



Intercommunity Health Network  
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 Intercommunity Health Network members. Intercommunity Health Network 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                         |              |
|--|-------------------------------|--------------|-------------------------------|--------------|
|  | Intercommunity Health Network | Overall      | Intercommunity Health Network | Overall      |
| <b>**First mailing - sent</b>  | 900                           | 15300        | 900                           | 15300        |
| <b>*First mailing - usable survey returned</b>                       | 198                           | 3059         | 142                           | 2459         |
| <b>Second mailing - sent</b>   | 686                           | 11718        | 735                           | 12459        |
| <b>*Second mailing - usable survey returned</b>                      | 64                            | 1039         | 52                            | 1057         |
| <b>*Phone - usable surveys</b>                                       | 100                           | 1456         | 157                           | 2502         |
| <b>Total - usable surveys</b>  | 362                           | 5554         | 351                           | 6018         |
| <b>†Ineligible: According to population criteria‡</b>                | 17                            | 348          | 11                            | 362          |
| <b>†Ineligible: Deceased</b>   | 2                             | 78           | 1                             | 3            |
| <b>†Ineligible: Mentally or physically unable to complete survey</b> | 12                            | 301          | 0                             | 0            |
| <b>†Ineligible: Language barrier</b>                                 | 3                             | 77           | 0                             | 39           |
| <b>Incorrect address AND incorrect phone number</b>                  | 59                            | 1065         | 60                            | 991          |
| <b>Refusal/Returned survey blank</b>                                 | 33                            | 720          | 55                            | 783          |
| <b>Nonresponse - Unavailable by mail or phone</b>                    | 412                           | 7157         | 422                           | 7104         |
| <b>Adjusted Response Rate</b>  | <b>41.8%</b>                  | <b>38.3%</b> | <b>39.5%</b>                  | <b>40.4%</b> |

\*Included in response rate numerator

†Excluded from adjusted response rate denominator

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

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

## Response/Non-Response Comparison

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

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

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

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

### Adult

| Gender / Age | Non-Respondents | Respondents  | Difference |
|--------------|-----------------|--------------|------------|
| Male         | 163<br>36.6%    | 143<br>39.5% | 2.87%      |
| Female       | 282<br>63.4%    | 219<br>60.5% | -2.87%     |
| 18-24        | 114<br>25.6%    | 49<br>13.5%  | -12.08%    |
| 25-34        | 132<br>29.7%    | 64<br>17.7%  | -11.98%    |
| 35-44        | 82<br>18.4%     | 64<br>17.7%  | -0.75%     |
| 45-54        | 50<br>11.2%     | 81<br>22.4%  | 11.14%     |
| 55-64        | 47<br>10.6%     | 65<br>18.0%  | 7.39%      |
| 65-74        | 12<br>2.7%      | 24<br>6.6%   | 3.93%      |
| 75 or Older  | 8<br>1.8%       | 15<br>4.1%   | 2.35%      |

### Child

| Gender / Age | Non-Respondents | Respondents  | Difference |
|--------------|-----------------|--------------|------------|
| Male         | 235<br>49.3%    | 190<br>54.1% | 4.86%      |
| Female       | 242<br>50.7%    | 161<br>45.9% | -4.86%     |
| <1, 1-3      | 98<br>20.5%     | 85<br>24.2%  | 3.67%      |
| 4-7          | 134<br>28.1%    | 89<br>25.4%  | -2.74%     |
| 8-12         | 142<br>29.8%    | 97<br>27.6%  | -2.13%     |
| 13 or older  | 103<br>21.6%    | 80<br>22.8%  | 1.20%      |

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

|                       |               |              | AGE      |          |          |          |          |             | RACE         |           |         |                |                |       | ETHNICITY |         | HEALTH STATUS |                              | GENDER      |          |      |
|-----------------------|---------------|--------------|----------|----------|----------|----------|----------|-------------|--------------|-----------|---------|----------------|----------------|-------|-----------|---------|---------------|------------------------------|-------------|----------|------|
|                       | INHE 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- | WHTE AMER | AS- IAN | NATV HAW/ ILND | AMER IND/ NATV | OTHER | MUL- TI   | HIS- IC | NOT HIS- IC   | EX & VERY GOOD & FAIR & POOR | GOOD & POOR | FE- MALE | MALE |
| Q1 YES                | 358           | 5403         | 37       | 58       | 57       | 75       | 67       | 39          | 292          | 3         | 4       | 2              | 3              | 8     | 21        | 9       | 320           | 193                          | 143         | 129      | 204  |
|                       | 100%          | 100%         | 100%     | 100%     | 100%     | 100%     | 100%     | 100%        | 100%         | 100%      | 100%    | 100%           | 100%           | 100%  | 100%      | 100%    | 100%          | 100%                         | 100%        | 100%     | 100% |
| NOT ANSWERED          | 4             | 151          |          | 1        |          |          | 1        | 1           | 2            |           |         |                |                |       |           | 1       | 2             |                              | 3           | 2        | 1    |
| VALID CASES           | 358           | 5403         | 37       | 58       | 57       | 75       | 67       | 39          | 292          | 3         | 4       | 2              | 3              | 8     | 21        | 9       | 320           | 193                          | 143         | 129      | 204  |
| NUMBER OF RESPONDENTS | 362           | 5554         | 37       | 59       | 57       | 75       | 68       | 40          | 294          | 3         | 4       | 2              | 3              | 8     | 21        | 10      | 322           | 193                          | 146         | 131      | 205  |
|                       | 100%          | 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?

|                       | INHE<br>TOT<br>ADLT | OHP<br>TOT<br>ADLT | AGE            |                |                |                |                |                   | RACE               |            |                      |                      |            |            | ETHNIC-<br>ITY    |  | HEALTH<br>STATUS               |             | GENDER      |             |             |
|-----------------------|---------------------|--------------------|----------------|----------------|----------------|----------------|----------------|-------------------|--------------------|------------|----------------------|----------------------|------------|------------|-------------------|--|--------------------------------|-------------|-------------|-------------|-------------|
|                       |                     |                    | 18<br>TO<br>24 | 25<br>TO<br>34 | 35<br>TO<br>44 | 45<br>TO<br>54 | 55<br>TO<br>64 | 65<br>AND<br>OVER | BLCK<br>OR<br>AFR- | AS-<br>IAN | NATV<br>HAW/<br>ILND | AMER<br>IND/<br>ALSK | MUL-<br>TI | HIS-<br>IC | NOT<br>HIS-<br>IC | EX &<br>VERY<br>GOOD<br>&<br>FAIR<br>&<br>POOR | GOOD<br>&<br>FAIR<br>&<br>POOR | FE-<br>MALE | FE-<br>MALE |             |             |
| Q3<br>YES             | 155<br>44%          | 2419<br>45%        | 11<br>30%~     | 20<br>34%      | 26<br>46%      | 42<br>57%*     | 32<br>48%      | 17<br>44%         | 128<br>44%         | 1<br>33%~  | 2<br>50%~            | 1<br>50%~            | 1<br>33%~  | 2<br>29%~  | 14<br>67%~        | 1<br>11%~                                      | 145<br>45%~                    | 62<br>32%*  | 88<br>62%*  | 46<br>36%*  | 103<br>50%* |
| NO                    | 196<br>56%          | 2914<br>55%        | 26<br>70%~     | 39<br>66%      | 31<br>54%      | 32<br>43%*     | 35<br>52%      | 22<br>56%~        | 164<br>56%         | 2<br>67%~  | 2<br>50%~            | 1<br>50%~            | 2<br>67%~  | 5<br>71%~  | 7<br>33%~         | 8<br>89%~                                      | 175<br>55%~                    | 131<br>68%* | 55<br>38%*  | 83<br>64%*  | 101<br>50%* |
| NOT ANSWERED          | 11                  | 220                |                |                |                | 1<br>1         | 1<br>1         | 2                 |                    |            |                      |                      | 1          |            | 1                 | 2  |                                | 3           | 2           | 1           |             |
| VALID CASES           | 351                 | 5334               | 37             | 59             | 57             | 74             | 67             | 39                | 292                | 3          | 4                    | 2                    | 3          | 7          | 21                | 9  | 320                            | 193         | 143         | 129         | 204         |
| NUMBER OF RESPONDENTS | 362<br>100%         | 5554<br>100%       | 37<br>100%     | 59<br>100%     | 57<br>100%     | 74<br>100%     | 68<br>100%     | 40<br>100%        | 294<br>100%        | 3<br>100%  | 4<br>100%            | 2<br>100%            | 3<br>100%  | 8<br>100%  | 21<br>100%        | 10<br>100%                                     | 322<br>100%                    | 193<br>100% | 146<br>100% | 131<br>100% | 205<br>100% |

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

|                         | INHE 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                | 2<br>1%        | 72<br>3%      | ~          | ~         | ~         | 1<br>3%   | 1<br>3%   | 1<br>0.9%   | ~                | ~         | ~                  | ~                   | ~         | ~         | 1<br>8%   | ~           | 2<br>2%          | ~           | 2<br>2%   | 1<br>3%   | 1<br>1%   |
| SOMETIMES               | 20<br>15%      | 310<br>15%    | ~          | 5<br>29%  | 4<br>17%  | 5<br>15%  | 4<br>13%  | ~           | 18<br>16%        | ~         | ~                  | ~                   | ~         | ~         | ~         | ~           | 17<br>13%        | 8<br>16%    | 10<br>12% | 9<br>22%  | 9<br>10%  |
| USUALLY                 | 39<br>29%      | 531<br>26%    | 4<br>36%   | 6<br>35%  | 6<br>26%  | 11<br>32% | 9<br>30%  | 2<br>14%    | 31<br>28%        | 1<br>100% | ~                  | ~                   | ~         | ~         | 6<br>50%  | ~           | 37<br>29%        | 12<br>24%   | 26<br>32% | 9<br>22%  | 29<br>32% |
| ALWAYS                  | 75<br>55%      | 1161<br>56%   | 7<br>64%   | 6<br>35%  | 13<br>57% | 17<br>50% | 16<br>53% | 12<br>86%   | 62<br>55%        | 1<br>100% | ~                  | 1<br>100%           | 1<br>100% | 2<br>100% | 5<br>42%  | 1<br>100%   | 70<br>56%        | 31<br>61%   | 42<br>53% | 21<br>53% | 51<br>57% |
| #ALWAYS + USUALLY (NET) | 114<br>84%     | 1692<br>82%   | 11<br>100% | 12<br>71% | 19<br>83% | 28<br>82% | 25<br>83% | 14<br>100%  | 93<br>83%        | 1<br>100% | 1<br>100%          | 1<br>100%           | 1<br>100% | 2<br>100% | 11<br>92% | 1<br>100%   | 107<br>85%       | 43<br>84%   | 68<br>85% | 30<br>75% | 80<br>89% |
| TOP BOX SCORE           | 75<br>55%      | 1161<br>56%   | 7<br>64%   | 6<br>35%  | 13<br>57% | 17<br>50% | 16<br>53% | 12<br>86%   | 62<br>55%        | 1<br>100% | ~                  | 1<br>100%           | 1<br>100% | 2<br>100% | 5<br>42%  | 1<br>100%   | 70<br>56%        | 31<br>61%   | 42<br>53% | 21<br>53% | 51<br>57% |
| NOT ANSWERED            | 19             | 322           | ~          | 3         | 3         | 8         | 2         | 3           | 16               | ~         | 1                  | ~                   | ~         | ~         | 2         | ~           | 19               | 11          | 8         | 6         | 13        |
| VALID CASES             | 136            | 2074          | 11         | 17        | 23        | 34        | 30        | 14          | 112              | 1         | 1                  | 1                   | 1         | 2         | 12        | 1           | 126              | 51          | 80        | 40        | 90        |
| NUMBER OF RESPONDENTS   | 155            | 2396          | 11         | 20        | 26        | 42        | 32        | 17          | 128              | 1         | 2                  | 1                   | 1         | 2         | 14        | 1           | 145              | 62          | 88        | 46        | 103       |
|                         | 100%           | 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?

