- Poor

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

- Excellent
- Very Good
- Good
- Fair
- Poor

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

- Yes
- No
- Don't know

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

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

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

- Never
- Sometimes
- Usually
- Always

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

- Never
- Sometimes
- Usually
- Always

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

- Never
- Sometimes
- Usually
- Always

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

- Yes
- No
- Don't know

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

- Yes
- No
- Don't know

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

- Yes
- No

◆

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

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

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

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

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

- Yes
- No → **Go to Question 50**

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

- Yes
- No

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

- Yes
- No → **Go to Question 52**

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

- Yes
- No

52. What is your age?

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

53. Are you male or female?

- Male
- Female

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

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

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

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

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

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

57. Did someone help you complete this survey?

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

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

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

THANK YOU

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

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

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





448-12



12

CTYAD

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

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

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

SURVEY INSTRUCTIONS

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

Correct
Mark 

Incorrect
Marks



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

- Yes → *Go to Question 1*
- No

↓ **START HERE** ↓

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

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

YOUR CHILD'S HEALTH CARE IN THE LAST 6 MONTHS

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

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

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

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

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

- Yes
- No → **Go to Question 19**

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

- Yes
- No

SPECIALIZED SERVICES

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

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

- Yes
- No → **Go to Question 22**

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

- Never
- Sometimes
- Usually
- Always

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

- Yes
- No



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

- Yes
- No → *Go to Question 25*

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

- Never
- Sometimes
- Usually
- Always

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

- Yes
- No

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

- Yes
- No → *Go to Question 28*

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

- Never
- Sometimes
- Usually
- Always

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

- Yes
- No

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

- Yes
- No → *Go to Question 30*

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

- Yes
- No

YOUR CHILD'S PERSONAL DOCTOR

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

- Yes
- No → *Go to Question 45*

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

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

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

- Never
- Sometimes
- Usually
- Always

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

- Never
- Sometimes
- Usually
- Always

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

- Never
- Sometimes
- Usually
- Always

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

- Never
- Sometimes
- Usually
- Always

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

- Yes
- No → **Go to Question 37**

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

- Never
- Sometimes
- Usually
- Always

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

- Never
- Sometimes
- Usually
- Always

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

- Never
- Sometimes
- Usually
- Always

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

- Yes
- No

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

- Yes
- No → **Go to Question 41**

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

- Never
- Sometimes
- Usually
- Always



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

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

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

- Yes
- No → **Go to Question 45**

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

- Yes
- No

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

- Yes
- No

GETTING HEALTH CARE FROM SPECIALISTS

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

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

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

- Yes
- No → **Go to Question 49**

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

- Never
- Sometimes
- Usually
- Always

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

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

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

0 1 2 3 4 5 6 7 8 9 10

Worst Specialist Possible Best Specialist Possible

YOUR CHILD'S HEALTH PLAN

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

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

Yes
 No → *Go to Question 52*

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

Never
 Sometimes
 Usually
 Always

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

Never
 Sometimes
 Usually
 Always

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

Yes
 No → *Go to Question 54*

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

Never
 Sometimes
 Usually
 Always

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

0 1 2 3 4 5 6 7 8 9 10

Worst Health Plan Possible Best Health Plan Possible

PRESCRIPTION MEDICINES

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

Yes
 No → *Go to Question 58*

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

Never
 Sometimes
 Usually
 Always



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

- Yes
- No

ABOUT YOUR CHILD AND YOU

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

- Excellent
- Very good
- Good
- Fair
- Poor

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

- Excellent
- Very good
- Good
- Fair
- Poor

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

- Yes
- No → *Go to Question 63*

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

- Yes
- No → *Go to Question 63*

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

- Yes
- No

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

- Yes
- No → *Go to Question 66*

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

- Yes
- No → *Go to Question 66*

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

- Yes
- No

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

- Yes
- No → *Go to Question 69*

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

- Yes
- No → *Go to Question 69*

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

- Yes
- No

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

- Yes
- No → *Go to Question 72*



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

- Yes
- No → *Go to Question 72*

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

- Yes
- No

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

- Yes
- No → *Go to Question 74*

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

- Yes
- No

74. What is your child's age?

- Less than 1 year old

YEARS OLD (write in)

75. Is your child male or female?

- Male
- Female

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

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

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

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

78. What is your age?

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

79. Are you male or female?

- Male
- Female

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

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

81. How are you related to the child?

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

82. Did someone help you complete this survey?

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

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

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

THANK YOU

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

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

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







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

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

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

INSTRUCCIONES PARA EL CUESTIONARIO

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

Marca
Correcta ●

Marca
Incorrecta   

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

● Sí → *Pase a la Pregunta 1*
○ No

↓ **COMIENCE AQUI** ↓

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

- Sí → *Pase a la pregunta 3*
- No

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

LA ATENCIÓN MÉDICA QUE USTED RECIBIÓ EN LOS ÚLTIMOS 6 MESES

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

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

Sí
 No → *Pase a la pregunta 5*

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

Nunca
 A veces
 La mayoría de las veces
 Siempre

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

Sí
 No → *Pase a la pregunta 7*

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

Nunca
 A veces
 La mayoría de las veces
 Siempre

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

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

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

Sí
 No

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

Sí
 No → *Pase a la pregunta 13*

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

Para nada
 Un poco
 Algo
 Mucho

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

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

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

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

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

- Sí
- No → *Pase a la pregunta 23*

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

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

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

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

LA ATENCIÓN MÉDICA QUE RECIBÍ DE ESPECIALISTAS

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

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

- Sí
- No → *Pase a la pregunta 28*

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

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

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

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



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

- Sí
- No → *Pase a la pregunta 35c*

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

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

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

- Sí
- No → *Pase a la pregunta 35e*

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

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

CAPACIDAD CULTURAL

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

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

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

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

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

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

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

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

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

- Sí, definitivamente
- Sí, algo
- No

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

- Sí, definitivamente
- Sí, algo
- No

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

- Sí, definitivamente
- Sí, algo
- No

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

- Sí, definitivamente
- Sí, algo
- No

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

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

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

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

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

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

COMPRESIÓN DE INFORMACIÓN DE SALUD

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

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

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



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

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

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

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

SERVICIOS DE INTÉRPRETE

35r. ¿Qué idioma prefiere hablar usted?

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

35s. ¿Qué tan bien habla inglés?

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

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

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

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

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

- Sí
- No → *Pase a la Pregunta 36*

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

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

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

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

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

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

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

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

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

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

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

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

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

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

ACERCA DE USTED

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

- Excelente
- Muy buena
- Buena
- Regular
- Mala

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

- Excelente
- Muy buena
- Buena
- Regular
- Mala

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

- Sí
- No
- No sé

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

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

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

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

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

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

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

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

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

- Sí
- No
- No sé

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

- Sí
- No
- No sé

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

- Sí
- No

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

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

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

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

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

- Sí
- No → *Pase a la pregunta 50*

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

- Sí
- No

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

- Sí
- No → **Pase a la pregunta 52**

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

- Sí
- No

52. ¿Qué edad tiene?

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

53. ¿Es usted hombre o mujer?

- Hombre
- Mujer

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

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

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

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

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

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

57. ¿Le ayudó alguien a completar esta encuesta?

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

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

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

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

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

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



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

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

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

INSTRUCCIONES PARA EL CUESTIONARIO

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

Marca
Correcta ●

Marca
Incorrecta   

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

● Sí → *Pase a la Pregunta 1*
○ No

↓ **COMIENZE AQUI** ↓

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

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

○ Sí → *Pase a la pregunta 3*
○ No

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

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

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

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

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

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

- Para nada
- Un poco
- Algo
- Mucho

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

- Para nada
- Un poco
- Algo
- Mucho

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

- Sí
- No

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

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

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

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

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

- Sí
- No → *Pase a la pregunta 19*

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

- Sí
- No → *Pase a la pregunta 19*

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

- Sí
- No

SERVICIOS ESPECIALIZADOS

19. En el equipo o dispositivo médico especial se incluye un andador, silla de ruedas, nebulizador, tubos de alimentación o equipo de oxígeno.

En los últimos 6 meses, ¿consiguió o intentó conseguir algún equipo o dispositivo médico especial para su niño?

- Sí
- No → *Pase a la pregunta 22*



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

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

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

- Sí
- No

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

- Sí
- No → *Pase a la pregunta 25*

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

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

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

- Sí
- No

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

- Sí
- No → *Pase a la pregunta 28*

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

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

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

- Sí
- No

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

- Sí
- No → *Pase a la pregunta 30*

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

- Sí
- No

EL DOCTOR PERSONAL DE SU NIÑO

30. El doctor personal es aquel a quien su niño va si necesita un chequeo, quiere pedir consejo sobre un problema de salud, está enfermo o lastimado. ¿Tiene su niño un doctor personal?

- Sí
- No → *Pase a la pregunta 45*

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

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

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

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

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

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

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

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

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

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

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

- Sí
- No → **Pase a la pregunta 37**

35a. En los últimos 6 meses, ¿con qué frecuencia se le hizo difícil a su niño hablar o entender a su doctor personal porque ellos hablaban idiomas diferentes?

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

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

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

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

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



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

- Sí
- No

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

- Sí
- No → *Pase a la pregunta 41*

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

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

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

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

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

- Sí
- No → *Pase a la pregunta 45*

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

- Sí
- No

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

- Sí
- No

LA ATENCIÓN MÉDICA QUE RECIBIÓ DE ESPECIALISTAS

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

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

- Sí
- No → *Pase a la pregunta 49*

46. En los últimos 6 meses, ¿con qué frecuencia consiguió una cita con un especialista para su niño tan pronto como él o ella la necesitaba?

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

47. ¿Cuántos especialistas ha visto su niño en los últimos 6 meses?
- Ninguno → *Pase a la pregunta 49*
 - 1 especialista
 - 2
 - 3
 - 4
 - 5 especialistas o más

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

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

EL PLAN DE SALUD DE SU NIÑO

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

49. En los últimos 6 meses, ¿recibió información o ayuda de parte del servicio al cliente del plan de salud de su niño?
- Sí
 - No → *Pase a la pregunta 52*

50. En los últimos 6 meses, ¿con qué frecuencia el servicio al cliente del plan de salud de su niño le dio la información o ayuda que usted necesitaba?
- Nunca
 - A veces
 - La mayoría de las veces
 - Siempre

51. En los últimos 6 meses, ¿con qué frecuencia el personal de servicio al cliente del plan de salud de su niño le trató con cortesía y respeto?
- Nunca
 - A veces
 - La mayoría de las veces
 - Siempre

52. En los últimos 6 meses, ¿le dio el plan de salud de su niño algún formulario para llenar?
- Sí
 - No → *Pase a la pregunta 54*

53. En los últimos 6 meses, ¿con qué frecuencia fueron fáciles de llenar los formularios del plan de salud de su niño?
- Nunca
 - A veces
 - La mayoría de las veces
 - Siempre

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

○ ○ ○ ○ ○ ○ ○ ○ ○ ○ ○ ○
0 1 2 3 4 5 6 7 8 9 10
El peor plan de salud posible
El mejor plan de salud posible

MEDICINAS RECETADAS

55. En los últimos 6 meses, ¿consiguió alguna medicina recetada o renovó una receta para una medicina recetada para su niño?
- Sí
 - No → *Pase a la pregunta 58*



56. En los últimos 6 meses, ¿con qué frecuencia fue fácil conseguir medicinas recetadas para su niño a través de su plan de salud?

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

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

- Sí
- No

ACERCA DE USTED Y DE SU NIÑO

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

- Excelente
- Muy buena
- Buena
- Regular
- Mala

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

- Excelente
- Muy buena
- Buena
- Regular
- Mala

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

- Sí
- No → *Pase a la pregunta 63*

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

- Sí
- No → *Pase a la pregunta 63*

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

- Sí
- No

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

- Sí
- No → *Pase a la pregunta 66*

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

- Sí
- No → *Pase a la pregunta 66*

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

- Sí
- No

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

- Sí
- No → *Pase a la pregunta 69*

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

- Sí
- No → *Pase a la pregunta 69*

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

- Sí
- No

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

- Sí
- No → *Pase a la pregunta 72*

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

- Sí
- No → *Pase a la pregunta 72*

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

- Sí
- No

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

- Sí
- No → *Pase a la pregunta 74*

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

- Sí
- No

74. ¿Qué edad tiene su niño?

- Menos de un año

AÑOS (escriba la respuesta)

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

- Masculino
- Femenino

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

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

77. ¿A qué raza pertenece su niño? Marque una o más.

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

78. ¿Qué edad tiene usted?

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

79. ¿Es usted hombre o mujer?

- Hombre
- Mujer

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

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

◆

81. ¿Qué relación tiene con el niño?

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

82. ¿Le ayudó alguien a completar esta encuesta?

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

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

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

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

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

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

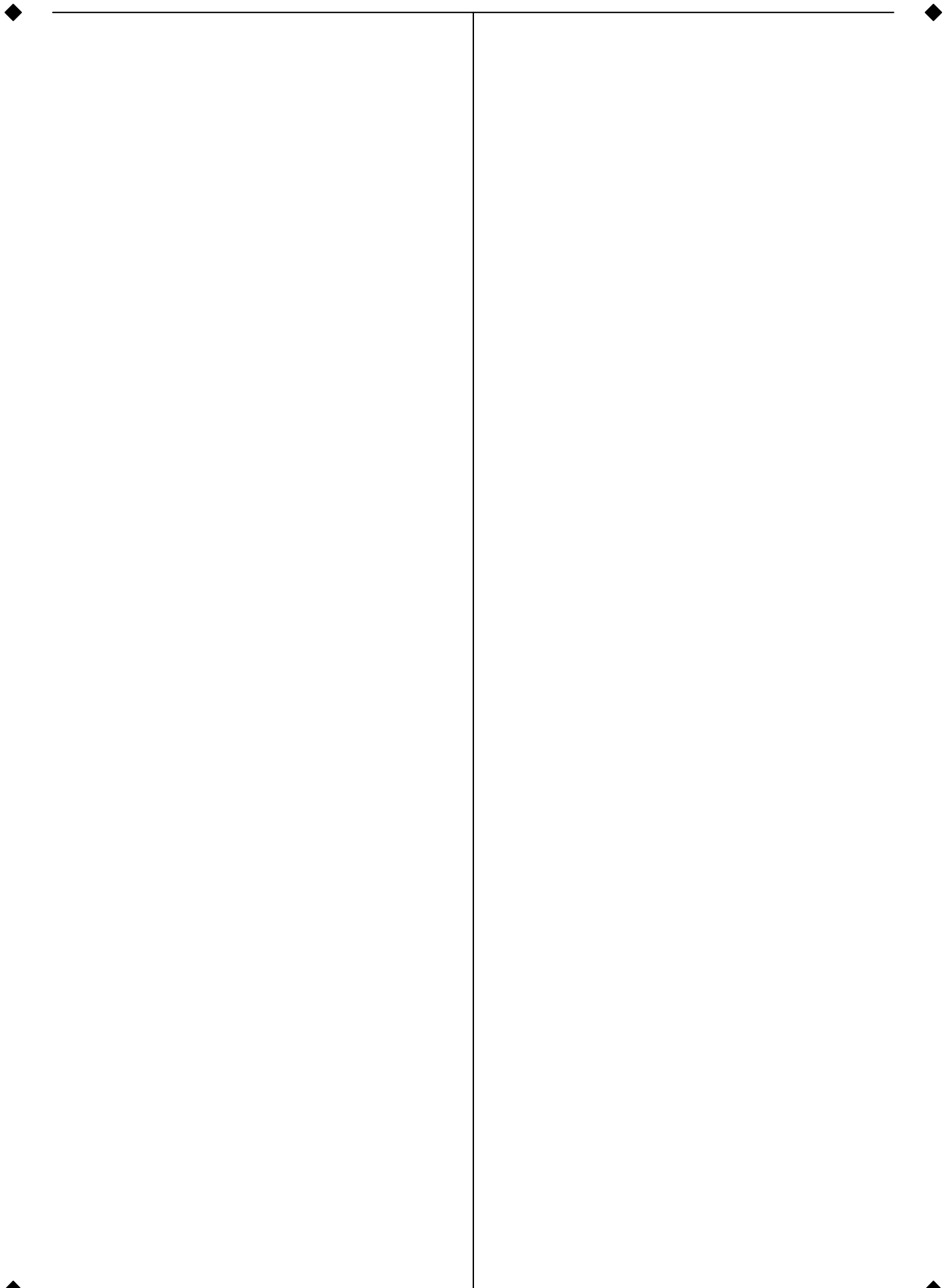


451-11



11

CTYSCCCC



DIAL.SCREEN

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

PHONE NUMBER ---> (###) ### - ####

(IWER: THIS IS NOT A PROXY INTERVIEW.)

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

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

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

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

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

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

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

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

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

RETURN TO COVERSHEET

MAIL.SCREEN

MS. INTERVIEWER: WE STILL NEED TO CONDUCT A TELEPHONE INTERVIEW EVEN
THOUGH R SAYS THEY'VE SENT BACK THE MAIL SURVEY.

I'm sorry, but we haven't received your survey back -- it may have been lost in the mail. And since the deadline for mailing surveys has passed, we're now in the telephone phase of this study. May I continue?

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

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

1. CONTINUE
2. REFUSAL BECAUSE ALREADY COMPLETED AND MAILED SURVEY BACK
3. REFUSAL
4. APPOINTMENT

IF MAIL.SCREEN = 1, GO TO RE.INTRO
RETURN TO COVERSHEET

RE.INTRO

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

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

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

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

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

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

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

("DK" NOT ALLOWED)

1. CONTINUE
2. APPOINTMENT
3. REFUSAL
4. LANGUAGE PROBLEM -- SPEAKS SPANISH
5. LANGUAGE PROBLEM -- DOESN'T SPEAK ENGLISH OR SPANISH
6. R - DOES NOT WANT TO BE RECORDED (VOLUNTEERED)
7. RETURN TO CS

SEX

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

- 1. MALE
- 2. FEMALE

SPAN.VAR

(IWER: ENTER LANGUAGE TO BE USED DURING INTERVIEW)

("DK" NOT ALLOWED)

- 1. Spanish
- 2. English

MEMBER

1. / MEMBER

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

("DK" NOT ALLOWED)

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

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

NPLNAME

2. / NPLNAME

What is the name of your health plan?

("DK" NOT ALLOWED)

[ENTER 1 IF R SAYS Oregon Health Plan]

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

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

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

PLNAME

2a. / PLNAME

(IWER: ENTER NAME OF HEALTH PLAN)

(VERIFY SPELLING BEFORE CONTINUING)

CK.PLMSTCR:

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

INTRO.INCARE

INTRO.INCARE

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

INCARE

3. / INCARE

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

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

DK/REFUSAL/NOT ASCERTAINED --> APMAKE4

CARSN4

4. / CARSN4

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

(READ LIST)

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

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

APMAKE4

5. / APMAKE4

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

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

DK/REFUSAL/NOT ASCERTAINED --> OFCTIM4

APGET4

6. / APGET4

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

(READ LIST)

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

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

OFCTIM4

7. / OFCTIM4

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

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

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

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

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

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

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

IF OFCTIM4=0 OR DK/REFUSAL AND QNAIRE <05 THEN GO TO PRSNLD4
IF OFCTIM4=0 OR DK/REFUSAL AND QNAIRE >05 THEN GO TO CHSCHL

PRVENT5

8. / PRVENT5

A health provider is the person you would see if you need a check-up, want advice about a health problem, or get sick or hurt.

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

- 1. YES
- 2. NO

DK/REFUSAL/NOT ASCERTAINED

RXSTP

9. / RXSTP

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

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

DK/REFUSAL/NOT ASCERTAINED --> RTALLCR

RXWHY

10. / RXWHY

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

(READ LIST)

- 1. NOT AT ALL,
- 2. A LITTLE,
- 3. SOME, OR
- 4. A LOT?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

RXWYNT

11. / RXWYNT

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

(READ LIST)

- 1. NOT AT ALL,
- 2. A LITTLE,
- 3. SOME, OR
- 4. A LOT?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

RXBST

12. / RXBST

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

- 1. YES
- 2. NO

DK/REFUSAL/NOT ASCERTAINED

RTALLCR

13. / RTALLCR

Using ANY NUMBER FROM 0 TO 10, where 0 is the worst health care possible and 10 is the best health care possible, what number would you use to rate all your health care in the last 6 months?

(IF NEEDED: "Please do not include any dental care you may have received.")