|                       | INHE<br>TOT<br>ADLT | OHP<br>TOT<br>ADLT | AGE            |                |                |                |                |                   | RACE               |            |                             |                              |           |            | ETHNIC-<br>ITY |                   | HEALTH<br>STATUS                               |                   | GENDER      |             |             |
|-----------------------|---------------------|--------------------|----------------|----------------|----------------|----------------|----------------|-------------------|--------------------|------------|-----------------------------|------------------------------|-----------|------------|----------------|-------------------|--|-------------------|-------------|-------------|-------------|
|                       |                     |                    | 18<br>TO<br>24 | 25<br>TO<br>34 | 35<br>TO<br>44 | 45<br>TO<br>54 | 55<br>TO<br>64 | 65<br>AND<br>OVER | BLCK<br>OR<br>AFR- | AS-<br>IAN | NATV<br>HAW/<br>PAC<br>LLND | AMER<br>IND/<br>ALSK<br>NATV | OTHR      | MUL-<br>TI | HIS-<br>IC     | NOT<br>HIS-<br>IC | EX &<br>VERY<br>GOOD<br>&<br>FAIR<br>&<br>POOR | GOOD<br>&<br>POOR | MALE        | FE-<br>MALE |             |
| Q5<br>YES             | 250<br>72%          | 3840<br>72%        | 22<br>59%~     | 37<br>64%      | 42<br>75%      | 62<br>84%*     | 49<br>73%      | 30<br>81%~        | 214<br>75%*        | 2<br>67%~  | 3<br>75%~                   | 2<br>100%~                   | 2<br>67%~ | 4<br>50%~  | 15<br>71%~     | 4<br>40%~         | 235<br>75%~                                    | 125<br>66%*       | 119<br>83%* | 85<br>66%   | 156<br>78%* |
| NO                    | 96<br>28%           | 1468<br>28%        | 15<br>41%~     | 21<br>36%      | 14<br>25%      | 12<br>16%*     | 18<br>27%      | 7<br>19%~         | 73<br>25%*         | 1<br>33%~  | 1<br>25%~                   | 1<br>~                       | 4<br>33%~ | 6<br>50%~  | 6<br>29%~      | 6<br>60%~         | 80<br>25%~                                     | 64<br>34%*        | 24<br>17%*  | 43<br>34%   | 45<br>22%*  |
| NOT ANSWERED          | 16                  | 246                |                | 1              | 1              | 1              | 1              | 3                 | 7                  |            |                             |                              |           |            |                | 7                 | 4  | 3                 | 3           | 4           |             |
| VALID CASES           | 346                 | 5308               | 37             | 58             | 56             | 74             | 67             | 37                | 287                | 3          | 4                           | 2                            | 3         | 8          | 21             | 10                | 315  | 189               | 143         | 128         | 201         |
| NUMBER OF RESPONDENTS | 362<br>100%         | 5554<br>100%       | 37<br>100%     | 59<br>100%     | 57<br>100%     | 75<br>100%     | 68<br>100%     | 40<br>100%        | 294<br>100%        | 3<br>100%  | 4<br>100%                   | 2<br>100%                    | 3<br>100% | 8<br>100%  | 21<br>100%     | 10<br>100%        | 322<br>100%                                    | 193<br>100%       | 146<br>100% | 131<br>100% | 205<br>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                |           |           |           |            |      |
|-------------------------|----------------|---------------|----------|----------|----------|----------|----------|-------------|------------|-------|----------------|----------------|-----------|---------------|----------|-----------------------|-----------|-----------|-----------|------------|------|
|                         | INHE 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 | ASIAN | NATV HAW/ ILND | AMER IND/ ALSK | MULTI     | NOT HIS-IC    | HIS-IC   | EX & VERY GOOD & FAIR | POOR      | FE-MALE   | MALE      |            |      |
| Q6 NEVER                | 4<br>2%        | 83<br>2%      | ~        | ~        | 3%~      | 4%       | 2%~      | 4<br>2%~    | ~          | ~     | ~              | ~              | ~         | ~             | 4<br>2%~ | 3<br>0.9%             | 1         | 3<br>4%   | 1<br>0.7% |            |      |
| SOMETIMES               | 39<br>17%      | 655<br>19%    | 14%~     | 23%~     | 15%~     | 15%      | 21%~     | 17%~        | ~          | 33%~  | ~              | 50%~           | 25%~      | 15%~          | ~        | 36<br>13%             | 15<br>21% | 22        | 13<br>18% | 24<br>17%  |      |
| USUALLY                 | 60<br>26%      | 957<br>28%    | 23%~     | 31%~     | 21%~     | 29%      | 26%~     | 27%~        | 50%~       | 33%~  | ~              | ~              | ~         | 23%~          | 50%~     | 54<br>26%             | 30<br>26% | 28        | 17<br>23% | 40<br>28%  |      |
| ALWAYS                  | 124<br>55%     | 1742<br>51%   | 64%~     | 46%~     | 62%~     | 53%      | 51%~     | 64%~        | 54%~       | 50%~  | 33%~           | 100%~          | 50%~      | 75%~          | 62%~     | 118<br>58%            | 67<br>52% | 55        | 41<br>55% | 79<br>55%  |      |
| #ALWAYS + USUALLY (NET) | 184<br>81%     | 2699<br>79%   | 86%~     | 77%~     | 82%~     | 82%      | 77%~     | 88%~        | 81%~       | 100%~ | 67%~           | 100%~          | 50%~      | 75%~          | 85%~     | 172<br>81%~           | 97<br>84% | 83<br>78% | 58<br>78% | 119<br>83% |      |
| TOP BOX SCORE           | 124<br>55%     | 1742<br>51%   | 64%~     | 46%~     | 62%~     | 53%      | 51%~     | 64%~        | 54%~       | 50%~  | 33%~           | 100%~          | 50%~      | 75%~          | 62%~     | 118<br>58%            | 67<br>52% | 55        | 41<br>55% | 79<br>55%  |      |
| NOT ANSWERED            | 23             | 401           |          | 2        | 3        | 7        | 6        | 5           | 21         |       |                |                |           | 2             |          | 23                    | 10        | 13        | 11        | 12         |      |
| VALID CASES             | 227            | 3437          | 22       | 35       | 39       | 55       | 43       | 25          | 193        | 2     | 3              | 2              | 2         | 4             | 13       | 4                     | 212       | 115       | 106       | 74         | 144  |
| NUMBER OF RESPONDENTS   | 250            | 3838          | 22       | 37       | 42       | 62       | 49       | 30          | 214        | 2     | 3              | 2              | 2         | 4             | 15       | 4                     | 235       | 125       | 119       | 85         | 156  |
|                         | 100%           | 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?

|                       |                |               | AGE        |            |            |            |            |             | RACE        |           |                    |                |           |           | ETHNICITY  |                  | HEALTH STATUS    |             | GENDER      |             |             |
|-----------------------|----------------|---------------|------------|------------|------------|------------|------------|-------------|-------------|-----------|--------------------|----------------|-----------|-----------|------------|------------------|------------------|-------------|-------------|-------------|-------------|
|                       | INHE 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 ILND | AMER IND/ ALSK | OTHR      | MUL- TI   | HIS- IC    | NOT HIS- PAN- IC | VERY GOOD & POOR | FAIR & POOR | FE- MALE    | MALE        |             |
| Q7 NONE               | 80<br>24%      | 1217<br>23%   | 13<br>38%~ | 18<br>32%  | 12<br>21%  | 11<br>15%* | 15<br>22%  | 5<br>13%    | 60<br>21%*  | 1<br>33%~ | 2<br>50%~          | 1<br>~         | 3<br>33%~ | 5<br>25%~ | 5<br>56%~  | 67<br>22%~       | 52<br>28%*       | 22<br>15%*  | 38<br>29%   | 36<br>19%*  |             |
| 1 TIME                | 61<br>18%      | 847<br>16%    | 5<br>15%~  | 11<br>20%  | 9<br>16%   | 12<br>17%  | 11<br>16%  | 10<br>26%~  | 56<br>20%*  | ~         | ~                  | 1<br>~         | 1<br>33%~ | 1<br>5%   | 1<br>11%~  | 57<br>18%~       | 39<br>21%        | 19<br>13%   | 26<br>20%   | 32<br>16%   |             |
| 2                     | 61<br>18%      | 1010<br>19%   | 5<br>15%~  | 10<br>18%  | 6<br>11%   | 13<br>18%  | 17<br>25%  | 6<br>16%~   | 50<br>18%   | 1<br>33%~ | 1<br>25%~          | 1<br>50%~      | 3<br>~    | 2<br>10%~ | 1<br>11%~  | 56<br>18%~       | 36<br>20%        | 23<br>16%   | 25<br>19%   | 33<br>17%   |             |
| 3                     | 47<br>14%      | 647<br>12%    | 3<br>9%~   | 7<br>13%   | 13<br>23%  | 9<br>12%   | 8<br>12%   | 7<br>18%~   | 39<br>14%   | ~         | ~                  | 1<br>50%~      | 1<br>33%~ | 6<br>~    | 1<br>30%~  | 45<br>15%~       | 26<br>14%        | 21<br>15%   | 19<br>15%   | 28<br>14%   |             |
| 4                     | 21<br>6%       | 427<br>8%     | 5<br>15%~  | 2<br>4%    | 1<br>2%*   | 3<br>4%    | 4<br>6%    | 6<br>16%~   | 17<br>6%    | 1<br>33%~ | ~                  | ~              | 1<br>13%~ | 2<br>10%~ | ~          | 21<br>7%~        | 11<br>6%         | 10<br>7%    | 5<br>4%     | 16<br>8%    |             |
| 5 TO 9                | 51<br>15%      | 719<br>14%    | 2<br>6%~   | 7<br>13%   | 11<br>20%  | 18<br>25%* | 6<br>9%    | 4<br>11%~   | 43<br>15%   | 1<br>~    | ~                  | ~              | 1<br>13%~ | 3<br>15%~ | 1<br>11%~  | 46<br>15%~       | 15<br>8%*        | 34<br>24%*  | 10<br>8%*   | 37<br>19%*  |             |
| 10 OR MORE TIMES      | 18<br>5%       | 356<br>7%     | 1<br>3%~   | 1<br>2%    | 4<br>7%    | 6<br>8%    | 6<br>9%    | ~           | 17<br>6%    | ~         | ~                  | ~              | ~         | 1<br>5%~  | ~          | 18<br>6%~        | 5<br>3%*         | 13<br>9%*   | 6<br>5%     | 12<br>6%    |             |
| NOT ANSWERED          | 23             | 330           | 3          | 3          | 1          | 3          | 1          | 2           | 12          |           |                    |                |           | 1         | 1          | 12               | 9                | 4           | 2           | 11          |             |
| VALID CASES           | 339            | 5224          | 34         | 56         | 56         | 72         | 67         | 38          | 282         | 3         | 4                  | 2              | 3         | 8         | 20         | 9                | 310              | 184         | 142         | 129         | 194         |
| NUMBER OF RESPONDENTS | 362<br>100%    | 5554<br>100%  | 37<br>100% | 59<br>100% | 57<br>100% | 75<br>100% | 68<br>100% | 40<br>100%  | 294<br>100% | 3<br>100% | 4<br>100%          | 2<br>100%      | 3<br>100% | 8<br>100% | 21<br>100% | 10<br>100%       | 322<br>100%      | 193<br>100% | 146<br>100% | 131<br>100% | 205<br>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      |            |             |
|-----------------------|----------------|---------------|------------|------------|------------|------------|------------|-------------|-------------|-----------|---------------|-----------|-----------|-----------|------------|-------------|-----------------------|-------------|-------------|------------|-------------|
|                       | INHE 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 PAC ILND | AMER ALSK | MUL- OTHR | TI        | HIS- IC    | NOT HIS- IC | EX & VERY GOOD & FAIR | POOR        | MALE        | FE- MALE   |             |
| Q8 #YES               | 177<br>72%     | 2839<br>72%   | 11<br>55%  | 24<br>65%  | 34<br>79%  | 48<br>83%* | 33<br>67%  | 20<br>69%   | 154<br>73%  | 1<br>50%  | 1<br>50%      | 2<br>100% | 1<br>50%  | 2<br>50%  | 10<br>71%  | 1<br>33%    | 169<br>73%            | 83<br>67%   | 88<br>77%   | 60<br>71%  | 110<br>73%  |
| NO                    | 69<br>28%      | 1080<br>28%   | 9<br>45%   | 13<br>35%  | 9<br>21%   | 10<br>17%* | 16<br>33%  | 9<br>31%    | 57<br>27%   | 1<br>50%  | 1<br>50%      | 1<br>50%  | 2<br>50%  | 4<br>29%  | 2<br>67%   | 62<br>27%   | 41<br>33%             | 27<br>23%   | 25<br>29%   | 41<br>27%  |             |
| NOT ANSWERED          | 13             | 109           | 1          | 1          | 1          | 3          | 3          | 4           | 11          |           |               |           |           | 1         | 1          | 1           | 12                    | 8           | 5           | 6          | 7           |
| VALID CASES           | 246            | 3919          | 20         | 37         | 43         | 58         | 49         | 29          | 211         | 2         | 2             | 2         | 2         | 4         | 14         | 3           | 231                   | 124         | 115         | 85         | 151         |
| NUMBER OF RESPONDENTS | 259<br>100%    | 4028<br>100%  | 21<br>100% | 38<br>100% | 44<br>100% | 61<br>100% | 52<br>100% | 33<br>100%  | 222<br>100% | 2<br>100% | 2<br>100%     | 2<br>100% | 2<br>100% | 5<br>100% | 15<br>100% | 4<br>100%   | 243<br>100%           | 132<br>100% | 120<br>100% | 91<br>100% | 158<br>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?

|                       | INHE 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 NATV | MUL- OTHR TI | HIS- PAN- IC | NOT HIS- PAN- IC | EX & VERY GOOD & FAIR & POOR | FE- MALE MALE |             |             |            |             |
| Q9 YES                | 160<br>63%    | 2140<br>54%* | 10<br>48%~ | 27<br>73%~ | 31<br>72%~ | 39<br>66%  | 32<br>63%  | 15<br>47%~  | 138<br>64%~       | 1<br>50%~    | 1<br>50%~          | 2<br>100%~          | 1<br>50%~    | 1<br>20%~    | 11<br>73%~       | 153<br>~ 65%~                | 69<br>55%*    | 88<br>73%*  | 54<br>61%   | 100<br>65% |             |
| Q9 NO                 | 93<br>37%     | 1796<br>46%* | 11<br>52%~ | 10<br>27%~ | 12<br>28%~ | 20<br>34%  | 19<br>37%  | 17<br>53%~  | 78<br>36%~        | 1<br>50%~    | 1<br>50%~          | 1<br>~ 50%~         | 4<br>80%~    | 4<br>27%~    | 4<br>100%~       | 84<br>35%~                   | 57<br>45%*    | 32<br>27%*  | 35<br>39%   | 54<br>35%  |             |
| NOT ANSWERED          | 6             | 92           | 1          | 1          | 2          | 1          | 1          | 6           |                   |              |                    |                     |              |              | 6                | 6                            |               |             | 2           | 4          |             |
| VALID CASES           | 253           | 3936         | 21         | 37         | 43         | 59         | 51         | 32          | 216               | 2            | 2                  | 2                   | 2            | 5            | 15               | 4                            | 237           | 126         | 120         | 89         | 154         |
| NUMBER OF RESPONDENTS | 259<br>100%   | 4028<br>100% | 21<br>100% | 38<br>100% | 44<br>100% | 61<br>100% | 52<br>100% | 33<br>100%  | 222<br>100%       | 2<br>100%    | 2<br>100%          | 2<br>100%           | 2<br>100%    | 5<br>100%    | 15<br>100%       | 4<br>100%                    | 243<br>100%   | 132<br>100% | 120<br>100% | 91<br>100% | 158<br>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?