00	01	02	03	04	05	06	07	08	09	10
WORST										BEST
HEALTH CARE										HEALTH CARE
POSSIBLE										POSSIBLE

DK/REFUSAL/NOT ASCERTAINED

CARNES4

14. / CARNES4

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

(READ LIST)

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

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

PRSNLD4

15. / PRSNLD4

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

Do you have a personal doctor?

- 1. YES
- 2. NO -----> INTRO.SPDR

DK/REFUSAL/NOT ASCERTAINED --> INTRO.SPDR

DRTMS

16. / DRTMS

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

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

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

0. NONE, -----> RATEDR4
1. 1 TIME,
2. 2,
3. 3,
4. 4,
5. 5 TO 9, OR
6. 10 OR MORE TIMES?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ) --> RATEDR4

DREXPL4

17. / DREXPL4

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

(READ LIST)

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

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

DRLSTN4

18. / DRLSTN4

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

(READ LIST)

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

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

DRESPU4

19. / DRESPU4

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

(READ LIST)

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

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

DRTMEN4

20. / DRTMEN4

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

(READ LIST)

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

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

DIFFDR

21. / DIFFDR

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

- 1. YES
- 2. NO -----> RATEDR4

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ) --> RATEDR4

DRINFO

22. / DRINFO

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

(READ LIST)

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

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

RATEDR4

23. / RATEDR4

Using ANY NUMBER FROM 0 TO 10, where 0 is the worst personal doctor possible and 10 is the best personal doctor possible, what number would you use to rate your personal doctor?

00	01	02	03	04	05	06	07	08	09	10
WORST										BEST
PERSONAL										PERSONAL
DOCTOR POSSIBLE										DOCTOR POSSIBLE

DK/REFUSAL/NOT ASCERTAINED

INTRO.SPDR

INTRO.SPDR

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

NDSPDR4

24. / NDSPDR4

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

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

(CLARIFY IF NEEDED: "Specialists are doctors who specialize in one area of health care. Please include all doctors you consider to be specialists, but do not include any dental visits.")

(IWER: IF RESPONDENT ASKS, "Does my (type of specialist) count?", CLARIFY, "I don't have any information about that, so please just interpret it however it seems best to you.")

(CLARIFY IF NEEDED: "You can interpret this question however it seems best to you.")

- 1. YES
- 2. NO -----> INTRO.PLAN

DK/REFUSAL/NOT ASCERTAINED --> INTRO.PLAN

PRBSEE4

25. / PRBSEE4

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

(READ LIST)

- 1. NEVER,
- 2. SOMETIMES,
- 3. USUALLY, OR
- 4. ALWAYS?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

SPDRS

26. / SPDRS

How many specialists have you seen in the last 6 months?

(CLARIFY IF NEEDED: "Specialists are doctors like surgeons, heart doctors, allergy doctors, skin doctors, and other doctors who specialize in one area of health care. Would you say you've seen...")

(READ LIST IF NEEDED: "Would you say...")

- 0. NONE, -----> INTRO.PLAN
- 1. 1 SPECIALIST,
- 2. 2,
- 3. 3,
- 4. 4, OR
- 5. 5 OR MORE SPECIALISTS?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ) --> INTRO.PLAN

RTSPDR4

27. / RTSPDR4

We want to know your rating of the specialist you saw most often in the last 6 months.

Using any number from 0 to 10, where 0 is the worst specialist possible and 10 is the best specialist possible, what number would you use to rate that specialist?

(Clarify if necessary: "Specialists are doctors like surgeons, heart doctors, allergy doctors, skin doctors, and other doctors who specialize in one area of health care.")

- | | | | | | | | | | | |
|------------|----|----|----|----|----|----|----|----|----|------------|
| 00 | 01 | 02 | 03 | 04 | 05 | 06 | 07 | 08 | 09 | 10 |
| WORST | | | | | | | | | | BEST |
| SPECIALIST | | | | | | | | | | SPECIALIST |
| POSSIBLE | | | | | | | | | | POSSIBLE |

DK/REFUSAL/NOT ASCERTAINED

INTRO.PLAN

INTRO.PLAN

Now I'm going to ask you some questions about your experience with your health plan.

LOOMAT4

28. / LOOMAT4

In the last 6 months, did you look for any information in written materials or on the Internet about how your health plan works?

- 1. YES
- 2. NO -----> CLCSR4

DK/REFUSAL/NOT ASCERTAINED --> CLCSR4

UNDINF4

29. / UNDINF4

In the last 6 months, how often did the written materials OR the Internet provide the information you needed about how your health plan works? Would you say...

(READ LIST)

- 1. NEVER,
- 2. SOMETIMES,
- 3. USUALLY, or
- 4. ALWAYS?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

CLCSR4

30. / CLCSR4

In the last 6 months, did you get information or help from [your health plan's customer service/customer service at 's health plan] ?

- 1. YES
- 2. NO -----> PLPRW4

DK/REFUSAL/NOT ASCERTAINED --> PLPRW4

PBCLCS4

31. / PBCLCS4

In the last 6 months, how often did your health plan's customer service give you the information or help you needed? Would you say...

(READ LIST)

- 1. NEVER,
- 2. SOMETIMES,
- 3. USUALLY, or
- 4. ALWAYS?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

CSRESP

32. / CSRESP

In the last 6 months, how often did your health plan's customer service staff treat you with courtesy and respect? Would you say...

(READ LIST)

- 1. NEVER,
- 2. SOMETIMES,
- 3. USUALLY, or
- 4. ALWAYS?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

PLPRWK4

33. / PLPRWK4

In the last 6 months, did your health plan give you any forms to fill out?

- 1. YES
- 2. NO -----> RTPLEXP

DK/REFUSAL/NOT ASCERTAINED --> RTPLEXP

PBPLPW4

34. / PBPLPW4

In the last 6 months, how often were the forms from your health plan easy to fill out? Would you say...

(READ LIST)

- 1. NEVER,
- 2. SOMETIMES,
- 3. USUALLY, or
- 4. ALWAYS?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

RTPLEXP

35. / RTPLEXP

Using any number from 0 to 10, where 0 is the worst health plan possible and 10 is the best health plan possible, what number would you use to rate your health plan?

00	01	02	03	04	05	06	07	08	09	10
WORST										BEST
HEALTH PLAN										HEALTH PLAN
POSSIBLE										POSSIBLE

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

HPMDEQ

35a. / HPMDEQ

In the last 6 months, did you have a health problem for which you needed special medical equipment, such as a cane, a wheelchair, or oxygen equipment?

(READ LIST)

- 1. YES
- 2. NO -----> POSTHP

DK/REFUSAL/NOT ASCERTAINED

EZMDHP

35b. / EZMDHP

In the last 6 months, how often was it easy to get the medical equipment you needed through your health plan?

(READ LIST)

- 1. NEVER
- 2. SOMETIMES
- 3. USUALLY
- 4. ALWAYS

DK/REFUSAL/NOT ASCERTAINED

POSTHP

35c. / POSTHP

In the last 6 months, did you have any health problems that needed special therapy, such as physical, occupational, or speech therapy?

(READ LIST)

- 1. YES
- 2. NO -----> INTRO.DTLKTF

DK/REFUSAL/NOT ASCERTAINED

EZPOST

35d. / EZPOST

In the last 6 months, how often was it easy to get the special therapy you needed through your health plan? Would you say...

- 1. NEVER
- 2. SOMETIMES
- 3. USUALLY
- 4. ALWAYS

DK/REFUSAL/NOT ASCERTAINED

INTRO.DTLKTF

INTRO.DTLKTF

The following questions ask about how much you think your doctor or other health provider respects your beliefs, attitudes, language and behavior.

DTLKTF

35e. / DTLKTF

A health provider could be a general doctor, a specialist doctor, a nurse practitioner, a physician assistant, a nurse or anyone else you would see for health care.

In the last 6 months, how often did a doctor or other health provider talk too fast when talking to you? Would you say..

(READ LIST)

1. NEVER,
2. SOMETIMES,
3. USUALLY,
4. ALWAYS

DK/REFUSAL/NOT ASCERTAINED

DINTER

35f. / DINTER

In the last 6 months, how often did a doctor or other health provider interrupt you when you were speaking?

(READ LIST)

1. NEVER,
2. SOMETIMES,
3. USUALLY, or
4. ALWAYS

DK/REFUSAL/NOT ASCERTAINED

DRRUDE

35g. / DRRUDE

In the last 6 months, how often did a doctor or other health provider use a condescending, sarcastic, or rude tone or manner with you?

(READ LIST)

1. NEVER,
2. SOMETIMES,
3. USUALLY, or
4. ALWAYS

DK/REFUSAL/NOT ASCERTAINED

DRTELL

35h. / DRTELL

In the last 6 months, did you feel you could tell a doctor or other health provider anything, even things that you might not tell anyone else? Would you say...

(READ LIST)

1. YES, DEFINITELY
2. YES, SOMEWHAT OR
3. NO

DK/REFUSAL/NOT ASCERTAINED

DTRUST

35i. / DTRUST

In the last 6 months, did you feel you could trust a doctor or other health provider with your medical care? Would you say...

(READ LIST)

1. YES, DEFINITELY
2. YES, SOMEWHAT OR
3. NO

DK/REFUSAL/NOT ASCERTAINED

DTRUTH

35j. / DTRUTH

In the last 6 months, did you feel a doctor or other health provider always told you the truth about your health, even if there was bad news? Would you say...

(READ LIST)

1. YES, DEFINITELY
2. YES, SOMEWHAT OR
3. NO

DK/REFUSAL/NOT ASCERTAINED

DCAREH

35k. / DCAREH

In the last 6 months, did you feel this provider cared as much as you do about your health? Would you say...

(READ LIST)

1. YES, DEFINITELY
2. YES, SOMEWHAT OR
3. NO

DK/REFUSAL/NOT ASCERTAINED

DCAREP

35l. / DCAREP

In the last 6 months, did you feel this provider cared about you as a person? Would you say...

(READ LIST)

1. NEVER,
2. SOMETIMES,
3. USUALLY, or
4. ALWAYS

DK/REFUSAL/NOT ASCERTAINED

UNFETH

35m. / UNFETH

In the last 6 months, how often have you been treated unfairly at a doctor or other health provider's office because of your race or ethnicity? Would you say...

(READ LIST)

1. NEVER,
2. SOMETIMES,
3. USUALLY, or
4. ALWAYS

DK/REFUSAL/NOT ASCERTAINED

UNFINS

35n. / UNFINS

In the last 6 months, how often have you been treated unfairly at a doctor or other health provider's office because of the type of health insurance you have or because you do not have health insurance? Would you say...

(READ LIST)

1. NEVER,
2. SOMETIMES,
3. USUALLY, or
4. ALWAYS

DK/REFUSAL/NOT ASCERTAINED

INTRO.ALLINF

INTRO.ALLINF

The following questions ask about how much you think your doctor or other health provider helps you understand the information and services you need to make decisions about your health.

ALLINF

35o. / ALLINF

In the last 6 months, how often did a doctor or other health provider give you all the information you wanted about your health? Would you say..

(READ LIST)

- 1. NEVER,
- 2. SOMETIMES,
- 3. USUALLY, or
- 4. ALWAYS

DK/REFUSAL/NOT ASCERTAINED

TLKQS

35p. / TLKQS

In the last 6 months, how often did a doctor or other health provider encourage you to talk about all your health questions or concerns? Would you say..

(READ LIST)

- 1. NEVER,
- 2. SOMETIMES,
- 3. USUALLY, or
- 4. ALWAYS

DK/REFUSAL/NOT ASCERTAINED

DMEDW

35q. / DMEDW

In the last 6 months, how often did a doctor or other health provider use medical words you did not understand? Would you say..

(READ LIST)

- 1. NEVER,
- 2. SOMETIMES,
- 3. USUALLY, or
- 4. ALWAYS

DK/REFUSAL/NOT ASCERTAINED

PRFLANG

35r. / PRFLANG

What is your preferred language? Would you say..

(READ LIST)

- 1. ENGLISH, -----> HLTSTA4
- 2. SPANISH, or
- 3. SOME OTHER LANGUAGE

DK/REFUSAL/NOT ASCERTAINED

SPKENG

35s. / SPKENG

How well do you speak English? Would you say...

(READ LIST)

- 1. VERY WELL,
- 2. WELL,
- 3. NOT WELL, or
- 4. NOT AT ALL

DK/REFUSAL/NOT ASCERTAINED

DSPKPRF

35t. / DSPKPRF

In the last 6 months, when you called or spoke to someone from your health plan, how often did they speak your preferred language? Would you say...

(READ LIST)

- 1. NEVER,
- 2. SOMETIMES,
- 3. USUALLY, or
- 4. ALWAYS

DK/REFUSAL/NOT ASCERTAINED

NDINTRP

35u. / NDIRTRP

An interpreter is someone who helps you talk with others who do not speak your language. Interpreters can include staff from the health plan or telephone interpreters.

In the last 6 months, was there any time when you needed an interpreter to talk with someone from your health plan?

- 1. YES
- 2. NO -----> HLTSTA4

DK/REFUSAL/NOT ASCERTAINED

FRTRAN

35v. / FRTRAN

In the last 6 months, did anyone from the health plan let you know that an interpreter was available free of charge? Would you say...

(READ LIST)

- 1. NEVER,
- 2. SOMETIMES,
- 3. USUALLY, or
- 4. ALWAYS

DK/REFUSAL/NOT ASCERTAINED

INTROFC

35w. / INTROFC

In the last 6 months, how often did you use an interpreter provided by your health plan to help you talk with someone from the plan? Would you say..

(READ LIST)

- 1. NEVER, -----> INTRFRD
- 2. SOMETIMES,
- 3. USUALLY, or
- 4. ALWAYS

DK/REFUSAL/NOT ASCERTAINED

MOTRAN

35x. / MOTRAN

In the last 6 months, when you used an interpreter provided by your health plan, who was it? Was it..

(READ LIST)

- 1. A STAFF MEMBER FROM THE HEALTH PLAN
- 2. AN INTERPRETER PROVIDED IN-PERSON BY THE HEALTH PLAN
- 3. A TELEPHONE INTERPRETER PROVIDED BY THE HEALTH PLAN
- 4. SOMEONE ELSE PROVIDED BY THE HEALTH PLAN
- 5. DON'T KNOW OR UNSURE

REFUSAL/NOT ASCERTAINED

CRTRAN

35y. / CRTRAN

In the last 6 months, how often did this interpreter treat you with courtesy and respect? Would you say..

(READ LIST)

- 1. NEVER,
- 2. SOMETIMES,
- 3. USUALLY, or
- 4. ALWAYS

DK/REFUSAL/NOT ASCERTAINED

RATEINT

35z. / RATEINT

Using any number from 0 to 10, where 0 is the worst interpreter possible and 10 is the best interpreter possible, what number would you use to rate this interpreter?

00	01	02	03	04	05	06	07	08	09	10
WORST										BEST
INTERPRETER										INTERPRETER
POSSIBLE										POSSIBLE

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

INTRFRD

35aa. / INTRFRD

In the last 6 months, how often did you use a friend or family member as an interpreter when you talked with someone from your health plan? Would you say...

(READ LIST)

1. NEVER, -----> HLTSTA4
2. SOMETIMES,
3. USUALLY, or
4. ALWAYS

DK/REFUSAL/NOT ASCERTAINED

FRDPREF

35ab. / FRDPREF

In the last 6 months, did you use friends or family members as interpreters because that was what you preferred? Would you say...

(READ LIST)

1. NEVER,
2. SOMETIMES,
3. USUALLY, or
4. ALWAYS

DK/REFUSAL/NOT ASCERTAINED

HLTSTA4

36. / HLTSTA4

In general, how would you rate your overall health? Would you say it is...

(READ LIST)

1. EXCELLENT,
2. VERY GOOD,
3. GOOD,
4. FAIR, OR
5. POOR?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

MNTLSTAT

37. / MNTLSTAT

In general, how would you rate your overall MENTAL OR EMOTIONAL health? Would you say it is...

(READ LIST)

- 1. EXCELLENT,
- 2. VERY GOOD,
- 3. GOOD,
- 4. FAIR, OR
- 5. POOR?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

FLUSHOTQ

38. / FLUSHOTQ

Have you had either a flu shot or flu spray in the nose since July 1, 2013?

- 1. YES
- 2. NO
- 3. DON'T KNOW
- 9. REFUSAL/NOT ASCERTAINED (DO NOT READ)

NOWSMOK

39. / NOWSMOK

Do you now smoke cigarettes or use tobacco...

(READ LIST)

- 1. EVERY DAY,
- 2. SOME DAYS, OR
- 3. NOT AT ALL? -----> ASPDAY
- 4. DON'T KNOW (DO NOT READ) -----> ASPDAY
- 9. REFUSAL/NOT ASCERTAINED (DO NOT READ) --> ASPDAY

ADVQUIT9

40. / ADVQUIT9

In the last 6 months, how often were you advised to quit smoking or using tobacco by a doctor or other health provider in your plan? Would you say...

(READ LIST)

- 1. NEVER,
- 2. SOMETIMES,
- 3. USUALLY, OR
- 4. ALWAYS?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

PATCH9

41. / PATCH9

In the last 6 months, how often was medication recommended or discussed by a doctor or health provider to assist you with quitting smoking or using tobacco? Examples of medication are: nicotine gum, patch, nasal spray, inhaler, or prescription medication. Would you say...

(READ LIST)

1. NEVER,
2. SOMETIMES,
3. USUALLY, OR
4. ALWAYS?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

WILLPWR9

42. / WILLPWR9

In the last 6 months, how often did your doctor or health provider discuss or provide methods and strategies other than medication to assist you with quitting smoking or using tobacco? Examples of methods and strategies are: telephone helpline, individual or group counseling, or cessation program. Would you say...

(READ LIST)

1. NEVER,
2. SOMETIMES,
3. USUALLY, OR
4. ALWAYS?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

ASPDAY

43. / ASPDAY

Do you take aspirin daily or every other day?

(IF NEEDED: "Would you say YES or NO?")

(IWER: If the R asks about whether a particular medication or Brand name is considered aspirin, you may provide the following clarification:

Aspirin: Bayer and Bufferin

Not Aspirin: Tylenol, Motrin, Aleve, Advil, ibuprofen and acetaminophen)

1. YES
2. NO
3. DON'T KNOW
9. REFUSAL/NOT ASCERTAINED (DO NOT READ)

ASPUSF

44. / ASPUSF

Do you have a health problem or take medication that makes taking aspirin unsafe for you?

(IF NEEDED: "Would you say YES or NO?")

1. YES
2. NO
3. DON'T KNOW
9. REFUSAL/NOT ASCERTAINED (DO NOT READ)

ASPPRV

45. / ASPPRV

Has a doctor or health provider ever discussed with you the risks and benefits of aspirin to prevent heart attack or stroke?

1. YES
2. NO

DK/REFUSAL/NOT ASCERTAINED

INTRO.AWCOND

INTRO.AWCOND

When I read the following list, please tell me if you are aware that you have any of these conditions.

PHAWCD.(1-3)

46.(1-3) / PHAWCD.(1-3)

[First,/(Next/How About...)]

1. "High cholesterol"
2. "High blood pressure"
3. "Parent or sibling who had a heart attack before the age of 60"?

(IWER IF NECESSARY: "Are you aware that you have this condition?")

1. YES
2. NO

DK/REFUSAL/NOT ASCERTAINED

INTRO.DRCOND

INTRO.DRCOND

When I read the following list, please tell me if a doctor has ever told you that you have any of these conditions.

PHDRCD.(1-4)

47.(1-4) / PHDRCD.(1-4)

[First,/(Next/How About...)]

1. "A heart attack"
2. "Angina or coronary heart disease"
3. "A stroke"
4. "Any kind of diabetes or high blood sugar"?

(IWER IF NECESSARY: "Has a doctor ever told you that you have this condition?")

[FOR PHDRCD.2: (IWER IF NEEDED, CLARIFY: Angina pectoris (an-JYE-nuh or AN-jin-uh PECK-ter-iss) is severe pain in the chest associated with insufficient blood supply to the heart.)]

1. YES
2. NO

DK/REFUSAL/NOT ASCERTAINED

SMPROB

48. / SMPROB

[I have just a few more questions.]

In the last 6 months, did you get health care 3 or more times for the same condition or problem?

1. YES
2. NO -----> TKMED

DK/REFUSAL/NOT ASCERTAINED

PRBLST

49. / PRBLST

Is this a condition or problem that has lasted for at least 3 months?
[Please do NOT include pregnancy or menopause.]