|                       |                     |                    | AGE            |                |                |                |                | RACE              |                    |                    |                              |            | ETHNIC-<br>ITY            | HEALTH<br>STATUS   |  | GENDER            |             |           |           |           |
|-----------------------|---------------------|--------------------|----------------|----------------|----------------|----------------|----------------|-------------------|--------------------|--------------------|------------------------------|------------|---------------------------|--------------------|--|-------------------|-------------|-----------|-----------|-----------|
|                       | INHE<br>TOT<br>ADLT | OHP<br>TOT<br>ADLT | 18<br>TO<br>24 | 25<br>TO<br>34 | 35<br>TO<br>44 | 45<br>TO<br>54 | 55<br>TO<br>64 | 65<br>AND<br>OVER | BLCK<br>OR<br>AFR- | NATV<br>AS-<br>IAN | AMER<br>HAW/<br>IND/<br>ALSK | MUL-<br>TI | NOT<br>HIS-<br>PAN-<br>IC | HIS-<br>PAN-<br>IC | EX &<br>VERY<br>GOOD<br>&<br>FAIR<br>&<br>POOR | GOOD<br>&<br>POOR | FE-<br>MALE | MALE      |           |           |
| Q10<br>NOT AT ALL     | 8<br>5%             | 93<br>4%           | ~              | 1<br>4%        | 2<br>7%        | 2<br>5%        | 2<br>7%        | 7<br>5%           | ~                  | ~                  | ~                            | ~          | ~                         | 7<br>5%            | 5<br>7%  | 2<br>2%           | 5<br>9%     | 2<br>2%   |           |           |
| A LITTLE              | 19<br>12%           | 327<br>16%         | 10%            | 1<br>11%       | 3<br>7%        | 2<br>16%       | 6<br>17%       | 5<br>7%           | 1<br>13%           | ~                  | ~                            | ~          | ~                         | 1<br>9%            | 18<br>12%                                      | 9<br>13%          | 10<br>12%   | 5<br>9%   | 13<br>13% |           |
| SOME                  | 54<br>35%           | 758<br>36%         | 60%            | 6<br>59%       | 16<br>20%      | 6<br>32%       | 12<br>20%      | 6<br>47%          | 7<br>36%           | ~                  | ~                            | ~          | ~                         | 5<br>45%           | 53<br>36%                                      | 25<br>37%         | 28<br>33%   | 18<br>34% | 35<br>36% |           |
| #A LOT                | 75<br>48%           | 898<br>43%         | 30%            | 3<br>26%       | 7<br>67%       | 20<br>47%      | 18<br>57%      | 17<br>47%         | 7<br>46%           | 1<br>100%          | 1<br>100%                    | 2<br>100%  | 1<br>100%                 | 1<br>100%          | 5<br>45%                                       | 71<br>48%         | 28<br>42%   | 46<br>53% | 25<br>47% | 47<br>48% |
| NOT ANSWERED          | 4                   | 95                 |                |                | 1              | 1              | 2              | 4                 |                    |                    |                              |            |                           | 4                  | 2  | 2                 | 1           | 3         |           |           |
| VALID CASES           | 156                 | 2076               | 10             | 27             | 30             | 38             | 30             | 15                | 134                | 1                  | 1                            | 2          | 1                         | 1                  | 11   | 149               | 67          | 86        | 53        | 97        |
| NUMBER OF RESPONDENTS | 160                 | 2171               | 10             | 27             | 31             | 39             | 32             | 15                | 138                | 1                  | 1                            | 2          | 1                         | 1                  | 11   | 153               | 69          | 88        | 54        | 100       |
|                       | 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?

|                       |                |               | AGE       |            |            |            |            |             | RACE        |             |                |                |           |             | ETHNICITY    | HEALTH STATUS    |                              | GENDER    |           |           |
|-----------------------|----------------|---------------|-----------|------------|------------|------------|------------|-------------|-------------|-------------|----------------|----------------|-----------|-------------|--------------|------------------|------------------------------|-----------|-----------|-----------|
|                       | INHE 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 & POOR | MALE      | FE- MALE  |           |
| Q11                   |                |               |           |            |            |            |            |             |             |             |                |                |           |             |              |                  |                              |           |           |           |
| NOT AT ALL            | 29<br>19%      | 407<br>20%    | 4<br>40%~ | 4<br>15%~  | 5<br>17%~  | 6<br>16%~  | 6<br>20%~  | 2<br>13%~   | 25<br>19%~  | 1<br>100%~  | ~              | ~              | ~         | 1<br>~100%~ | ~            | 26<br>~ 17%~     | 14<br>21%                    | 14<br>16% | 9<br>17%  | 18<br>19% |
| A LITTLE              | 29<br>19%      | 411<br>20%    | 1<br>10%~ | 9<br>33%~  | 4<br>13%~  | 8<br>21%~  | 4<br>13%~  | 2<br>13%~   | 24<br>18%~  | ~           | ~              | ~              | ~         | 4<br>~ 36%~ | ~            | 28<br>~ 19%~     | 14<br>21%                    | 14<br>16% | 8<br>15%  | 20<br>21% |
| SOME                  | 58<br>37%      | 704<br>34%    | 5<br>50%~ | 13<br>48%~ | 11<br>37%~ | 12<br>32%~ | 10<br>33%~ | 5<br>33%~   | 52<br>39%~  | ~           | ~              | 1<br>50%~      | ~         | 4<br>~ 36%~ | ~            | 57<br>~ 38%~     | 26<br>39%                    | 31<br>36% | 23<br>43% | 34<br>35% |
| #A LOT                | 40<br>26%      | 554<br>27%    | ~         | 1<br>4%~   | 10<br>33%~ | 12<br>32%~ | 10<br>33%~ | 6<br>40%~   | 33<br>25%~  | 1<br>~100%~ | 1<br>50%~      | 1<br>100%~     | 1<br>~    | 3<br>~ 27%~ | ~            | 38<br>~ 26%~     | 13<br>19%                    | 27<br>31% | 13<br>25% | 25<br>26% |
| NOT ANSWERED          | 4              | 95            |           |            | 1          | 1          | 2          |             | 4           |             |                |                |           |             | 4            | 2                | 2                            | 1         | 3         |           |
| VALID CASES           | 156            | 2076          | 10        | 27         | 30         | 38         | 30         | 15          | 134         | 1           | 1              | 2              | 1         | 1           | 11           | 149              | 67                           | 86        | 53        | 97        |
| NUMBER OF RESPONDENTS | 160            | 2171          | 10        | 27         | 31         | 39         | 32         | 15          | 138         | 1           | 1              | 2              | 1         | 1           | 11           | 153              | 69                           | 88        | 54        | 100       |
|                       | 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?

|                       | INHE TOT ADULT | OHP TOT ADULT | AGE        |            |            |            |            | RACE        |             |           |                    |                | ETHNICITY |           | HEALTH STATUS    |                              | GENDER     |            |            |             |
|-----------------------|----------------|---------------|------------|------------|------------|------------|------------|-------------|-------------|-----------|--------------------|----------------|-----------|-----------|------------------|------------------------------|------------|------------|------------|-------------|
|                       |                |               | 18 TO 24   | 25 TO 34   | 35 TO 44   | 45 TO 54   | 55 TO 64   | 65 AND OVER | BLK OR AFR- | AS- IAN   | NATV HAW/ PAC ILND | AMER IND/ ALSK | MUL- TI   | HIS- IC   | NOT HIS- PAN- IC | EX & VERY GOOD & FAIR & POOR | MALE       | FE- MALE   |            |             |
| Q12 #YES              | 116<br>75%     | 1495<br>72%   | 9<br>90%   | 20<br>74%  | 26<br>87%  | 28<br>76%  | 20<br>69%  | 8<br>53%    | 100<br>76%  | 1<br>100% | 1<br>100%          | 2<br>100%      | 1<br>100% | 7<br>64%  | 111<br>76%       | 53<br>80%                    | 61<br>72%  | 35<br>67%  | 76<br>79%  |             |
| NO                    | 38<br>25%      | 577<br>28%    | 1<br>10%   | 7<br>26%   | 4<br>13%   | 9<br>24%   | 9<br>31%   | 7<br>47%    | 32<br>24%   | ~         | ~                  | ~              | ~         | 1<br>100% | 4<br>36%         | 36<br>24%                    | 13<br>20%  | 24<br>28%  | 17<br>33%  | 20<br>21%   |
| NOT ANSWERED          | 6              | 99            |            |            | 1          | 2          | 3          |             | 6           |           |                    |                |           |           | 6                | 3                            | 3          | 2          | 4          |             |
| VALID CASES           | 154            | 2072          | 10         | 27         | 30         | 37         | 29         | 15          | 132         | 1         | 1                  | 2              | 1         | 1         | 11               | 147                          | 66         | 85         | 52         | 96          |
| NUMBER OF RESPONDENTS | 160<br>100%    | 2171<br>100%  | 10<br>100% | 27<br>100% | 31<br>100% | 39<br>100% | 32<br>100% | 15<br>100%  | 138<br>100% | 1<br>100% | 1<br>100%          | 2<br>100%      | 1<br>100% | 1<br>100% | 11<br>100%       | 153<br>100%                  | 69<br>100% | 88<br>100% | 54<br>100% | 100<br>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?

|                                | INHE 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 | OTH- | NOT HIS- PAN- IC | HIS- PAN- IC | EX & VERY GOOD & POOR | FAIR & POOR | FE- MALE | MALE |      |     |
| Q13 WORST HEALTH CARE POSSIBLE | 27             | 0.7%          | ~        | ~        | ~        | ~        | ~        | ~           | ~            | ~            | ~                       | ~       | ~    | ~                | ~            | ~                     | ~           | ~        | ~    | ~    |     |
| 01                             | 3              | 36            | ~        | 1        | ~        | 1        | 1        | 2           | ~            | ~            | ~                       | ~       | ~    | ~                | 1            | 3                     | 2           | 1        | 1    | 2    |     |
|                                | 1%             | 0.9%          | ~        | 3%       | ~        | 2%       | 2%       | 0.9%        | ~            | ~            | ~                       | ~       | ~    | ~                | 7%           | ~                     | 1%          | 2%       | 0.8% | 1%   | 1%  |
| 02                             | 5              | 49            | ~        | 1        | 1        | ~        | 3        | 5           | ~            | ~            | ~                       | ~       | ~    | ~                | 4            | 3                     | 2           | 2        | 1    | 4    |     |
|                                | 2%             | 1%            | ~        | 3%       | 2%       | ~        | 6%       | 2%          | ~            | ~            | ~                       | ~       | ~    | ~                | 2%           | 2%                    | 2%          | 2%       | 1%   | 3%   |     |
| 03                             | 3              | 75            | ~        | ~        | 1        | 1        | ~        | 1           | ~            | ~            | ~                       | ~       | ~    | ~                | 1            | 2                     | 1           | 1        | 2    | ~    |     |
|                                | 1%             | 2%            | ~        | ~        | 2%       | 2%       | ~        | 0.5%        | ~            | ~            | ~                       | ~       | ~    | ~                | 7%           | ~                     | 0.8%        | 0.8%     | 0.8% | 2%   | ~   |
| 04                             | 6              | 144           | 1        | ~        | 2        | 1        | 1        | 5           | ~            | ~            | ~                       | ~       | ~    | ~                | 5            | 3                     | 2           | 2        | 2    | 3    |     |
|                                | 2%             | 4%            | 5%       | ~        | 5%       | 2%       | 2%       | 2%          | ~            | ~            | ~                       | ~       | ~    | ~                | 2%           | 2%                    | 2%          | 2%       | 2%   | 2%   |     |
| 05                             | 14             | 268           | 1        | 4        | 2        | 3        | 3        | 14          | ~            | ~            | ~                       | ~       | ~    | ~                | 14           | 7                     | 7           | 7        | 2    | 12   |     |
|                                | 6%             | 7%            | 5%       | 11%      | 5%       | 5%       | 6%       | 3%          | 6%           | ~            | ~                       | ~       | ~    | ~                | 6%           | 6%                    | 6%          | 6%       | 2%*  | 8%*  |     |
| 06                             | 18             | 223           | 1        | 5        | 4        | 5        | 2        | 13          | ~            | ~            | ~                       | ~       | 1    | 3                | 17           | 6                     | 11          | 7        | 7    | 10   |     |
|                                | 7%             | 6%            | 5%       | 14%      | 9%       | 8%       | 4%       | 6%          | ~            | ~            | ~                       | ~       | 20%  | 20%              | 7%           | 5%                    | 9%          | 8%       | 6%   | 6%   |     |
| 07                             | 31             | 446           | 4        | 6        | 5        | 7        | 3        | 26          | ~            | ~            | ~                       | ~       | 1    | 2                | 1            | 27                    | 19          | 11       | 15   | 14   |     |
|                                | 12%            | 11%           | 20%      | 16%      | 12%      | 11%      | 6%       | 13%         | 12%          | ~            | ~                       | ~       | 20%  | 13%              | 25%          | 11%                   | 15%         | 9%       | 17%  | 9%   |     |
| 08                             | 58             | 874           | 6        | 7        | 8        | 17       | 14       | 51          | 1            | ~            | ~                       | ~       | ~    | 4                | 56           | 27                    | 29          | 13       | 43   |      |     |
|                                | 23%            | 22%           | 30%      | 19%      | 19%      | 28%      | 28%      | 13%         | 24%          | 50%          | ~                       | ~       | ~    | 27%              | ~            | 24%                   | 21%         | 24%      | 15%* | 28%* |     |
| 09                             | 50             | 633           | 5        | 8        | 5        | 8        | 12       | 43          | 1            | 1            | 1                       | ~       | 2    | 1                | 2            | 46                    | 29          | 21       | 21   | 28   |     |
|                                | 20%            | 16%           | 25%      | 22%      | 12%      | 13%      | 24%      | 31%         | 20%          | 50%          | 50%                     | 50%     | ~    | 40%              | 7%           | 50%                   | 19%         | 23%      | 18%  | 18%  |     |
| BEST HEALTH CARE POSSIBLE      | 64             | 1114          | 2        | 5        | 15       | 18       | 11       | 56          | ~            | 1            | 1                       | 2       | 1    | 3                | 1            | 63                    | 30          | 34       | 25   | 38   |     |
|                                | 25%            | 29%           | 10%      | 14%      | 35%      | 30%      | 22%      | 41%         | 26%          | ~            | 50%                     | 50%     | 100% | 20%              | 20%          | 25%                   | 27%         | 24%      | 29%  | 25%  |     |
| #8-10 (NET)                    | 172            | 2622          | 13       | 20       | 28       | 43       | 37       | 27          | 150          | 2            | 2                       | 2       | 2    | 3                | 8            | 3                     | 165         | 86       | 84   | 59   | 109 |
|                                | 68%            | 67%           | 65%      | 54%      | 65%      | 70%      | 74%      | 84%         | 69%          | 100%         | 100%                    | 100%    | 100% | 60%              | 53%          | 75%                   | 70%         | 68%      | 71%  | 66%  | 71% |