[IWER IF NEEDED, CLARIFY: Menopause (men-ne-paws) is the time in a woman's life when she stops having menstrual periods. It is sometimes called 'the change of life' or 'the change'.)]

1. YES
2. NO

DK/REFUSAL/NOT ASCERTAINED

TKMED

50. / TKMED

Do you now need or take medicine prescribed by a doctor? [Please do NOT include birth control.]

1. YES
2. NO -----> QAGE4

DK/REFUSAL\NOT ASCERTAINED

TRTCOND

51. / TRTCOND

Is this medicine to treat a condition that has lasted for at least three months? Please do NOT include pregnancy or menopause.

1. YES
2. NO

DK/REFUSAL/NOT ASCERTAINED

52. / QAGE4

What is your age?

(IWER: IF NEEDED CLARIFY, "Please answer based on your age as of your last birthday.")

(READ LIST IF NEEDED, "Are you...")

1. 18 TO 24,
2. 25 TO 34,
3. 35 TO 44,
4. 45 TO 54,
5. 55 TO 64,
6. 65 TO 74, OR
7. 75 OR OLDER?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

QGENDER

53. / QGENDER

(IWER: RECORD RESPONDENT'S SEX, 'DK' NOT ALLOWED)

(ASK IF NECESSARY, "Are you male or female?")

1. MALE
2. FEMALE

EDUCAT

54. / EDUCAT

What is the highest grade or level of school that you have COMPLETED?
Did you complete...

(IWER: IF R SAYS HE/SHE HAD NON-ACADEMIC TRAINING, SUCH AS TRADE SCHOOL, PROBE: "Did you receive a high school diploma or GED?")

(IWER: ACADEMIC TRAINING BEYOND A HIGH SCHOOL DIPLOMA THAT DOES NOT LEAD TO A BACHELORS DEGREE, SHOULD BE CODED "4". IF R WENT TO BUSINESS SCHOOL OR GOT A 3-YEAR NURSING DEGREE, ENTER "4")

(IWER: IF R OFFERS MORE THAN ONE RESPONSE, FOR EXAMPLE: "SOME HIGH SCHOOL OR GED", ENTER THE HIGHEST NUMBER THAT APPLIES.)

(READ LIST)

1. 8TH GRADE OR LESS,
2. SOME HIGH SCHOOL, BUT DID NOT GRADUATE,
3. HIGH SCHOOL GRADUATE OR GED,
4. SOME COLLEGE OR 2-YEAR DEGREE,
5. 4-YEAR COLLEGE GRADUATE, OR
6. MORE THAN A 4-YEAR COLLEGE DEGREE?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

LATINO

55. / LATINO

Are you of Hispanic or Latino origin or descent?

1. YES / HISPANIC OR LATINO
2. NO / NOT HISPANIC OR LATINO

DK/REFUSAL/NOT ASCERTAINED

INTRO.RACE

INTRO.RACE

I am going to read a list of race categories. For each category, please say YES or NO if it describes your race. I must ask you about all categories in case more than one applies.

PQRACE3.(1-6)

56.(1-6) / PQRACE3.(1-6)

[(Are you)]

1. "White"
2. "Black or African-American"
3. "Asian"
4. "Native Hawaiian or other Pacific Islander"
5. "American Indian or Alaska Native"
6. "Some other race"?

(IWER: IF R REPLIES "WHY ARE YOU ASKING ABOUT MY RACE?" SAY
"We ask about your race for demographic purposes only.
We want to be sure that the people we survey accurately represent the
racial diversity of managed care enrollees in this country.")

(IWER: If R answers with a category not listed here, such as "HISPANIC"
or "AMERICAN" or "MIXED RACE", probe using the category "OTHER".)

1. YES
2. NO

DK/REFUSAL/NOT ASCERTAINED

QRACE3.OTH / QRACE3.OTH
(What is your race?)

ALL.DONE
THANKS.SCREEN.

Those are all the questions I have.

Thank you for taking part in this important interview.

Have a nice (day/evening). Good bye.

RETURN TO COVERSHEET

EDIT.FLG
(IWER: DO YOU NEED TO TYPE AN EDIT?)

1. YES
2. NO

IF EDIT.FLG = 2 THEN GO TO CK.END.EDIT

EDIT.OTH
EDIT.OTH. (IWER: PLEASE TYPE YOUR EDIT-BE SPECIFIC-INCLUDE:

- 1) QUESTION NUMBER(S)
 - 2) WHAT WAS ENTERED
 - 3) WHAT NEEDS TO BE CHANGED
-

CK.END.EDIT
LANG.DID

LANG.DID. IWER: DID YOU DO THIS INTERVIEW IN...

1. ENGLISH,
2. SPANISH OR
3. BOTH?

END.SCREEN

COVERSHEET NOT NEEDED

I may need to contact you again later, but today we are only interviewing members of Oregon Health Plan, so those are all the questions I have. Thank you very much for your help.

(RC = [RC%])

RETURN TO COVERSHEET

TRANS.SCRN

INTERVIEWER: YOU HAVE INDICATED THAT YOU HAVE A SPANISH SPEAKER OR A HOUSEHOLD WITH A LANGUAGE PROBLEM.

1. IF THIS COVERSHEET SHOULD BE MOVED TO THE SPANISH PROJECT ENTER "1"
2. IF THIS WAS AN ERROR, TYPE "2" TO GO BACK

WHAT.LANG

INTERVIEWER: WHAT LANGUAGE DO YOU THINK THEY SPEAK IN THIS HOUSEHOLD?

DK

GOOD.BYE

INTERVIEWER: [THIS ID HAS BEEN TRANSFERRED TO THE SPANISH PROJECT/THIS ID IS NOT ELIGIBLE FOR TRANSFER TO THE SPANISH PROJECT. THIS ID WILL BE CODED AS A LANGUAGE PROBLEM]

[(RC = 80)/(RC = 63)]

DIAL.SCREEN

DS. INTERVIEWER: YOU MAY DO THE INTERVIEW WITH ONLY THE PARENT OR GUARDIAN WHO KNOWS MOST ABOUT [MEMBER NAME]'S HEALTH CARE]

PHONE NUMBER ---> (###) ### - ####

(IWER: THIS IS A PROXY INTERVIEW.)

Hello, I'm calling on behalf of Oregon Health Plan. Portions of this call may be monitored and recorded for quality control. May I please speak with the person who knows the most about [NAME OF CHILD]'s health care]?

(IF NEEDED: "We are conducting an important study to find out how satisfied families are with Oregon Health Plan. The results of the study will help Oregon Health Plan improve the care they provide and will also help consumers when they choose health care plans.")

(IF NEEDED: "The interview is completely confidential and voluntary, and will not affect your child's health care or benefits in any way.")

(IF NEEDED: "This is purely a research study -- we are polling people about their child's health and health care.")

(IF R SAYS THEY WILL DO THE MAIL SURVEY AND SEND IT BACK or THEY WOULD LIKE ANOTHER SURVEY MAILED TO THEM, EXPLAIN: "I'm sorry, but the deadline for mailing surveys has passed and we're now in the telephone phase of this study. May I continue?")

01. CONTINUE
02. ALREADY COMPLETED AND MAILED SURVEY BACK
03. NEW PHONE NUMBER
04. REFUSAL
05. APPOINTMENT
06. NEVER HEARD OF R
07. KNOWS R BUT HAS NO NEW NUMBER FOR R
08. RNA, ANS MACH, RETURN TO COVERSHEET
09. LANGUAGE PROBLEM -- SPEAKS SPANISH
10. LANGUAGE PROBLEM -- DOESN'T SPEAK ENGLISH OR SPANISH

IF DIAL.SCREEN = 01, GO TO RE.INTRO

IF DIAL.SCREEN = 02, GO TO MAIL.SCREEN

IF DIAL.SCREEN = 03, ENTER NEW NUMBER ON COVERSHEET AND RE-DIAL

RETURN TO COVERSHEET

MAIL.SCREEN

MS. INTERVIEWER: WE STILL NEED TO CONDUCT A TELEPHONE INTERVIEW EVEN
THOUGH R SAYS THEY'VE SENT BACK THE MAIL SURVEY.

I'm sorry, but we haven't received your survey back -- it may have been lost in the mail. And since the deadline for mailing surveys has passed, we're now in the telephone phase of this study. May I continue?

(IF NEEDED: "This is purely a research study -- we are polling people about their child's health and health care.")

(IF R SAYS THEY WILL DO THE MAIL SURVEY AND SEND IT BACK or THEY WOULD LIKE ANOTHER SURVEY MAILED TO THEM, EXPLAIN: "I'm sorry, but the deadline for mailing surveys has passed and we're now in the telephone phase of this study. May I continue?")

1. CONTINUE
2. REFUSAL BECAUSE ALREADY COMPLETED AND MAILED SURVEY BACK
3. REFUSAL
4. APPOINTMENT

IF MAIL.SCREEN = 1, GO TO RE.INTRO
RETURN TO COVERSHEET

RE.INTRO

RE.INTRO. (INTERVIEWER: READ PARENS TEXT IF R ISN'T PERSON WHO ANSWERED
PHONE OR HAS NOT HEARD IT YET.)

(Hello, I'm calling on behalf of Oregon Health Plan. Portions of this call may be monitored and recorded for quality control.)

We are conducting an important study to find out how satisfied families are with Oregon Health Plan. The results of the study will help Oregon Health Plan improve the care they provide and will also help consumers when they choose health care plans.

The interview is completely confidential and voluntary, and will not affect your child's health care or benefits in any way.

(IF R ASKS: "How long will this take?", EXPLAIN: "The questions should take about 12-15 minutes to answer.")

(IF NEEDED: "This is purely a research study -- we are polling people about their child's health and health care.")

(IF R SAYS THEY WILL DO THE MAIL SURVEY AND SEND IT BACK or THEY WOULD LIKE ANOTHER SURVEY MAILED TO THEM, EXPLAIN: "I'm sorry, but the deadline for mailing surveys has passed and we're now in the telephone phase of this study. May I continue?")