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      |            |             |
|-------------------------|----------------|---------------|------------|------------|------------|------------|------------|-------------|-------------|-----------|---------------|----------------|------------|-----------|------------|------------------|------------------------------|-------------|-------------|------------|-------------|
|                         | INHE 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- OTHR  | TI        | HIS- IC    | NOT HIS- PAN- IC | EX & VERY GOOD & FAIR & POOR | MALE MALE   |             |            |             |
| 9-10 (NET)              | 114<br>45%     | 1747<br>45%   | 7<br>35%~  | 13<br>35%~ | 20<br>47%~ | 26<br>43%  | 23<br>46%  | 23<br>72%~  | 99<br>46%~  | 1<br>50%~ | 2<br>100%~    | 2<br>100%~     | 2<br>100%~ | 3<br>60%~ | 4<br>27%~  | 3<br>75%~        | 109<br>46%~                  | 59<br>46%   | 55<br>46%   | 46<br>52%  | 66<br>43%   |
| NOT ANSWERED            | 7              | 139           | 1          | 1          | 1          |            | 2          | 1           | 6           |           |               |                |            |           |            | 6                | 5                            | 1           | 2           | 4          |             |
| VALID CASES             | 252            | 3889          | 20         | 37         | 43         | 61         | 50         | 32          | 216         | 2         | 2             | 2              | 2          | 5         | 15         | 4                | 237                          | 127         | 119         | 89         | 154         |
| NUMBER OF RESPONDENTS   | 259<br>100%    | 4028<br>100%  | 21<br>100% | 38<br>100% | 44<br>100% | 61<br>100% | 52<br>100% | 33<br>100%  | 222<br>100% | 2<br>100% | 2<br>100%     | 2<br>100%      | 2<br>100%  | 5<br>100% | 15<br>100% | 4<br>100%        | 243<br>100%                  | 132<br>100% | 120<br>100% | 91<br>100% | 158<br>100% |
| MEAN                    | 7.92           | 7.86          | 7.80       | 7.38       | 7.93       | 8.03       | 7.78       | 8.91        | 7.96        | 8.50      | 9.50          | 9.50           | 10.0       | 8.20      | 7.13       | 8.75             | 7.97                         | 7.91        | 8.03        | 8.06       | 7.90        |
| p stat_(*=Sig @ p<=.05) |                | .666          | ~          | ~          | ~.597      | .634       | ~          | ~           | ~           | ~         | ~             | ~              | ~          | ~         | ~          | ~                | ~.930                        | .421        | .417        | .841       |             |

[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?

|                         | INHE 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- WHT | AS- IAN   | NATV HAW/ PAC ILND | AMER IND/ ALSK NATV | OTHR      | MUL- TI   | HIS- IC    | NOT HIS- IC | EX & VERY GOOD & FAIR & POOR | FE- MALE    | MALE        |            |             |           |
| Q14 NEVER               | 4<br>2%       | 106<br>3%    | 1<br>5%    | 1<br>3%    | 1<br>~     | 1<br>2%    | 1<br>2%    | 4<br>2%     | ~                | ~         | ~                  | ~                   | ~         | ~         | ~          | 4<br>2%     | 2<br>2%                      | 2<br>2%     | 3<br>3%     | 1<br>0.7%  |             |           |
| SOMETIMES               | 28<br>11%     | 606<br>16%*  | 1<br>5%    | 7<br>19%   | 5<br>12%   | 8<br>13%   | 5<br>10%   | 23<br>11%   | ~                | ~         | ~                  | ~                   | ~         | 3<br>20%  | ~          | 26<br>11%   | 17<br>13%                    | 10<br>8%    | 5<br>6%*    | 21<br>14%  |             |           |
| USUALLY                 | 94<br>37%     | 1251<br>32%  | 10<br>48%  | 16<br>43%  | 20<br>48%  | 18<br>30%  | 18<br>35%  | 7<br>23%    | 80<br>37%        | 1<br>50%  | 1<br>50%           | ~                   | ~         | 3<br>60%  | 5<br>33%   | 2<br>50%    | 87<br>37%                    | 47<br>37%   | 44<br>37%   | 32<br>36%  | 58<br>38%   |           |
| ALWAYS                  | 125<br>50%    | 1927<br>50%  | 9<br>43%   | 13<br>35%  | 17<br>40%  | 33<br>55%  | 27<br>53%  | 24<br>77%   | 108<br>50%       | 1<br>50%  | 1<br>50%           | 2<br>100%           | 2<br>100% | 2<br>40%  | 2<br>47%   | 7<br>50%    | 2<br>50%                     | 119<br>50%  | 61<br>48%   | 62<br>53%  | 50<br>56%   | 72<br>47% |
| #ALWAYS + USUALLY (NET) | 219<br>87%    | 3178<br>82%* | 19<br>90%  | 29<br>78%  | 37<br>88%  | 51<br>85%  | 45<br>88%  | 31<br>100%  | 188<br>87%       | 2<br>100% | 2<br>100%          | 2<br>100%           | 2<br>100% | 5<br>100% | 12<br>80%  | 4<br>100%   | 206<br>87%                   | 108<br>85%  | 106<br>90%  | 82<br>91%  | 130<br>86%  |           |
| TOP BOX SCORE           | 125<br>50%    | 1927<br>50%  | 9<br>43%   | 13<br>35%  | 17<br>40%  | 33<br>55%  | 27<br>53%  | 24<br>77%   | 108<br>50%       | 1<br>50%  | 1<br>50%           | 2<br>100%           | 2<br>100% | 2<br>40%  | 2<br>47%   | 7<br>50%    | 2<br>50%                     | 119<br>50%  | 61<br>48%   | 62<br>53%  | 50<br>56%   | 72<br>47% |
| NOT ANSWERED            | 8             | 138          | 1          | 2          | 1          | 1          | 2          | 7           |                  |           |                    |                     |           |           |            | 7           | 5                            | 2           | 1           | 6          |             |           |
| VALID CASES             | 251           | 3890         | 21         | 37         | 42         | 60         | 51         | 31          | 215              | 2         | 2                  | 2                   | 2         | 5         | 15         | 4           | 236                          | 127         | 118         | 90         | 152         |           |
| NUMBER OF RESPONDENTS   | 259<br>100%   | 4028<br>100% | 21<br>100% | 38<br>100% | 44<br>100% | 61<br>100% | 52<br>100% | 33<br>100%  | 222<br>100%      | 2<br>100% | 2<br>100%          | 2<br>100%           | 2<br>100% | 5<br>100% | 15<br>100% | 4<br>100%   | 243<br>100%                  | 132<br>100% | 120<br>100% | 91<br>100% | 158<br>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?

|                       | INHE 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 | OTH        | MUL- TI   | HIS- IC    | NOT HIS- IC | EX & VERY GOOD & | FAIR & POOR | FE- MALE      | MALE        |             |  |
| Q15 YES               | 307<br>88%     | 4471<br>84%*  | 27<br>75%~ | 48<br>81%  | 51<br>89%  | 73<br>97%* | 60<br>88%  | 37<br>97%~  | 265<br>91%* | 2<br>67%~ | 4<br>100%~ | 1<br>50%~      | 3<br>100%~ | 3<br>43%~ | 19<br>90%~ | 4<br>44%~   | 289<br>90%~      | 166<br>86%  | 133<br>92%*   | 113<br>87%  | 183<br>90%  |  |
| NO                    | 41<br>12%      | 824<br>16%*   | 9<br>25%~  | 11<br>19%  | 6<br>11%   | 2<br>3%*   | 8<br>12%   | 1<br>3%~    | 27<br>9%*   | 1<br>33%~ | ~          | 1<br>50%~      | ~          | 4<br>57%~ | 2<br>10%~  | 5<br>56%~   | 31<br>10%~       | 26<br>14%   | 11<br>8%*     | 17<br>13%   | 20<br>10%   |  |
| NOT ANSWERED          | 14             | 259           | 1          |            |            |            |            | 2           | 2           |           |            |                | 1          |           | 1          | 2           | 1                | 2           | 1             | 2           |             |  |
| VALID CASES           | 348            | 5295          | 36         | 59         | 57         | 75         | 68         | 38          | 292         | 3         | 4          | 2              | 3          | 7         | 21         | 9           | 320              | 192         | 144           | 130         | 203         |  |
| NUMBER OF RESPONDENTS | 362<br>100%    | 5554<br>100%  | 37<br>100% | 59<br>100% | 57<br>100% | 75<br>100% | 68<br>100% | 40<br>100%  | 294<br>100% | 3<br>100% | 4<br>100%  | 2<br>100%      | 3<br>100%  | 8<br>100% | 21<br>100% | 10<br>100%  | 322<br>100%      | 193<br>100% | 146<br>100%   | 131<br>100% | 205<br>100% |  |

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

|                       | INHE<br>TOT<br>ADLT | OHP<br>TOT<br>ADLT | AGE            |                |                |                |                |                   | RACE               |             |                             |                      |             |              | ETHNIC-<br>ITY     |                           | HEALTH<br>STATUS                               |                   | GENDER    |             |      |
|-----------------------|---------------------|--------------------|----------------|----------------|----------------|----------------|----------------|-------------------|--------------------|-------------|-----------------------------|----------------------|-------------|--------------|--------------------|---------------------------|--|-------------------|-----------|-------------|------|
|                       |                     |                    | 18<br>TO<br>24 | 25<br>TO<br>34 | 35<br>TO<br>44 | 45<br>TO<br>54 | 55<br>TO<br>64 | 65<br>AND<br>OVER | BLCK<br>OR<br>AFR- | AS-<br>IAN  | NATV<br>HAW/<br>PAC<br>ILND | AMER<br>IND/<br>ALSK | OTHR        | MUL-<br>TI   | HIS-<br>PAN-<br>IC | NOT<br>HIS-<br>PAN-<br>IC | EX &<br>VERY<br>GOOD<br>&<br>FAIR<br>&<br>POOR | GOOD<br>&<br>POOR | MALE      | FE-<br>MALE |      |
| Q16<br>NONE           | 49<br>17%           | 737<br>18%         | 12<br>44%~     | 11<br>24%~     | 10<br>21%~     | 5<br>8%*       | 7<br>13%       | 2<br>6%~          | 41<br>17%~         | 1<br>~ 25%~ | 1<br>~ 33%~                 | 4<br>~ 21%~          | 1<br>33%~   | 46<br>17%~   | 35<br>23%*         | 12<br>10%*                | 21<br>21%                                      | 26<br>15%         |           |             |      |
| 1 TIME                | 57<br>20%           | 904<br>22%         | 5<br>19%~      | 10<br>22%~     | 10<br>21%~     | 12<br>19%      | 10<br>18%      | 8<br>23%~         | 49<br>20%~         | 1<br>50%~   | 2<br>50%~                   | 1<br>~ 33%~          | 1<br>50%~   | 1<br>5%~     | 55<br>~ 20%~       | 40<br>26%*                | 16<br>13%*                                     | 24<br>24%         | 31<br>18% |             |      |
| 2                     | 81<br>29%           | 921<br>22%*        | 2<br>7%~       | 11<br>24%~     | 10<br>21%~     | 16<br>25%      | 19<br>35%      | 17<br>49%~        | 72<br>30%~         | ~           | 1<br>~100%~                 | 1<br>~ 50%~          | 2<br>11%~   | 1<br>33%~    | 74<br>28%~         | 40<br>26%                 | 37<br>30%                                      | 28<br>28%         | 48<br>28% |             |      |
| 3                     | 38<br>13%           | 552<br>13%         | 4<br>15%~      | 6<br>13%~      | 6<br>13%~      | 8<br>13%       | 9<br>16%       | 5<br>14%~         | 31<br>13%~         | 1<br>50%~   | ~                           | 1<br>~ 33%~          | 5<br>~ 26%~ | 1<br>33%~    | 36<br>13%~         | 17<br>11%                 | 21<br>17%                                      | 14<br>14%         | 24<br>14% |             |      |
| 4                     | 21<br>7%            | 381<br>9%          | 2<br>7%~       | 3<br>7%~       | 4<br>8%~       | 7<br>11%       | 3<br>5%        | 2<br>6%~          | 14<br>6%~          | 1<br>~ 25%~ | ~                           | ~                    | 6<br>~ 32%~ | 21<br>~ 8%~  | 9<br>6%            | 12<br>10%                 | 7<br>7%  | 14<br>8%          |           |             |      |
| 5 TO 9                | 31<br>11%           | 484<br>12%         | 2<br>7%~       | 4<br>9%~       | 8<br>17%~      | 12<br>19%      | 4<br>7%        | 1<br>3%~          | 30<br>12%~         | ~           | ~                           | ~                    | 1<br>~ 5%~  | 31<br>~ 12%~ | 9<br>6%*           | 22<br>18%*                | 7<br>7%  | 23<br>13%         |           |             |      |
| 10 OR MORE TIMES      | 7<br>2%             | 164<br>4%          | ~              | 1<br>2%~       | ~              | 3<br>5%        | 3<br>5%        | ~                 | 7<br>3%~           | ~           | ~                           | ~                    | ~           | 6<br>~ 2%~   | 2<br>1%            | 5<br>4%                   | ~  | 7<br>4%*          |           |             |      |
| NOT ANSWERED          | 23                  | 311                | 2              | 3              | 10             | 5              | 2              | 21                | 21                 | ~           | ~                           | ~                    | 1           | 1            | 20                 | 14                        | 8  | 12                | 10        |             |      |
| VALID CASES           | 284                 | 4143               | 27             | 46             | 48             | 63             | 55             | 35                | 244                | 2           | 4                           | 1                    | 3           | 2            | 19                 | 3                         | 269  | 152               | 125       | 101         | 173  |
| NUMBER OF RESPONDENTS | 307                 | 4454               | 27             | 48             | 51             | 73             | 60             | 37                | 265                | 2           | 4                           | 1                    | 3           | 3            | 19                 | 4                         | 289  | 166               | 133       | 113         | 183  |
|                       | 100%                | 100%               | 100%           | 100%           | 100%           | 100%           | 100%           | 100%              | 100%               | 100%        | 100%                        | 100%                 | 100%        | 100%         | 100%               | 100%                      | 100%   | 100%              | 100%      | 100%        | 100% |