("DK" NOT ALLOWED)

1. CONTINUE
2. APPOINTMENT
3. REFUSAL
4. LANGUAGE PROBLEM -- SPEAKS SPANISH
5. LANGUAGE PROBLEM -- DOESN'T SPEAK ENGLISH OR SPANISH
6. R - DOES NOT WANT TO BE RECORDED (VOLUNTEERED)
7. RETURN TO CS

SEX

SEX. (IWER: RECORD RESPONDENT'S SEX, 'DK' NOT ALLOWED)

- 1. MALE
- 2. FEMALE

SPAN.VAR

(IWER: ENTER LANGUAGE TO BE USED DURING INTERVIEW)

("DK" NOT ALLOWED)

- 1. Spanish
- 2. English

MEMBER

1. / MEMBER

[I will be asking you about [NAME OF CHILD]'s health care. Please answer these questions based on the experiences you have had in getting health care for [NAME OF CHILD], and NOT on any experiences you may have had getting care for yourself or other members of your family.]

Our records show that your child is now in Oregon Health Plan. Is that right?

("DK" NOT ALLOWED)

(IWER: IF R SAYS "LEFT PLAN" OR "SWITCHED PLANS" OR "NO LONGER INSURED" ENTER "2". IF R IS NOT SURE IF HE/SHE IS PART OF OREGON HEALTH PLAN, ENTER "2".)

- 1. YES --> CK.PLMSTCR
- 2. NO

NPLNAME

2. / NPLNAME

What is the name of your child's health plan?

("DK" NOT ALLOWED)

[ENTER 1 IF R SAYS OREGON HEALTH PLAN]

(IF R SAYS SOMETHING CLOSE TO OREGON HEALTH PLAN, ENTER "2")

(IF R NOT SURE OF PLAN NAME, ENTER "2")

- 1. EXACT MATCH -----> CK.PLMSTCR
- 2. POSSIBLE MATCH -----> PLNAME
- 3. NOT A MATCH -----> PLNAME
- 4. CHILD NO LONGER INSURED -----> NO.INSUR
- 5. CHILD INSURED BY MEDICAID BUT DOESN'T ----> CK.PLMSTCR
KNOW PLAN NAME
- 6. CHILD INSURED BUT NOT BY MEDICAID -----> NO.INSUR

PLNAME

2a. / PLNAME

(IWER: ENTER NAME OF HEALTH PLAN)

(VERIFY SPELLING BEFORE CONTINUING)

CK.PLMSTCR:

IF NPLNAME = NOT A MATCH (3), GO TO END.SCREEN

INTRO.INCARE

INTRO.INCARE

Now I'm going to ask you some questions about your child's health care. When you answer these questions, please do NOT include dental visits or care your child got when [he/she] stayed overnight in a hospital.

INCARE

3. / INCARE

In the last 6 months, did your child have an illness, injury, or condition that NEEDED CARE RIGHT AWAY in a clinic, emergency room, or doctor's office?

- 1. YES
- 2. NO -----> APMAKE4

DK/REFUSAL/NOT ASCERTAINED --> APMAKE4

CARSN4

4. / CARSN4

In the last 6 months, when your child NEEDED CARE RIGHT AWAY, how often did your child get care as soon as [he/she] needed? Would you say...

(READ LIST)

- 1. NEVER,
- 2. SOMETIMES,
- 3. USUALLY, OR
- 4. ALWAYS?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

APMAKE4

5. / APMAKE4

In the last 6 months, did you make any appointments for a CHECK-UP OR ROUTINE CARE for your child at a doctor's office or clinic?

- 1. YES
- 2. NO -----> OFCTIM4

DK/REFUSAL/NOT ASCERTAINED --> OFCTIM4

APGET4

6. / APGET4

In the last 6 months, when you made an appointment for a CHECK-UP OR ROUTINE CARE for your child at a doctor's office or clinic, how often did you get an appointment as soon as your child needed? Would you say...

(READ LIST)

- 1. NEVER,
- 2. SOMETIMES,
- 3. USUALLY, OR
- 4. ALWAYS?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

OFCTIM4

7. / OFCTIM4

In the last 6 months, NOT counting the times your child went to an emergency room, how many times did [he/she] go to a doctor's office or clinic to get health care?

(IWER: IF NECESSARY: "Your best estimate would be fine.")

(IWER: IF NEEDED CLARIFY: "Please don't include dental care your child received.")

(IWER: IF NEEDED CLARIFY, "Please include ALL doctor visits including those for routine, regular care and for an illness or injury.")

(READ LIST IF NEEDED: "Would you say...")

- 0. NONE,
- 1. 1 TIME,
- 2. 2,
- 3. 3,
- 4. 4,
- 5. 5 TO 9, OR
- 6. 10 OR MORE TIMES?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

IF OFCTIM4=0 OR DK/REFUSAL AND QNAIRE <05 THEN GO TO PRSNLD4
IF OFCTIM4=0 OR DK/REFUSAL AND QNAIRE >05 THEN GO TO CHSCHL

PRVENT5

8. / PRVENT5

In the last 6 months, did you and your child's doctor or other health provider talk about specific things you could do to prevent illness in your child?

- 1. YES
- 2. NO

DK/REFUSAL/NOT ASCERTAINED

OFTQUES

9. / OFTQUES

In the last 6 months, how often did you have your questions answered by your child's doctors or other health providers? Would you say...

(READ LIST)

- 1. NEVER,
- 2. SOMETIMES,
- 3. USUALLY, OR
- 4. ALWAYS?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

RXSTP

10. / RXSTP

In the last 6 months, did you and your child's doctor or other health provider talk about starting or stopping a prescription medicine for your child?

- 1. YES
- 2. NO -----> RTALLCR

DK/REFUSAL/NOT ASCERTAINED --> RTALLCR

RXWHY

11. / RXWHY

When you talked about your child starting or stopping a prescription medicine, how much did a doctor or other health provider talk about the reasons you might want your child to take a medicine? Would you say...

(READ LIST)

- 1. NOT AT ALL,
- 2. A LITTLE,
- 3. SOME, OR
- 4. A LOT?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

RXWYNT

12. / RXWYNT

When you talked about your child starting or stopping a prescription medicine, how much did a doctor or other health provider talk about the reasons you might NOT want your child to take a medicine? Would you say...

(READ LIST)

- 1. NOT AT ALL,
- 2. A LITTLE,
- 3. SOME, OR
- 4. A LOT?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

RXBST

13. / RXBST

When you talked about your child starting or stopping a prescription medicine, did a doctor or other health provider ask you what you thought was best for your child?

- 1. YES
- 2. NO

DK/REFUSAL/NOT ASCERTAINED

RTALLCR

14. / RTALLCR

Using ANY NUMBER FROM 0 TO 10, where 0 is the worst health care possible and 10 is the best health care possible, what number would you use to rate all your child's health care in the last 6 months?

(IF NEEDED: "Please do not include any dental care your child may have received.")

00	01	02	03	04	05	06	07	08	09	10
WORST										BEST
HEALTH CARE										HEALTH CARE
POSSIBLE										POSSIBLE

DK/REFUSAL/NOT ASCERTAINED

CARNES4

15. / CARNES4

In the last 6 months, how often was it easy to get the care, tests, or treatment your child needed? Would you say...

(READ LIST)

- 1. NEVER,
- 2. SOMETIMES,
- 3. USUALLY, OR
- 4. ALWAYS?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

CHSCHL

16. / CHSCHL

Is your child now enrolled in any kind of school or daycare?

- 1. YES
- 2. NO -----> MEDEQUIP

DK/REFUSAL/NOT ASCERTAINED --> MEDEQUIP

CONTSCHL

17. / CONTSCHL

In the last 6 months, did you need your child's doctors or other health providers to contact a school or daycare center about your child's health or health care?

- 1. YES
- 2. NO -----> MEDEQUIP

DK/REFUSAL/NOT ASCERTAINED --> MEDEQUIP

HELPCONT

18. / HELPCONT

In the last 6 months, did you get the help you needed from your child's doctors or other health providers in contacting your child's school or daycare?

- 1. YES
- 2. NO

DK/REFUSAL/NOT ASCERTAINED

MEDEQUIP

19. / MEDEQUIP

Special medical equipment or devices include a walker, wheelchair, nebulizer, feeding tubes, or oxygen equipment. In the last 6 months, did you get or try to get any special medical equipment or devices for your child?

- 1. YES
- 2. NO -----> SPCTHY

DK/REFUSAL/NOT ASCERTAINED --> SPCTHY

EZMDEQ

20. / EZMDEQ

In the last 6 months, how often was it easy to get special medical equipment or devices for your child? Would you say...

(READ LIST)

- 1. NEVER,
- 2. SOMETIMES,
- 3. USUALLY, OR
- 4. ALWAYS?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

HELPMDEQ

21. / HELPMDEQ

Did anyone from your child's health plan, doctor's office, or clinic help you get special medical equipment or devices for your child?

- 1. YES
- 2. NO

DK/REFUSAL/NOT ASCERTAINED

SPCTHY

22. / SPCTHY

In the last 6 months, did you get or try to get special therapy such as physical, occupational, or speech therapy for your child?

- 1. YES
- 2. NO -----> TCPBLM

DK/REFUSAL/NOT ASCERTAINED --> TCPBLM

EZTHP

23. / EZTHP

In the last 6 months, how often was it easy to get this therapy for your child? Would you say...

(READ LIST)

- 1. NEVER,
- 2. SOMETIMES,
- 3. USUALLY, OR
- 4. ALWAYS?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

HELPTH

24. / HELPTH

Did anyone from your child's health plan, doctor's office, or clinic help you get this therapy for your child?

- 1. YES
- 2. NO

DK/REFUSAL/NOT ASCERTAINED

TCPBLM

25. / TCPBLM

In the last 6 months, did you get or try to get treatment or counseling for your child for an emotional, developmental, or behavioral problem?

- 1. YES
- 2. NO -----> PLUSCARE

DK/REFUSAL/NOT ASCERTAINED --> PLUSCARE

EZTC

26. / EZTC

In the last 6 months, how often was it easy to get this treatment or counseling for your child? Would you say...

(READ LIST)

- 1. NEVER,
- 2. SOMETIMES,
- 3. USUALLY, OR
- 4. ALWAYS?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

HELPTC

27. / HELPTC

Did anyone from your child's health plan, doctor's office, or clinic help you get this treatment or counseling for your child?

- 1. YES
- 2. NO

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

PLUSCARE

28. / PLUSCARE

In the last 6 months, did your child get care from more than one kind of health care provider or use more than one kind of health care service?

- 1. YES
- 2. NO -----> PRSNLD4

DK/REFUSAL/NOT ASCERTAINED --> PRSNLD4

HLPCOORD

29. / HLPCOORD

In the last 6 months, did anyone from your child's health plan, doctor's office, or clinic help coordinate your child's care among these different providers or services?

- 1. YES
- 2. NO

DK/REFUSAL/NOT ASCERTAINED

PRSNLD4

30. / PRSNLD4

A personal doctor is the one your child would see if [he/she] needs a check-up, has a health problem, or gets sick or hurt.

Does your child have a personal doctor?

- 1. YES
- 2. NO -----> INTRO.SPDR

DK/REFUSAL/NOT ASCERTAINED --> INTRO.SPDR

DRTMS

31. / DRTMS

In the last 6 months, how many times did your child visit [his/her] personal doctor for care ?

(IF NEEDED: "Your best estimate would be fine.")

(READ LIST IF NEEDED: "Would you say...")

- 0. NONE, -----> RATEDR4
- 1. 1 TIME,
- 2. 2,
- 3. 3,
- 4. 4,
- 5. 5 TO 9, OR
- 6. 10 OR MORE TIMES?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ) --> RATEDR4

PBDRNG

31a. /PBDRNG

In the last 6 months, how often did you have a hard time speaking with or understanding your child's personal doctor because you spoke different languages? Would you say...

(READ LIST)

- 1. NEVER,
- 2. SOMETIMES,
- 3. USUALLY,
- 4. ALWAYS

DK/REFUSAL/NOT ASCERTAINED

DREXPL4

32. / DREXPL4

In the last 6 months, how often did your child's personal doctor explain things about your child's health in a way that was easy to understand?

- 1. YES
- 2. NO

DK/REFUSAL/NOT ASCERTAINED

DRLSTN4

33. / DRLSTN4

In the last 6 months, how often did your child's personal doctor listen carefully to you?

- 1. YES
- 2. NO

DK/REFUSAL/NOT ASCERTAINED

DRESPU4

34. / DRESPU4

In the last 6 months, how often did your child's personal doctor show respect for what you had to say?

- 1. YES
- 2. NO

DK/REFUSAL/NOT ASCERTAINED

CABLTLK

35. / CABLTLK

Is your child able to talk with doctors about [his/her] health care?

- 1. YES
- 2. NO -----> DRTMEN4

DK/REFUSAL/NOT ASCERTAINED --> DRTMEN4

CPBDRLN

35a. / CPBDRLN

In the last 6 months, how often did your child have a hard time speaking with or understanding his or her personal doctor because they spoke different languages? Would you say...

(READ LIST)

1. NEVER,
2. SOMETIMES,
3. USUALLY, OR
4. ALWAYS

DK/REFUSAL/NOT ASCERTAINED

CDREXPL

36. / CDREXPL

In the last 6 months, how often did your child's personal doctor explain things in a way that was easy for YOUR CHILD to understand? Would you say...

(READ LIST)

1. NEVER
2. SOMETIMES,
3. USUALLY, OR
4. ALWAYS?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

DRTMEN4

37. / DRTMEN4

In the last 6 months, how often did your child's personal doctor spend enough time with your child ? Would you say...

(READ LIST)

1. NEVER,
2. SOMETIMES,
3. USUALLY, OR
4. ALWAYS?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

DRTLKU

38. / DRTLKU

In the last 6 months, did your child's personal doctor talk with you about how your child is feeling, growing, or behaving?

1. YES
2. NO

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

DIFFDR

39. / DIFFDR

In the last 6 months, did your child get care from a doctor or other health provider besides [his/her] personal doctor?

- 1. YES
- 2. NO -----> RATEDR4

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ) --> RATEDR4

DRINFO

40. / DRINFO

In the last 6 months, how often did your child's personal doctor seem informed and up-to-date about the care your child got from these doctors or other health providers? Would you say...

(READ LIST)

- 1. NEVER,
- 2. SOMETIMES,
- 3. USUALLY, OR
- 4. ALWAYS?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

RATEDR4

41. / RATEDR4

Using ANY NUMBER FROM 0 TO 10, where 0 is the worst personal doctor possible and 10 is the best personal doctor possible, what number would you use to rate your child's personal doctor?

00	01	02	03	04	05	06	07	08	09	10
WORST										BEST
PERSONAL										PERSONAL
DOCTOR POSSIBLE										DOCTOR POSSIBLE

DK/REFUSAL/NOT ASCERTAINED

COND3MO

42. / COND3MO

Does your child have any medical, behavioral, or other health conditions that have lasted for more than 3 MONTHS?

(IWER: "We are looking for a condition that the child CURRENTLY HAS that has lasted for more than 3 months.")

- 1. YES
- 2. NO -----> INTRO.SPDR

DK/REFUSAL/NOT ASCERTAINED --> INTRO.SPDR

DRUNCON

43. / DRUNCON

Does your child's personal doctor understand how these medical, behavioral, or other health conditions affect your child's day-to-day life?

- 1. YES
- 2. NO

DK/REFUSAL/NOT ASCERTAINED

DRUNFAM

44. / DRUNFAM

Does your child's personal doctor understand how your child's medical, behavioral, or other health conditions affect your FAMILY'S day-to-day life?

- 1. YES
- 2. NO

DK/REFUSAL/NOT ASCERTAINED

INTRO.SPDR

INTRO.SPDR

Now I'm going to ask you some questions about specialists. When you answer these questions, please do NOT include dental visits or care your child got when (he/she) stayed overnight in a hospital.

NDSPDR4

45. / NDSPDR4

SPECIALISTS are doctors like surgeons, heart doctors, allergy doctors, skin doctors, and other doctors who specialize in one area of health care.

In the last 6 months, did you make any appointments for your child to see a specialist?

(CLARIFY IF NEEDED: "Specialists are doctors who specialize in one area of health care. Please include all doctors you consider to be specialists, but do not include any dental visits.")

(IWER: IF RESPONDENT ASKS, "Does a (type of specialist) count?", CLARIFY, "I don't have any information about that, so please just interpret it however it seems best to you.")

(CLARIFY IF NEEDED: "You can interpret this question however it seems best to you.")

- 1. YES
- 2. NO -----> INTRO.PLAN

DK/REFUSAL/NOT ASCERTAINED --> INTRO.PLAN

PRBSEE4

46. / PRBSEE4

In the last 6 months, how often did you get an appointment for your child to see a specialist as soon as you needed? Would you say...

(READ LIST)

- 1. NEVER,
- 2. SOMETIMES,
- 3. USUALLY, OR
- 4. ALWAYS?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

SPDRS

47. / SPDRS

How many specialists has your child seen in the last 6 months?

(CLARIFY IF NEEDED: "Specialists are doctors like surgeons, heart doctors, allergy doctors, skin doctors, and other doctors who specialize in one area of health care. Would you say your child has seen...")

(READ LIST IF NEEDED: "Would you say...")

- 0. NONE, -----> INTRO.PLAN
- 1. 1 SPECIALIST,
- 2. 2,
- 3. 3,
- 4. 4, OR
- 5. 5 OR MORE SPECIALISTS?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ) --> INTRO.PLAN

RTSPDR4

48. / RTSPDR4

We want to know your rating of the specialist your child saw most often in the last 6 months.

Using any number from 0 to 10, where 0 is the worst specialist possible and 10 is the best specialist possible, what number would you use to rate that specialist?

(Clarify if necessary: "Specialists are doctors like surgeons, heart doctors, allergy doctors, skin doctors, and other doctors who specialize in one area of health care.")

- | | | | | | | | | | | |
|------------|----|----|----|----|----|----|----|----|----|------------|
| 00 | 01 | 02 | 03 | 04 | 05 | 06 | 07 | 08 | 09 | 10 |
| WORST | | | | | | | | | | BEST |
| SPECIALIST | | | | | | | | | | SPECIALIST |
| POSSIBLE | | | | | | | | | | POSSIBLE |

DK/REFUSAL/NOT ASCERTAINED

INTRO.PLAN
INTRO.PLAN

Now I'm going to ask you some questions about your experience with your child's health plan.

CLCSR4
49. / CLCSR4

In the last 6 months, did you get information or help from customer service at your child's health plan?

- 1. YES
- 2. NO -----> PLPRWK4

DK/REFUSAL/NOT ASCERTAINED --> PLPRWK4

PBCLCS4
50. / PBCLCS4

In the last 6 months, how often did customer service at your child's health plan give you the information or help you needed? Would you say...

(READ LIST)

- 1. NEVER,
- 2. SOMETIMES,
- 3. USUALLY, or
- 4. ALWAYS?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

CSRESP
51. / CSRESP

In the last 6 months, how often did customer service staff at your child's health plan treat you with courtesy and respect? Would you say...

(READ LIST)

- 1. NEVER,
- 2. SOMETIMES,
- 3. USUALLY, or
- 4. ALWAYS?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

PLPRWK4
52. / PLPRWK4

In the last 6 months, did your child's health plan give you any forms to fill out?

- 1. YES
- 2. NO -----> RTPLEXP

DK/REFUSAL/NOT ASCERTAINED --> RTPLEXP

PBPLPW4

53. / PBPLPW4

In the last 6 months, how often were the forms from your child's health plan easy to fill out? Would you say...

(READ LIST)

- 1. NEVER,
- 2. SOMETIMES,
- 3. USUALLY, or
- 4. ALWAYS?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

RTPLEXP

54. / RTPLEXP

Using any number from 0 to 10, where 0 is the worst health plan possible and 10 is the best health plan possible, what number would you use to rate your child's health plan?

00	01	02	03	04	05	06	07	08	09	10
WORST										BEST
HEALTH PLAN										HEALTH PLAN
POSSIBLE										POSSIBLE

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

CHPRES

55. / CHPRES

In the last 6 months, did you get or refill any prescription medicines for your child?

- 1. YES
- 2. NO -----> HLTSTA4

DK/REFUSAL/NOT ASCERTAINED --> HLTSTA4

EZPRES

56. / EZPRES

In the last 6 months, how often was it easy to get prescription medicines for your child through [his/her] health plan? Would you say...

(READ LIST)

- 1. NEVER,
- 2. SOMETIMES,
- 3. USUALLY, or
- 4. ALWAYS?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

HELPPRES

57. / HELPPRES

Did anyone from your child's health plan, doctor's office, or clinic help you get your child's prescription medicines?