[ASKED IF Q15 = YES]

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

|                         |               |              | AGE        |            |            |            |            |             | RACE             |           |                    |                     |           |           | ETHNICITY  |             | HEALTH STATUS                |                    | GENDER      |            |             |
|-------------------------|---------------|--------------|------------|------------|------------|------------|------------|-------------|------------------|-----------|--------------------|---------------------|-----------|-----------|------------|-------------|------------------------------|--------------------|-------------|------------|-------------|
|                         | INHE 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- WHT | AS- IAN   | NATV HAW/ PAC ILND | AMER IND/ ALSK NATV | OTHR      | MUL- TI   | HIS- IC    | NOT HIS- IC | EX & VERY GOOD & FAIR & POOR | GOOD & FAIR & POOR | MALE        | FE- MALE   |             |
| Q17 NEVER               | 7<br>3%       | 64<br>2%     | 1<br>7%    | 2<br>6%    | 1<br>3%    | 1<br>2%    | 2<br>4%    | 7<br>3%     | ~                | ~         | ~                  | ~                   | ~         | ~         | 7<br>3%    | 4<br>3%     | 3<br>3%                      | 1<br>1%            | 6<br>4%     |            |             |
| SOMETIMES               | 11<br>5%      | 221<br>7%    | 1<br>7%    | 3<br>9%    | 2<br>5%    | 2<br>3%    | 1<br>2%    | 2<br>6%     | 9<br>4%          | 1<br>33%  | ~                  | ~                   | ~         | 1<br>7%   | 11<br>5%   | 5<br>4%     | 6<br>5%                      | 4<br>5%            | 7<br>5%     |            |             |
| USUALLY                 | 61<br>26%     | 788<br>23%   | 3<br>20%   | 13<br>37%  | 9<br>24%   | 14<br>24%  | 11<br>23%  | 8<br>24%    | 52<br>26%        | ~         | ~                  | ~                   | ~         | 6<br>43%  | 56<br>25%  | 27<br>23%   | 32<br>29%                    | 18<br>23%          | 40<br>27%   |            |             |
| ALWAYS                  | 155<br>66%    | 2286<br>68%  | 10<br>67%  | 17<br>49%  | 26<br>68%  | 41<br>71%  | 33<br>70%  | 23<br>70%   | 135<br>67%       | 2<br>100% | 2<br>67%           | 1<br>100%           | 2<br>100% | 2<br>100% | 7<br>50%   | 2<br>100%   | 148<br>67%                   | 81<br>69%          | 71<br>63%   | 56<br>71%  | 94<br>64%   |
| #ALWAYS + USUALLY (NET) | 216<br>92%    | 3074<br>92%  | 13<br>87%  | 30<br>86%  | 35<br>92%  | 55<br>95%  | 44<br>94%  | 31<br>94%   | 187<br>92%       | 2<br>100% | 2<br>67%           | 1<br>100%           | 2<br>100% | 2<br>93%  | 13<br>100% | 2<br>92%    | 204<br>92%                   | 108<br>92%         | 103<br>92%  | 74<br>94%  | 134<br>91%  |
| TOP BOX SCORE           | 155<br>66%    | 2286<br>68%  | 10<br>67%  | 17<br>49%  | 26<br>68%  | 41<br>71%  | 33<br>70%  | 23<br>70%   | 135<br>67%       | 2<br>100% | 2<br>67%           | 1<br>100%           | 2<br>100% | 2<br>100% | 7<br>50%   | 2<br>100%   | 148<br>67%                   | 81<br>69%          | 71<br>63%   | 56<br>71%  | 94<br>64%   |
| NOT ANSWERED            | 1             | 36           |            |            |            |            | 1          |             |                  |           |                    |                     |           | 1         | 1          |             |                              | 1                  | 1           |            |             |
| VALID CASES             | 234           | 3360         | 15         | 35         | 38         | 58         | 47         | 33          | 203              | 2         | 3                  | 1                   | 2         | 2         | 14         | 2           | 222                          | 117                | 112         | 79         | 147         |
| NUMBER OF RESPONDENTS   | 235<br>100%   | 3396<br>100% | 15<br>100% | 35<br>100% | 38<br>100% | 58<br>100% | 48<br>100% | 33<br>100%  | 203<br>100%      | 2<br>100% | 3<br>100%          | 1<br>100%           | 2<br>100% | 2<br>100% | 15<br>100% | 2<br>100%   | 223<br>100%                  | 117<br>100%        | 113<br>100% | 80<br>100% | 147<br>100% |

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



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

|                         |               |              | AGE       |           |           |            |           | RACE        |                 |           |                    |                |           | ETHNICITY |           | HEALTH STATUS |                              | GENDER     |            |            |           |
|-------------------------|---------------|--------------|-----------|-----------|-----------|------------|-----------|-------------|-----------------|-----------|--------------------|----------------|-----------|-----------|-----------|---------------|------------------------------|------------|------------|------------|-----------|
|                         | INHE TOT ADLT | OHP TOT ADLT | 18 TO 24  | 25 TO 34  | 35 TO 44  | 45 TO 54   | 55 TO 64  | 65 AND OVER | BLK OR AFR- WHT | AS- IAN   | NATV HAW/ PAC ILND | AMER IND/ ALSK | OTHR      | MUL- TI   | HIS- IC   | NOT HIS- IC   | EX & VERY GOOD & FAIR & POOR | MALE       | FE- MALE   |            |           |
| Q18 NEVER               | 7<br>3%       | 80<br>2%     | 1<br>7%   | 3<br>9%   | 1<br>3%   | ~          | 1<br>2%   | 1<br>3%     | 7<br>3%         | ~         | ~                  | ~              | ~         | ~         | ~         | 6<br>3%       | 5<br>4%                      | 2<br>2%    | 1<br>1%    | 6<br>4%    |           |
| SOMETIMES               | 19<br>8%      | 289<br>9%    | 1<br>7%   | 1<br>3%   | 5<br>13%  | 5<br>9%    | 2<br>4%   | 3<br>9%     | 14<br>7%        | ~         | ~                  | ~              | ~         | 3<br>20%  | 16<br>7%  | 5<br>4%*      | 13<br>12%                    | 3<br>4%*   | 14<br>10%  |            |           |
| USUALLY                 | 62<br>27%     | 705<br>21%   | 3<br>20%  | 10<br>29% | 9<br>24%  | 22<br>39%* | 11<br>23% | 3<br>9%     | 48<br>24%       | 1<br>50%  | 2<br>67%           | ~              | ~         | 1<br>50%  | 7<br>47%  | 58<br>26%     | 25<br>22%                    | 34<br>30%  | 23<br>29%  | 36<br>25%  |           |
| ALWAYS                  | 145<br>62%    | 2267<br>68%  | 10<br>67% | 21<br>60% | 23<br>61% | 29<br>52%  | 34<br>71% | 26<br>79%   | 132<br>66%      | 1<br>50%  | 1<br>33%           | 1<br>100%      | 2<br>100% | 1<br>50%  | 5<br>33%  | 2<br>100%     | 141<br>64%                   | 81<br>70%* | 63<br>56%  | 53<br>66%  | 89<br>61% |
| #ALWAYS + USUALLY (NET) | 207<br>89%    | 2972<br>89%  | 13<br>87% | 31<br>89% | 32<br>84% | 51<br>91%  | 45<br>94% | 29<br>88%   | 180<br>90%      | 2<br>100% | 3<br>100%          | 1<br>100%      | 2<br>100% | 2<br>100% | 12<br>80% | 199<br>90%    | 106<br>91%                   | 97<br>87%  | 76<br>95%* | 125<br>86% |           |
| TOP BOX SCORE           | 145<br>62%    | 2267<br>68%  | 10<br>67% | 21<br>60% | 23<br>61% | 29<br>52%  | 34<br>71% | 26<br>79%   | 132<br>66%      | 1<br>50%  | 1<br>33%           | 1<br>100%      | 2<br>100% | 1<br>50%  | 5<br>33%  | 2<br>100%     | 141<br>64%                   | 81<br>70%* | 63<br>56%  | 53<br>66%  | 89<br>61% |
| NOT ANSWERED            | 2             | 55           |           |           |           | 2          |           |             | 2               |           |                    |                |           |           | 2         | 1             | 1                            |            | 2          |            |           |
| VALID CASES             | 233           | 3341         | 15        | 35        | 38        | 56         | 48        | 33          | 201             | 2         | 3                  | 1              | 2         | 2         | 15        | 2             | 221                          | 116        | 112        | 80         | 145       |
| NUMBER OF RESPONDENTS   | 235           | 3396         | 15        | 35        | 38        | 58         | 48        | 33          | 203             | 2         | 3                  | 1              | 2         | 2         | 15        | 2             | 223                          | 117        | 113        | 80         | 147       |
|                         | 100%          | 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?

|                         | INHE 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- 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   |             |
| Q19 NEVER               | 5<br>2%       | 70<br>2%     | 1<br>7%    | 4<br>11%   | ~          | ~          | ~          | ~           | 5<br>2%          | ~         | ~                  | ~                   | ~         | ~         | ~          | ~           | 5<br>2%          | 4<br>3%     | 1<br>0.9%   | 1<br>1%    | 4<br>3%     |
| SOMETIMES               | 22<br>9%      | 242<br>7%    | 1<br>7%    | 2<br>6%    | 5<br>13%   | 5<br>9%    | 3<br>6%    | 4<br>12%    | 18<br>9%         | ~         | ~                  | ~                   | ~         | ~         | 2<br>13%   | ~           | 18<br>8%         | 8<br>7%     | 13<br>12%   | 5<br>6%    | 15<br>10%   |
| USUALLY                 | 51<br>22%     | 541<br>16%*  | 3<br>20%   | 7<br>20%   | 10<br>26%  | 14<br>24%  | 11<br>23%  | 4<br>12%    | 42<br>21%        | ~         | 1<br>33%           | ~                   | ~         | 1<br>50%  | 5<br>33%   | ~           | 48<br>22%        | 22<br>19%   | 27<br>24%   | 16<br>20%  | 33<br>22%   |
| ALWAYS                  | 157<br>67%    | 2489<br>74%* | 10<br>67%  | 22<br>63%  | 23<br>61%  | 39<br>67%  | 34<br>71%  | 25<br>76%   | 138<br>68%       | 2<br>100% | 2<br>67%           | 1<br>100%           | 2<br>100% | 1<br>50%  | 8<br>53%   | 2<br>100%   | 152<br>68%       | 83<br>71%   | 72<br>64%   | 58<br>73%  | 95<br>65%   |
| #ALWAYS + USUALLY (NET) | 208<br>89%    | 3030<br>91%  | 13<br>87%  | 29<br>83%  | 33<br>87%  | 53<br>91%  | 45<br>94%  | 29<br>88%   | 180<br>89%       | 2<br>100% | 3<br>100%          | 1<br>100%           | 2<br>100% | 2<br>100% | 13<br>87%  | 2<br>100%   | 200<br>90%       | 105<br>90%  | 99<br>88%   | 74<br>93%  | 128<br>87%  |
| TOP BOX SCORE           | 157<br>67%    | 2489<br>74%* | 10<br>67%  | 22<br>63%  | 23<br>61%  | 39<br>67%  | 34<br>71%  | 25<br>76%   | 138<br>68%       | 2<br>100% | 2<br>67%           | 1<br>100%           | 2<br>100% | 1<br>50%  | 8<br>53%   | 2<br>100%   | 152<br>68%       | 83<br>71%   | 72<br>64%   | 58<br>73%  | 95<br>65%   |
| NOT ANSWERED            |               | 53           |            |            |            |            |            |             |                  |           |                    |                     |           |           |            |             |                  |             |             |            |             |
| VALID CASES             | 235           | 3343         | 15         | 35         | 38         | 58         | 48         | 33          | 203              | 2         | 3                  | 1                   | 2         | 2         | 15         | 2           | 223              | 117         | 113         | 80         | 147         |
| NUMBER OF RESPONDENTS   | 235<br>100%   | 3396<br>100% | 15<br>100% | 35<br>100% | 38<br>100% | 58<br>100% | 48<br>100% | 33<br>100%  | 203<br>100%      | 2<br>100% | 3<br>100%          | 1<br>100%           | 2<br>100% | 2<br>100% | 15<br>100% | 2<br>100%   | 223<br>100%      | 117<br>100% | 113<br>100% | 80<br>100% | 147<br>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?