- 1. YES
- 2. NO

DK/REFUSAL/NOT ASCERTAINED

HLTSTA4

58. / HLTSTA4

In general, how would you rate your child's overall health? Would you say it is...

(READ LIST)

- 1. EXCELLENT,
- 2. VERY GOOD,
- 3. GOOD,
- 4. FAIR, OR
- 5. POOR?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

MNTLSTAT

59. / MNTLSTAT

In general, how would you rate your child's overall MENTAL OR EMOTIONAL health? Would you say it is...

(READ LIST)

- 1. EXCELLENT,
- 2. VERY GOOD,
- 3. GOOD,
- 4. FAIR, OR
- 5. POOR?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

CUSEMED

60. / CUSEMED

Other than vitamins, does your child currently need or use medicine prescribed by a doctor?

- 1. YES
- 2. NO -----> MOREMED

DK/REFUSAL/NOT ASCERTAINED --> MOREMED

WHYMEDA

61. / WHYMEDA

Is this because of any medical, behavioral, or other health condition?

- 1. YES
- 2. NO -----> MOREMED

DK/REFUSAL/NOT ASCERTAINED --> MOREMED

WHYMEDB

62. / WHYMEDB

Is this a condition that has lasted or is expected to last for at least 12 months?

- 1. YES
- 2. NO

DK/REFUSAL/NOT ASCERTAINED

MOREMED

63. / MOREMED

Does your child need or use more medical care, more mental health services, or more educational services than is usual for most children of the same age?

- 1. YES
- 2. NO -----> LIMITED

DK/REFUSAL/NOT ASCERTAINED --> LIMITED

WHYMOREA

64. / WHYMOREA

Is this because of any medical, behavioral, or other health condition?

- 1. YES
- 2. NO -----> LIMITED

DK/REFUSAL/NOT ASCERTAINED --> LIMITED

WHYMOREB

65. / WHYMOREB

Is this a condition that has lasted or is expected to last for at least 12 months?

- 1. YES
- 2. NO

DK/REFUSAL/NOT ASCERTAINED

LIMITED

66. / LIMITED

Is your child limited or prevented in any way in [his/her] ability to do the things most children of the same age can do?

- 1. YES
- 2. NO -----> SPECTHP

DK/REFUSAL/NOT ASCERTAINED --> SPECTHP

WHYLIMA

67. / WHYLIMA

Is this because of any medical, behavioral, or other health condition?

- 1. YES
- 2. NO -----> SPECTHP

DK/REFUSAL/NOT ASCERTAINED --> SPECTHP

WHYLIMB

68. / WHYLIMB

Is this a condition that has lasted or is expected to last for at least 12 months?

- 1. YES
- 2. NO

DK/REFUSAL/NOT ASCERTAINED

SPECTHP

69. / SPECTHP

Does your child need or get special therapy such as physical, occupational, or speech therapy?

- 1. YES
- 2. NO -----> CHCOUNS

DK/REFUSAL/NOT ASCERTAINED --> CHCOUNS

WHYSTA

70. / WHYSTA

Is this because of any medical, behavioral, or other health condition?

- 1. YES
- 2. NO -----> CHCOUNS

DK/REFUSAL/NOT ASCERTAINED --> CHCOUNS

WHYSTB

71. / WHYSTB

Is this a condition that has lasted or is expected to last for at least 12 months?

- 1. YES
- 2. NO

DK/REFUSAL/NOT ASCERTAINED

CHCOUNS

72. / CHCOUNS

Does your child have any kind of emotional, developmental, or behavioral problem for which [he/she] needs or gets treatment or counseling?

- 1. YES
- 2. NO -----> CAGE

DK/REFUSAL/NOT ASCERTAINED --> CAGE

TIMCOUNA

73. / TIMCOUNA

Has this problem lasted or is it expected to last for at least 12 months?

- 1. YES
- 2. NO

DK/REFUSAL/NOT ASCERTAINED

CAGE

74. / CAGE

I have just a few more questions.

What is YOUR CHILD'S age?

(IWER: ENTER 00 IF LESS THAN 1 YEAR OLD)

(IWER: IF NEEDED CLARIFY, "Please answer based on your child's age as of their last birthday.")

___ ENTER CHILD'S AGE

DK/REFUSAL/NOT ASCERTAINED

IF CAGE<19 THEN GO TO CGENDER

CAGE.CK

74a. / CAGE.CK

I have entered that [NAME OF CHILD] is [CAGE]. Is that correct?

("DK" NOT ALLOWED)

- 1. YES-AGE ENTERED CORRECTLY
- 2. NO-CORRECT AGE -----> CAGE

CGENDER

75. / CGENDER

(IF NEEDED: "Is your child male or female?")

- 1. MALE
- 2. FEMALE

REFUSAL/NOT ASCERTAINED

LATINO

76. / LATINO

Is your child of Hispanic or Latino origin or descent?

- 1. YES / HISPANIC OR LATINO
- 2. NO / NOT HISPANIC OR LATINO

DK/REFUSAL/NOT ASCERTAINED

INTRO.RACE

INTRO.RACE

I am going to read a list of race categories. For each category, please say YES or NO if it describes your child's race. I must ask you about all categories in case more than one applies.

PQRACE3.(1-6)

77.(1-6) / PQRACE3.(1-6)

[Is your child)]

- 1. "White"
- 2. "Black or African-American"
- 3. "Asian"
- 4. "Native Hawaiian or other Pacific Islander"
- 5. "American Indian or Alaska Native"
- 6. "Some other race"?

(IWER: IF R REPLIES "WHY ARE YOU ASKING ABOUT MY CHILD'S RACE?" SAY
"We ask about your child's race for demographic purposes only.
We want to be sure that the people we survey accurately represent the
racial diversity of managed care enrollees in this country.")

(IWER: If R answers with a category not listed here, such as "HISPANIC"
or "AMERICAN" or "MIXED RACE", probe using the category "OTHER".)

1. YES
2. NO

DK/REFUSAL/NOT ASCERTAINED

QRACE3.OTH / QRACE3.OTH
(What is your child's race?)

PAGE
78. / PAGE

Now I have a few questions about you. What is YOUR age?

(IWER: IF NEEDED CLARIFY, "Please answer based on your age as of your
last birthday.")

(READ IF NEEDED, "Are you...")

0. UNDER 18,
1. 18 TO 24,
2. 25 TO 34,
3. 35 TO 44,
4. 45 TO 54,
5. 55 TO 64,
6. 65 TO 74, OR
7. 75 OR OLDER?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

PGENDER
79. / PGENDER

(IWER: ENTER RESPONDENT'S SEX. "DK" NOT ALLOWED.)

(IWER: IF NECESSARY ASK, "Are you male or female?")

1. MALE
2. FEMALE

EDUCAT

80. / EDUCAT

What is the highest grade or level of school that you have COMPLETED?
Did you complete...

(IWER: IF R SAYS HE/SHE HAD NON-ACADEMIC TRAINING, SUCH AS TRADE
SCHOOL, PROBE: "Did you receive a high school diploma or GED?")

(IWER: ACADEMIC TRAINING BEYOND A HIGH SCHOOL DIPLOMA THAT DOES NOT
LEAD TO A BACHELORS DEGREE, SHOULD BE CODED "4". IF R WENT TO BUSINESS
SCHOOL OR GOT A 3-YEAR NURSING DEGREE, ENTER "4")

(IWER: IF R OFFERS MORE THAN ONE RESPONSE, FOR EXAMPLE: "SOME HIGH
SCHOOL OR GED", ENTER THE HIGHEST NUMBER THAT APPLIES.)

(READ LIST)

1. 8TH GRADE OR LESS,
2. SOME HIGH SCHOOL, BUT DID NOT GRADUATE,
3. HIGH SCHOOL GRADUATE OR GED,
4. SOME COLLEGE OR 2-YEAR DEGREE,
5. 4-YEAR COLLEGE GRADUATE, OR
6. MORE THAN A 4-YEAR COLLEGE DEGREE?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

CHRELT

81. / CHRELT

How are you related to the child?

(READ IF NEEDED: "Are you the ...")

1. MOTHER OR FATHER,
2. GRANDPARENT,
3. AUNT OR UNCLE,
4. OLDER BROTHER OR SISTER,
5. OTHER RELATIVE,
6. LEGAL GUARDIAN, OR
7. SOMEONE ELSE?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

ALL.DONE

THANKS.SCREEN.

Those are all the questions I have.

Thank you for taking part in this important interview.

Have a nice (day/evening). Good bye.

RETURN TO COVERSHEET

EDIT.FLG

(IWER: DO YOU NEED TO TYPE AN EDIT?)

1. YES
2. NO

IF EDIT.FLG = 2 THEN GO TO CK.END.EDIT

EDIT.OTH

EDIT.OTH. (IWER: PLEASE TYPE YOUR EDIT-BE SPECIFIC-INCLUDE:

- 1) QUESTION NUMBER(S)
 - 2) WHAT WAS ENTERED
 - 3) WHAT NEEDS TO BE CHANGED
-

CK.END.EDIT

LANG.DID

LANG.DID. IWER: DID YOU DO THIS INTERVIEW IN...

1. ENGLISH,
2. SPANISH OR
3. BOTH?

END.SCREEN

COVERSHEET NOT NEEDED

I may need to contact you again later, but today we are only interviewing members of Oregon Health Plan, so those are all the questions I have. Thank you very much for your help.

(RC = [RC%])

RETURN TO COVERSHEET

TRANS.SCRN

INTERVIEWER: YOU HAVE INDICATED THAT YOU HAVE A SPANISH SPEAKER OR
A HOUSEHOLD WITH A LANGUAGE PROBLEM.

1. IF THIS COVERSHEET SHOULD BE MOVED TO THE SPANISH PROJECT
ENTER "1"
2. IF THIS WAS AN ERROR, TYPE "2" TO GO BACK

WHAT.LANG

INTERVIEWER: WHAT LANGUAGE DO YOU THINK THEY SPEAK IN THIS HOUSEHOLD?

DK

GOOD.BYE

INTERVIEWER: [THIS ID HAS BEEN TRANSFERRED TO THE SPANISH PROJECT/THIS ID IS
NOT ELIGIBLE FOR TRANSFER TO THE SPANISH PROJECT. THIS ID WILL BE CODED AS
A LANGUAGE PROBLEM]

[(RC = 80)/(RC = 63)]