|                         | INHE 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- WHT | AS- IAN   | NATV HAW/ PAC ILND | AMER IND/ ALSK NATV | OTHR      | MUL- TI   | HIS- IC    | NOT HIS- IC | EX & VERY GOOD & FAIR & POOR | FE- MALE    | FE- MALE    |            |             |
| Q20 NEVER               | 6<br>3%       | 102<br>3%    | 2<br>13%   | 1<br>3%    | 1<br>3%    | 1<br>2%    | 1<br>2%    | 6<br>3%     |                  |           |                    |                     |           |           |            | 6<br>3%     | 4<br>4%                      | 2<br>2%     | 1<br>1%     | 5<br>3%    |             |
| SOMETIMES               | 21<br>9%      | 343<br>11%   |            | 5<br>~14%  | 4<br>11%   | 3<br>5%    | 4<br>9%    | 3<br>9%     | 13<br>7%         | 2<br>~67% |                    |                     |           | 4<br>~27% |            | 18<br>~8%   | 7<br>6%                      | 13<br>12%   | 4<br>5%     | 15<br>10%  |             |
| USUALLY                 | 70<br>31%     | 852<br>27%   | 4<br>27%   | 10<br>29%  | 14<br>37%  | 21<br>37%  | 11<br>24%  | 8<br>25%    | 64<br>32%        |           |                    |                     |           | 4<br>~27% |            | 67<br>~31%  | 30<br>27%                    | 38<br>34%   | 28<br>35%   | 40<br>28%  |             |
| ALWAYS                  | 132<br>58%    | 1905<br>60%  | 9<br>60%   | 19<br>54%  | 19<br>50%  | 32<br>56%  | 30<br>65%  | 21<br>66%   | 116<br>58%       | 2<br>100% | 1<br>33%           | 1<br>100%           | 2<br>100% | 2<br>100% | 7<br>47%   | 2<br>100%   | 128<br>58%                   | 72<br>64%   | 60<br>53%   | 46<br>58%  | 84<br>58%   |
| #ALWAYS + USUALLY (NET) | 202<br>88%    | 2757<br>86%  | 13<br>87%  | 29<br>83%  | 33<br>87%  | 53<br>93%  | 41<br>89%  | 29<br>91%   | 180<br>90%       | 2<br>100% | 1<br>33%           | 1<br>100%           | 2<br>100% | 2<br>100% | 11<br>73%  | 2<br>100%   | 195<br>89%                   | 102<br>90%  | 98<br>87%   | 74<br>94%* | 124<br>86%  |
| TOP BOX SCORE           | 132<br>58%    | 1905<br>60%  | 9<br>60%   | 19<br>54%  | 19<br>50%  | 32<br>56%  | 30<br>65%  | 21<br>66%   | 116<br>58%       | 2<br>100% | 1<br>33%           | 1<br>100%           | 2<br>100% | 2<br>100% | 7<br>47%   | 2<br>100%   | 128<br>58%                   | 72<br>64%   | 60<br>53%   | 46<br>58%  | 84<br>58%   |
| NOT ANSWERED            | 6             | 195          |            |            |            | 1          | 2          | 1           | 4                |           |                    |                     |           |           |            | 4           | 4                            |             | 1           | 3          |             |
| VALID CASES             | 229           | 3201         | 15         | 35         | 38         | 57         | 46         | 32          | 199              | 2         | 3                  | 1                   | 2         | 2         | 15         | 2           | 219                          | 113         | 113         | 79         | 144         |
| NUMBER OF RESPONDENTS   | 235<br>100%   | 3396<br>100% | 15<br>100% | 35<br>100% | 38<br>100% | 58<br>100% | 48<br>100% | 33<br>100%  | 203<br>100%      | 2<br>100% | 3<br>100%          | 1<br>100%           | 2<br>100% | 2<br>100% | 15<br>100% | 2<br>100%   | 223<br>100%                  | 117<br>100% | 113<br>100% | 80<br>100% | 147<br>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- OTHR | TI        | HIS- IC   | NOT HIS- IC | EX & VERY GOOD & | FAIR & POOR | FE- MALE      | MALE        |            |             |
| Q21                   |             |              |            |            |            |            |             |              |             |               |                |           |           |           |             |                  |             |               |             |            |             |
| YES                   | 138<br>60%  | 1971<br>62%  | 9<br>60%   | 25<br>71%  | 25<br>66%  | 35<br>63%  | 21<br>45%   | 17<br>55%    | 117<br>59%  | 1<br>50%      | 1<br>33%       | 1<br>100% | 1<br>50%  | 11<br>73% | 1<br>50%    | 130<br>60%       | 61<br>54%*  | 73<br>66%     | 41<br>53%   | 91<br>63%  |             |
| NO                    | 92<br>40%   | 1225<br>38%  | 6<br>40%   | 10<br>29%  | 13<br>34%  | 21<br>37%  | 26<br>55%   | 14<br>45%    | 81<br>41%   | 1<br>50%      | 2<br>67%       | 1<br>50%  | 2<br>100% | 4<br>27%  | 1<br>50%    | 88<br>40%        | 53<br>46%*  | 38<br>34%     | 37<br>47%   | 54<br>37%  |             |
| NOT ANSWERED          | 5           | 201          |            |            |            | 2          | 1           | 2            | 5           |               |                |           |           |           | 5           | 3                | 2           | 2             | 2           |            |             |
| VALID CASES           | 230         | 3195         | 15         | 35         | 38         | 56         | 47          | 31           | 198         | 2             | 3              | 1         | 2         | 2         | 15          | 2                | 218         | 114           | 111         | 78         | 145         |
| NUMBER OF RESPONDENTS | 235<br>100% | 3396<br>100% | 15<br>100% | 35<br>100% | 38<br>100% | 58<br>100% | 48<br>100%  | 33<br>100%   | 203<br>100% | 2<br>100%     | 3<br>100%      | 1<br>100% | 2<br>100% | 2<br>100% | 15<br>100%  | 2<br>100%        | 223<br>100% | 117<br>100%   | 113<br>100% | 80<br>100% | 147<br>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?

|                         |                |               | AGE        |           |           |           |           | RACE        |             |           |           |                | ETHNICITY | HEALTH STATUS |             | GENDER                       |           |           |           |           |
|-------------------------|----------------|---------------|------------|-----------|-----------|-----------|-----------|-------------|-------------|-----------|-----------|----------------|-----------|---------------|-------------|------------------------------|-----------|-----------|-----------|-----------|
|                         | INHE 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 | MUL- TI   | HIS- IC       | NOT HIS- IC | EX & VERY GOOD & FAIR & POOR | MALE      | FE- MALE  |           |           |
| Q22 NEVER               | 13<br>10%      | 127<br>7%     | 4<br>~ 17% | 2<br>8%   | 1<br>3%   | 3<br>14%  | 1<br>6%   | 11<br>10%   | ~           | ~         | ~         | ~              | ~         | 10<br>8%      | 6<br>10%    | 7<br>10%                     | 1<br>2%   | 10<br>11% |           |           |
| SOMETIMES               | 22<br>16%      | 264<br>14%    | 3<br>33%   | 4<br>17%  | 6<br>24%  | 6<br>19%  | 1<br>6%   | 19<br>17%   | ~           | ~         | ~         | ~              | 1<br>9%   | 20<br>16%     | 9<br>15%    | 11<br>16%                    | 5<br>12%  | 15<br>17% |           |           |
| USUALLY                 | 37<br>28%      | 545<br>29%    | 4<br>44%   | 10<br>42% | 6<br>24%  | 6<br>19%  | 4<br>19%  | 5<br>29%    | 30<br>27%   | 1<br>100% | ~         | ~              | ~         | 4<br>36%      | 35<br>28%   | 15<br>25%                    | 20<br>29% | 11<br>27% | 24<br>28% |           |
| ALWAYS                  | 62<br>46%      | 930<br>50%    | 2<br>22%   | 6<br>25%  | 11<br>44% | 19<br>59% | 14<br>67% | 10<br>59%   | 53<br>47%   | 1<br>100% | 1<br>100% | 1<br>100%      | 1<br>100% | 6<br>55%      | 1<br>100%   | 61<br>48%                    | 31<br>51% | 31<br>45% | 24<br>59% | 38<br>44% |
| #ALWAYS + USUALLY (NET) | 99<br>74%      | 1474<br>79%   | 6<br>67%   | 16<br>67% | 17<br>68% | 25<br>78% | 18<br>86% | 15<br>88%   | 83<br>73%   | 1<br>100% | 1<br>100% | 1<br>100%      | 1<br>100% | 10<br>91%     | 1<br>100%   | 96<br>76%                    | 46<br>75% | 51<br>74% | 35<br>85% | 62<br>71% |
| TOP BOX SCORE           | 62<br>46%      | 930<br>50%    | 2<br>22%   | 6<br>25%  | 11<br>44% | 19<br>59% | 14<br>67% | 10<br>59%   | 53<br>47%   | 1<br>100% | 1<br>100% | 1<br>100%      | 1<br>100% | 6<br>55%      | 1<br>100%   | 61<br>48%                    | 31<br>51% | 31<br>45% | 24<br>59% | 38<br>44% |
| NOT ANSWERED            | 4              | 57            | 1          |           | 3         |           |           | 4           |             |           |           |                |           | 4             |             | 4                            |           | 4         |           |           |
| VALID CASES             | 134            | 1865          | 9          | 24        | 25        | 32        | 21        | 17          | 113         | 1         | 1         | 1              | 1         | 11            | 1           | 126                          | 61        | 69        | 41        | 87        |
| NUMBER OF RESPONDENTS   | 138            | 1922          | 9          | 25        | 25        | 35        | 21        | 17          | 117         | 1         | 1         | 1              | 1         | 11            | 1           | 130                          | 61        | 73        | 41        | 91        |
|                         | 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?

|                                    |                |               | AGE      |          |          |          |          | RACE        |              |              |                         |         | ETHNICITY | HEALTH STATUS    |                              | GENDER  |          |        |        |         |        |
|------------------------------------|----------------|---------------|----------|----------|----------|----------|----------|-------------|--------------|--------------|-------------------------|---------|-----------|------------------|------------------------------|---------|----------|--------|--------|---------|--------|
|                                    | INHE 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 | MALE    | FE- MALE |        |        |         |        |
|                                    |                |               |          |          |          |          |          |             |              |              |                         |         |           |                  |                              |         |          |        |        |         |        |
| Q23 WORST PERSONAL DOCTOR POSSIBLE | 3 1%           | 44 1%         | ~        | 2 4%     | 1 2%     | ~        | ~        | ~           | 3 1%         | ~            | ~                       | ~       | ~         | ~                | 3 1%                         | 2 1%    | 1 0.8%   | 1 1%   | 2 1%   |         |        |
| 01                                 | 4 1%           | 31 0.8%       | 1 4%     | 1 2%     | ~        | 2 3%     | ~        | ~           | 4 2%         | ~            | ~                       | ~       | ~         | ~                | 4 2%                         | 3 2%    | 1 0.8%   | 1 1%   | 3 2%   |         |        |
| 02                                 | 1 0.4%         | 33 0.8%       | ~        | 1 2%     | ~        | ~        | ~        | ~           | ~            | ~            | ~                       | ~       | 1 6%      | ~                | 1 0.4%                       | ~       | 1 0.8%   | 1 1%   | ~      |         |        |
| 03                                 | 2 0.7%         | 49 1%         | ~        | ~        | 1 2%     | 1 2%     | ~        | ~           | 2 0.9%       | ~            | ~                       | ~       | ~         | ~                | 2 0.8%                       | 2 1%    | ~        | 1 1%   | 1 0.6% |         |        |
| 04                                 | 4 1%           | 91 2%         | 1 4%     | 1 2%     | 1 2%     | ~        | 1 2%     | ~           | 4 2%         | ~            | ~                       | ~       | ~         | ~                | 4 2%                         | 2 1%    | 2 2%     | 2 2%   | 2 1%   |         |        |
| 05                                 | 20 7%          | 232 6%        | 2 7%     | 5 11%    | 3 7%     | 2 3%     | 5 10%    | 2 6%        | 19 8%        | ~            | ~                       | ~       | ~         | ~                | 18 7%                        | 11 7%   | 8 7%     | 6 6%   | 13 8%  |         |        |
| 06                                 | 7 3%           | 158 4%        | 1 4%     | 1 2%     | ~        | 3 5%     | ~        | 2 6%        | 6 3%         | ~            | ~                       | ~       | ~         | 1 6%             | 1 25%                        | 6 2%    | 2 1%     | 5 4%   | 3 2%   |         |        |
| 07                                 | 21 8%          | 284 7%        | 2 7%     | 5 11%    | 5 12%    | 3 5%     | 4 8%     | ~           | 17 7%        | ~            | 1 25%                   | ~       | ~         | 1 6%             | 18 7%                        | 13 9%   | 7 6%     | 6 6%   | 13 8%  |         |        |
| 08                                 | 56 21%         | 633 16%       | 6 22%    | 9 20%    | 10 23%   | 11 17%   | 12 24%   | 7 21%       | 47 20%       | 1 50%        | 1 25%                   | ~       | ~         | 6 35%            | 55 21%                       | 28 19%  | 27 23%   | 22 23% | 33 20% |         |        |
| 09                                 | 49 18%         | 737 19%       | 8 30%    | 7 15%    | 6 14%    | 12 19%   | 10 20%   | 4 12%       | 43 18%       | 1 50%        | 1 25%                   | ~       | 1 33%     | 2 12%            | 48 19%                       | 29 20%  | 19 16%   | 20 21% | 28 17% |         |        |
| BEST PERSONAL DOCTOR POSSIBLE      | 105 39%        | 1651 42%      | 6 22%    | 14 30%   | 16 37%   | 29 46%   | 18 36%   | 19 56%      | 89 38%       | ~            | 1 25%                   | 1 100%  | 2 67%     | 3 100%           | 6 35%                        | 3 75%   | 98 38%   | 55 37% | 48 40% | 33 34%  | 68 41% |
| #8-10 (NET)                        | 210 77%        | 3021 77%      | 20 74%   | 30 65%   | 32 74%   | 52 83%   | 40 80%   | 30 88%      | 179 76%      | 2 100%       | 3 75%                   | 1 100%  | 3 100%    | 3 82%            | 14 75%                       | 201 78% | 112 76%  | 94 79% | 75 77% | 129 78% |        |

Continued

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

|                         | AGE            |               |            |            |            |            |            | RACE        |             |           |               |               |           |           | ETHNICITY  |             | HEALTH STATUS                |             | GENDER      |             |             |
|-------------------------|----------------|---------------|------------|------------|------------|------------|------------|-------------|-------------|-----------|---------------|---------------|-----------|-----------|------------|-------------|------------------------------|-------------|-------------|-------------|-------------|
|                         | INHE 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- OTHR | TI        | HIS- IC    | NOT HIS- IC | EX & VERY GOOD & FAIR & POOR | MALE MALE   |             |             |             |
| 9-10 (NET)              | 154<br>57%     | 2388<br>61%   | 14<br>52%  | 21<br>46%  | 22<br>51%  | 41<br>65%  | 28<br>56%  | 23<br>68%   | 132<br>56%  | 1<br>50%  | 2<br>50%      | 1<br>100%     | 3<br>100% | 3<br>100% | 8<br>47%   | 3<br>75%    | 146<br>57%                   | 84<br>57%   | 67<br>56%   | 53<br>55%   | 96<br>58%   |
| NOT ANSWERED            | 35             | 511           |            | 2          | 8          | 10         | 10         | 3           | 31          |           |               |               |           | 2         | 32         | 19          | 14                           | 16          | 17          |             |             |
| VALID CASES             | 272            | 3943          | 27         | 46         | 43         | 63         | 50         | 34          | 234         | 2         | 4             | 1             | 3         | 3         | 17         | 4           | 257                          | 147         | 119         | 97          | 166         |
| NUMBER OF RESPONDENTS   | 307<br>100%    | 4454<br>100%  | 27<br>100% | 48<br>100% | 51<br>100% | 73<br>100% | 60<br>100% | 37<br>100%  | 265<br>100% | 2<br>100% | 4<br>100%     | 1<br>100%     | 3<br>100% | 3<br>100% | 19<br>100% | 4<br>100%   | 289<br>100%                  | 166<br>100% | 133<br>100% | 113<br>100% | 183<br>100% |
| MEAN                    | 8.29           | 8.35          | 7.96       | 7.57       | 8.16       | 8.57       | 8.46       | 8.94        | 8.24        | 8.50      | 8.50          | 10.0          | 9.67      | 10.00     | 8.29       | 9.00        | 8.30                         | 8.23        | 8.38        | 8.21        | 8.34        |
| p stat_(*=Sig @ p<=.05) |                | .678          | ~          | ~          | ~.229      | .467       | ~          | ~           | ~           | ~         | ~             | ~             | ~         | ~         | ~          | ~           | ~.593                        | .560        | .611        | .672        |             |

[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?

|                       |             | AGE            |               |            |            |            |            |            | RACE        |             |           |                    |                |           |            | ETHNICITY  |                  | HEALTH STATUS                |                    | GENDER      |             |
|-----------------------|-------------|----------------|---------------|------------|------------|------------|------------|------------|-------------|-------------|-----------|--------------------|----------------|-----------|------------|------------|------------------|------------------------------|--------------------|-------------|-------------|
|                       |             | INHE 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 ILND | AMER IND/ ALSK | OTH- OTHR | MUL- TI    | HIS- IC    | NOT HIS- PAN- IC | EX & VERY GOOD & FAIR & POOR | GOOD & FAIR & POOR | FE- MALE    | MALE        |
| Q24 YES               | 137<br>40%  | 2057<br>40%    | 11<br>30%~    | 16<br>28%* | 27<br>47%  | 37<br>50%* | 26<br>39%  | 17<br>44%~ | 117<br>40%  | 1<br>33%~   | 1<br>25%~ | 2<br>100%~         |                | 1<br>~    | 12<br>13%~ | 4<br>57%~  | 129<br>41%~      | 57<br>30%*                   | 79<br>54%*         | 39<br>30%*  | 94<br>47%*  |
| Q24 NO                | 207<br>60%  | 3041<br>60%    | 26<br>70%~    | 42<br>72%* | 30<br>53%  | 37<br>50%* | 41<br>61%  | 22<br>56%~ | 173<br>60%  | 2<br>67%~   | 3<br>75%~ |                    | 3<br>~100%~    | 7<br>88%~ | 9<br>43%~  | 6<br>60%~  | 189<br>59%~      | 133<br>70%*                  | 66<br>46%*         | 91<br>70%*  | 108<br>53%* |
| NOT ANSWERED          | 18          | 457            |               | 1          |            | 1          | 1          | 1          | 4           |             |           |                    |                |           |            | 4          | 3                | 1                            | 1                  | 3           |             |
| VALID CASES           | 344         | 5097           | 37            | 58         | 57         | 74         | 67         | 39         | 290         | 3           | 4         | 2                  | 3              | 8         | 21         | 10         | 318              | 190                          | 145                | 130         | 202         |
| NUMBER OF RESPONDENTS | 362<br>100% | 5554<br>100%   | 37<br>100%    | 59<br>100% | 57<br>100% | 75<br>100% | 68<br>100% | 40<br>100% | 294<br>100% | 3<br>100%   | 4<br>100% | 2<br>100%          | 3<br>100%      | 8<br>100% | 21<br>100% | 10<br>100% | 322<br>100%      | 193<br>100%                  | 146<br>100%        | 131<br>100% | 205<br>100% |



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

|                         | INHE 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 PAC ILND | AMER IND/ ALSK | OTHR      | MUL- TI   | HIS- IC     | NOT HIS- IC | EX & VERY GOOD & FAIR & POOR | FE- MALE   | FE- MALE      |           |        |  |
| Q25 NEVER               | 6<br>5%        | 91<br>5%      | 2<br>~ 13% | 1<br>4%    | 2<br>~ 9%  | 3<br>3%    | ~          | ~           | ~                | ~         | ~             | 2<br>17%       | ~         | 5<br>4%   | 2<br>4%     | 3<br>4%     | 2<br>5%                      | 3<br>3%    |               |           |        |  |
| SOMETIMES               | 15<br>12%      | 329<br>17%*   | 1<br>9%    | 2<br>~ 8%  | 8<br>22%   | 2<br>9%    | 1<br>7%    | 13<br>12%   | ~                | ~         | 1<br>50%      | ~              | ~         | 14<br>11% | 4<br>8%     | 11<br>14%   | 6<br>16%                     | 8<br>9%    |               |           |        |  |
| USUALLY                 | 42<br>32%      | 546<br>29%    | 3<br>27%   | 4<br>25%   | 10<br>38%  | 8<br>22%   | 10<br>43%  | 6<br>40%    | 35<br>32%        | 1<br>100% | 1<br>100%     | ~              | ~         | 4<br>33%  | 1<br>25%    | 40<br>33%   | 15<br>28%                    | 27<br>36%  | 12<br>32%     | 29<br>33% |        |  |
| ALWAYS                  | 67<br>52%      | 927<br>49%    | 7<br>64%   | 10<br>63%  | 13<br>50%  | 20<br>56%  | 9<br>39%   | 8<br>53%    | 59<br>54%        | ~         | 1<br>50%      | ~              | 1<br>100% | 6<br>50%  | 3<br>75%    | 63<br>52%   | 32<br>60%                    | 35<br>46%  | 17<br>46%     | 49<br>55% |        |  |
| #ALWAYS + USUALLY (NET) | 109<br>84%     | 1473<br>78%   | 10<br>91%  | 14<br>88%  | 23<br>88%  | 28<br>78%  | 19<br>83%  | 14<br>93%   | 94<br>85%        | 1<br>100% | 1<br>100%     | 1<br>50%       | 1<br>100% | 10<br>83% | 4<br>100%   | 103<br>84%  | 47<br>89%                    | 62<br>82%  | 29<br>78%     | 78<br>88% |        |  |
| TOP BOX SCORE           | 67<br>52%      | 927<br>49%    | 7<br>64%   | 10<br>63%  | 13<br>50%  | 20<br>56%  | 9<br>39%   | 8<br>53%    | 59<br>54%        | ~         | 1<br>50%      | ~              | 1<br>100% | 6<br>50%  | 3<br>75%    | 63<br>52%   | 32<br>60%                    | 35<br>46%  | 17<br>46%     | 49<br>55% |        |  |
| NOT ANSWERED            | 7              | 107           |            | 1          | 1          | 3          | 2          | 7           |                  |           |               |                |           | 7         | 4           | 3           | 2                            | 5          |               |           |        |  |
| VALID CASES             | 130            | 1893          | 11         | 16         | 26         | 36         | 23         | 15          | 110              | 1         | 1             | 2              | 1         | 4         | 122         | 53          | 76                           | 37         | 89            |           |        |  |
| NUMBER OF RESPONDENTS   | 137<br>100%    | 2000<br>100%  | 11<br>100% | 16<br>100% | 27<br>100% | 37<br>100% | 26<br>100% | 17<br>100%  | 117<br>100%      | 1<br>100% | 1<br>100%     | 2<br>100%      | 1<br>100% | 4<br>100% | 129<br>100% | 57<br>100%  | 79<br>100%                   | 39<br>100% | 94<br>100%    |           |        |  |

[ASKED IF Q24 = YES]

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

|                       |               |              | AGE      |          |           |           |          |             | RACE             |           |                    |                |           |          | ETHNICITY |             | HEALTH STATUS                |                    | GENDER    |           |
|-----------------------|---------------|--------------|----------|----------|-----------|-----------|----------|-------------|------------------|-----------|--------------------|----------------|-----------|----------|-----------|-------------|------------------------------|--------------------|-----------|-----------|
|                       | INHE 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- WHT | AS- IAN   | NATV HAW/ PAC ILND | AMER IND/ ALSK | OTHR      | MUL- TI  | HIS- IC   | NOT HIS- IC | EX & VERY GOOD & FAIR & POOR | GOOD & FAIR & POOR | MALE      | FE- MALE  |
| Q26 NONE              | 5<br>4%       | 66<br>3%     | ~        | 1<br>6%  | 2<br>7%   | 1<br>3%   | 1<br>5%  | ~           | 5<br>4%          | ~         | ~                  | ~              | ~         | ~        | ~         | 5<br>4%     | 3<br>6%                      | 2<br>3%            | 1<br>3%   | 4<br>4%   |
| 1 SPECIALIST          | 63<br>48%     | 967<br>51%   | 8<br>73% | 9<br>56% | 14<br>52% | 20<br>54% | 7<br>32% | 5<br>31%    | 56<br>50%        | 1<br>100% | 1<br>50%           | ~              | ~         | 5<br>42% | 3<br>75%  | 60<br>48%   | 33<br>62%*                   | 30<br>38%*         | 16<br>44% | 47<br>51% |
| 2                     | 34<br>26%     | 501<br>26%   | 3<br>27% | 2<br>13% | 6<br>22%  | 7<br>19%  | 9<br>41% | 6<br>38%    | 27<br>24%        | 1<br>100% | 1<br>50%           | ~              | 1<br>100% | 3<br>25% | 1<br>25%  | 32<br>26%   | 11<br>21%                    | 23<br>29%          | 11<br>31% | 22<br>24% |
| 3                     | 18<br>14%     | 222<br>12%   | ~        | 3<br>19% | 3<br>11%  | 5<br>14%  | 2<br>9%  | 3<br>19%    | 14<br>12%        | ~         | ~                  | ~              | ~         | 2<br>17% | 15<br>12% | 5<br>9%     | 12<br>15%                    | 6<br>17%           | 10<br>11% |           |
| 4                     | 8<br>6%       | 72<br>4%     | ~        | 1<br>6%  | 1<br>4%   | 3<br>8%   | 2<br>9%  | 1<br>6%     | 6<br>5%          | ~         | ~                  | ~              | ~         | 2<br>17% | 8<br>6%   | 1<br>2%     | 7<br>9%                      | 2<br>6%            | 6<br>7%   |           |
| 5 OR MORE SPECIALISTS | 4<br>3%       | 70<br>4%     | ~        | ~        | 1<br>4%   | 1<br>3%   | 1<br>5%  | 1<br>6%     | 4<br>4%          | ~         | ~                  | ~              | ~         | ~        | 4<br>3%   | ~           | 4<br>5%*                     | ~                  | 3<br>3%   |           |
| NOT ANSWERED          | 5             | 103          |          |          |           |           | 4        | 1           | 5                |           |                    |                |           |          | 5         | 4           | 1                            | 3                  | 2         |           |
| VALID CASES           | 132           | 1897         | 11       | 16       | 27        | 37        | 22       | 16          | 112              | 1         | 1                  | 2              | 1         | 12       | 4         | 124         | 53                           | 78                 | 36        | 92        |
| NUMBER OF RESPONDENTS | 137           | 2000         | 11       | 16       | 27        | 37        | 26       | 17          | 117              | 1         | 1                  | 2              | 1         | 12       | 4         | 129         | 57                           | 79                 | 39        | 94        |
|                       | 100%          | 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?

|                               | AGE            |               |           |          |           |           |           | RACE        |              |              |                         |           | ETHNICITY        | HEALTH STATUS |                              | GENDER    |           |            |           |           |           |
|-------------------------------|----------------|---------------|-----------|----------|-----------|-----------|-----------|-------------|--------------|--------------|-------------------------|-----------|------------------|---------------|------------------------------|-----------|-----------|------------|-----------|-----------|-----------|
|                               | INHE 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   | NOT HIS- PAN- IC | HIS- PAN- IC  | EX & VERY GOOD & FAIR & POOR | MALE      | FE- MALE  |            |           |           |           |
| Q27 WORST SPECIALIST POSSIBLE | 1<br>0.8%      | 10<br>0.6%    | ~         | 1<br>7%  | ~         | ~         | ~         | ~           | 1<br>1%      | ~            | ~                       | ~         | ~                | ~             | 1<br>-0.9%                   | 1<br>2%   | ~         | 1<br>1%    |           |           |           |
| 01                            |                | 12<br>0.7%    | ~         | ~        | ~         | ~         | ~         | ~           | ~            | ~            | ~                       | ~         | ~                | ~             | ~                            | ~         | ~         | ~          |           |           |           |
| 02                            |                | 19<br>1%      | ~         | ~        | ~         | ~         | ~         | ~           | ~            | ~            | ~                       | ~         | ~                | ~             | ~                            | ~         | ~         | ~          |           |           |           |
| 03                            | 2<br>2%        | 29<br>2%      | ~         | 1<br>7%  | 1<br>4%   | ~         | ~         | ~           | 2<br>2%      | ~            | ~                       | ~         | ~                | ~             | 2<br>2%                      | 1<br>2%   | 1<br>1%   | ~          | 2<br>2%   |           |           |
| 04                            |                | 30<br>2%      | ~         | ~        | ~         | ~         | ~         | ~           | ~            | ~            | ~                       | ~         | ~                | ~             | ~                            | ~         | ~         | ~          | ~         |           |           |
| 05                            | 4<br>3%        | 55<br>3%      | ~         | 1<br>7%  | 2<br>8%   | ~         | ~         | ~           | 3<br>3%      | ~            | ~                       | ~         | ~                | ~             | 3<br>3%                      | ~         | 4<br>5%*  | 1<br>3%    | 2<br>2%   |           |           |
| 06                            | 4<br>3%        | 75<br>4%      | ~         | 1<br>7%  | ~         | 3<br>8%   | ~         | ~           | 4<br>4%      | ~            | ~                       | ~         | ~                | ~             | 4<br>3%                      | 2<br>4%   | 2<br>3%   | 1<br>3%    | 3<br>3%   |           |           |
| 07                            | 14<br>11%      | 144<br>8%     | 1<br>9%   | 2<br>13% | 3<br>12%  | 3<br>8%   | 2<br>11%  | 2<br>13%    | 12<br>11%    | ~            | ~                       | ~         | ~                | ~             | 1<br>8%                      | 13<br>11% | 8<br>16%  | 6<br>8%    | 3<br>9%   | 10<br>11% |           |
| 08                            | 29<br>23%      | 332<br>19%    | 2<br>18%  | 1<br>7%  | 6<br>24%  | 9<br>25%  | 9<br>47%  | 2<br>13%    | 24<br>23%    | ~            | ~                       | ~         | ~                | ~             | 5<br>42%                     | 1<br>25%  | 28<br>24% | 11<br>22%  | 18<br>24% | 12<br>35% | 17<br>20% |
| 09                            | 19<br>15%      | 332<br>19%    | 1<br>9%   | 2<br>13% | 1<br>4%   | 9<br>25%  | 2<br>11%  | 4<br>25%    | 16<br>15%    | 1<br>100%    | 1<br>100%               | ~         | ~                | ~             | 1<br>8%                      | 18<br>15% | 4<br>8%*  | 15<br>20%* | 4<br>12%  | 15<br>17% |           |
| BEST SPECIALIST POSSIBLE      | 52<br>42%      | 747<br>42%    | 7<br>64%  | 6<br>40% | 12<br>48% | 12<br>33% | 6<br>32%  | 8<br>50%    | 43<br>41%    | ~            | 2<br>100%               | ~         | ~                | ~             | 5<br>42%                     | 3<br>75%  | 48<br>41% | 23<br>46%  | 28<br>38% | 13<br>38% | 37<br>43% |
| #8-10 (NET)                   | 100<br>80%     | 1411<br>79%   | 10<br>91% | 9<br>60% | 19<br>76% | 30<br>83% | 17<br>89% | 14<br>88%   | 83<br>79%    | 1<br>100%    | 1<br>100%               | 2<br>100% | ~                | ~             | 11<br>92%                    | 4<br>100% | 94<br>80% | 38<br>76%  | 61<br>82% | 29<br>85% | 69<br>79% |

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     |            |            |            |
|-------------------------|----------------|---------------|------------|------------|------------|------------|------------|-------------|-------------|--------------|-------------------------|--------------|-------------|------------------|------------------------------|-------------|------------|------------|------------|------------|
|                         | INHE TOT ADULT | OHP TOT ADULT | 18 TO 24   | 25 TO 34   | 35 TO 44   | 45 TO 54   | 55 TO 64   | 65 AND OVER | BLK OR AFR- | NATV AS- IAN | AMER HAW/ IND/ PAC ALSK | MUL- OTHR TI | HIS- IC     | NOT HIS- PAN- IC | EX & VERY GOOD & FAIR & POOR | MALE MALE   |            |            |            |            |
| 9-10 (NET)              | 71<br>57%      | 1080<br>60%   | 8<br>73%~  | 8<br>53%~  | 13<br>52%~ | 21<br>58%~ | 8<br>42%~  | 12<br>75%~  | 59<br>56%~  | 1<br>100%~   | 1<br>100%~              | 2<br>100%~   | 1<br>~100%~ | 6<br>50%~        | 3<br>75%~                    | 66<br>56%~  | 27<br>54%  | 43<br>58%  | 17<br>50%~ | 52<br>60%~ |
| NOT ANSWERED            | 2              | 31            |            |            |            |            | 2          |             | 2           |              |                         |              |             |                  | 2                            |             | 2          |            | 1          | 1          |
| VALID CASES             | 125            | 1786          | 11         | 15         | 25         | 36         | 19         | 16          | 105         | 1            | 1                       | 2            | 1           | 12               | 4                            | 117         | 50         | 74         | 34         | 87         |
| NUMBER OF RESPONDENTS   | 127<br>100%    | 1817<br>100%  | 11<br>100% | 15<br>100% | 25<br>100% | 36<br>100% | 21<br>100% | 16<br>100%  | 107<br>100% | 1<br>100%    | 1<br>100%               | 2<br>100%    | 1<br>100%   | 12<br>100%       | 4<br>100%                    | 119<br>100% | 50<br>100% | 76<br>100% | 35<br>100% | 88<br>100% |
| MEAN                    | 8.57           | 8.46          | 9.27       | 7.60       | 8.44       | 8.67       | 8.63       | 9.13        | 8.52        | 9.00         | 9.00                    | 10.0         | 10.0        | 8.83             | 9.50                         | 8.56        | 8.50       | 8.59       | 8.65       | 8.56       |
| p stat_(*=Sig @ p<=.05) |                | .488          | ~          | ~          | ~          | ~          | ~          | ~           | ~           | ~            | ~                       | ~            | ~           | ~                | ~                            | ~           | .720       | .836       | ~          | ~          |

[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?

|                       | INHE<br>TOT<br>ADLT | OHP<br>TOT<br>ADLT | AGE            |                |                |                |                |                   | RACE               |            |                      |                      |              |           | ETHNIC-<br>ITY |                           | HEALTH<br>STATUS                               |                                | GENDER      |             |             |
|-----------------------|---------------------|--------------------|----------------|----------------|----------------|----------------|----------------|-------------------|--------------------|------------|----------------------|----------------------|--------------|-----------|----------------|---------------------------|--|--------------------------------|-------------|-------------|-------------|
|                       |                     |                    | 18<br>TO<br>24 | 25<br>TO<br>34 | 35<br>TO<br>44 | 45<br>TO<br>54 | 55<br>TO<br>64 | 65<br>AND<br>OVER | BLCK<br>OR<br>AFR- | AS-<br>IAN | NATV<br>HAW/<br>ILND | AMER<br>IND/<br>ALSK | MUL-<br>OTHR | TI        | HIS-<br>IC     | NOT<br>HIS-<br>PAN-<br>IC | EX &<br>VERY<br>GOOD<br>&<br>FAIR<br>&<br>POOR | GOOD<br>&<br>FAIR<br>&<br>POOR | FE-<br>MALE | MALE        |             |
| Q28<br>YES            | 70<br>20%           | 1016<br>20%        | 7<br>19%       | 9<br>16%       | 17<br>30%      | 18<br>25%      | 10<br>15%      | 7<br>18%          | 60<br>21%          | 1<br>33%   | 1<br>25%             | 1<br>50%             | 1<br>~       | 1<br>13%  | 5<br>24%       | 2<br>20%                  | 66<br>21%                                      | 34<br>18%                      | 35<br>25%   | 24<br>19%   | 45<br>22%   |
| NO                    | 273<br>80%          | 4109<br>80%        | 30<br>81%      | 49<br>84%      | 39<br>70%      | 55<br>75%      | 57<br>85%      | 32<br>82%         | 228<br>79%         | 2<br>67%   | 3<br>75%             | 1<br>50%             | 3<br>100%    | 7<br>88%  | 16<br>76%      | 8<br>80%                  | 250<br>79%                                     | 157<br>82%                     | 107<br>75%  | 105<br>81%  | 156<br>78%  |
| NOT ANSWERED          | 19                  | 429                |                | 1              | 1              | 2              | 1              | 1                 | 6                  |            |                      |                      |              |           |                | 6                         | 2  | 4                              | 2           | 4           |             |
| VALID CASES           | 343                 | 5125               | 37             | 58             | 56             | 73             | 67             | 39                | 288                | 3          | 4                    | 2                    | 3            | 8         | 21             | 10                        | 316  | 191                            | 142         | 129         | 201         |
| NUMBER OF RESPONDENTS | 362<br>100%         | 5554<br>100%       | 37<br>100%     | 59<br>100%     | 57<br>100%     | 75<br>100%     | 68<br>100%     | 40<br>100%        | 294<br>100%        | 3<br>100%  | 4<br>100%            | 2<br>100%            | 3<br>100%    | 8<br>100% | 21<br>100%     | 10<br>100%                | 322<br>100%                                    | 193<br>100%                    | 146<br>100% | 131<br>100% | 205<br>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?

|                         |                |               | AGE       |           |           |            |           | RACE        |             |              |                         |         | ETHNICITY | HEALTH STATUS |                              | GENDER    |            |            |            |            |            |
|-------------------------|----------------|---------------|-----------|-----------|-----------|------------|-----------|-------------|-------------|--------------|-------------------------|---------|-----------|---------------|------------------------------|-----------|------------|------------|------------|------------|------------|
|                         | INHE TOT ADULT | OHP TOT ADULT | 18 TO 24  | 25 TO 34  | 35 TO 44  | 45 TO 54   | 55 TO 64  | 65 AND OVER | BLK OR AFR- | NATV AS- IAN | AMER HAW/ IND/ PAC ALSK | MUL- TI | HIS- IC   | NOT HIS- IC   | EX & VERY GOOD & FAIR & POOR | MALE      | FE- MALE   |            |            |            |            |
| Q29 NEVER               | 3<br>4%        | 95<br>10%*    | ~         | ~         | 1<br>6%~  | ~          | 1<br>10%~ | 1<br>14%~   | 2<br>3%~    | ~            | ~                       | ~       | ~         | 1<br>~100%~   | 2<br>~                       | 3<br>~    | 2<br>6%~   | 1<br>3%~   | 3<br>~     | 7%~        |            |
| SOMETIMES               | 19<br>28%      | 336<br>35%    | 3<br>43%~ | 4<br>44%~ | 6<br>38%~ | 4<br>22%~  | 2<br>20%~ | ~           | 17<br>29%~  | 1<br>~100%~  | ~                       | ~       | 1<br>~    | 20%~          | 19<br>~                      | 29%~      | 10<br>30%~ | 9<br>26%~  | 5<br>21%~  | 14<br>32%~ |            |
| USUALLY                 | 35<br>51%      | 299<br>31%*   | 3<br>43%~ | 3<br>33%~ | 5<br>31%~ | 12<br>67%~ | 5<br>50%~ | 5<br>71%~   | 30<br>51%~  | ~            | 1<br>~100%~             | ~       | ~         | 3<br>~        | 60%~                         | 34<br>~   | 52%~       | 15<br>45%~ | 19<br>54%~ | 16<br>67%~ | 18<br>41%~ |
| ALWAYS                  | 12<br>17%      | 228<br>24%    | 1<br>14%~ | 2<br>22%~ | 4<br>25%~ | 2<br>11%~  | 2<br>20%~ | 1<br>14%~   | 10<br>17%~  | 1<br>100%~   | ~                       | ~       | ~         | 20%~          | 1<br>100%~                   | 2<br>15%~ | 10<br>18%~ | 6<br>17%~  | 6<br>13%~  | 3<br>20%~  | 9<br>20%~  |
| #ALWAYS + USUALLY (NET) | 47<br>68%      | 526<br>55%*   | 4<br>57%~ | 5<br>56%~ | 9<br>56%~ | 14<br>78%~ | 7<br>70%~ | 6<br>86%~   | 40<br>68%~  | 1<br>100%~   | 1<br>~100%~             | 1<br>~  | ~         | 80%~          | 4<br>100%~                   | 2<br>68%~ | 44<br>64%~ | 21<br>71%~ | 25<br>71%~ | 19<br>79%~ | 27<br>61%~ |
| TOP BOX SCORE           | 12<br>17%      | 228<br>24%    | 1<br>14%~ | 2<br>22%~ | 4<br>25%~ | 2<br>11%~  | 2<br>20%~ | 1<br>14%~   | 10<br>17%~  | 1<br>100%~   | ~                       | ~       | ~         | 20%~          | 1<br>100%~                   | 2<br>15%~ | 10<br>18%~ | 6<br>17%~  | 6<br>13%~  | 3<br>20%~  | 9<br>20%~  |
| NOT ANSWERED            | 1              | 45            |           |           | 1         |            |           |             | 1           |              |                         |         |           |               | 1                            |           | 1          |            |            | 1          |            |
| VALID CASES             | 69             | 957           | 7         | 9         | 16        | 18         | 10        | 7           | 59          | 1            | 1                       | 1       | 1         | 5             | 2                            | 65        | 33         | 35         | 24         | 44         |            |
| NUMBER OF RESPONDENTS   | 70             | 1002          | 7         | 9         | 17        | 18         | 10        | 7           | 60          | 1            | 1                       | 1       | 1         | 5             | 2                            | 66        | 34         | 35         | 24         | 45         |            |
|                         | 100%           | 100%          | 100%      | 100%      | 100%      | 100%       | 100%      | 100%        | 100%        | 100%         | 100%                    | 100%    | 100%      | 100%          | 100%                         | 100%      | 100%       | 100%       | 100%       | 100%       | 100%       |

[ASKED IF Q28 = YES]

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

|                       | INHE 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- | 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               | 74<br>22%     | 1357<br>27%* | 6<br>17%~  | 14<br>24%  | 13<br>24%  | 21<br>28%  | 12<br>18%  | 6<br>15%~   | 61<br>21%    | 1<br>~     | 2<br>25%~     | 2<br>100%~     | 2<br>~     | 6<br>25%~  | 6<br>29%~  | 2<br>20%~     | 67<br>21%~       | 35<br>18%   | 38<br>27%   | 26<br>20%   | 46<br>23%   |
| NO                    | 269<br>78%    | 3728<br>73%* | 30<br>83%~ | 44<br>76%  | 42<br>76%  | 53<br>72%  | 55<br>82%  | 34<br>85%~  | 227<br>79%   | 3<br>100%~ | 3<br>75%~     | 3<br>~         | 6<br>100%~ | 15<br>71%~ | 15<br>71%~ | 8<br>80%~     | 249<br>79%~      | 155<br>82%  | 105<br>73%  | 103<br>80%  | 155<br>77%  |
| NOT ANSWERED          | 19            | 469          | 1          | 1          | 2          | 1          | 1          |             | 6            |            |               |                |            |            |            | 6             | 3                | 3           | 2           | 4           |             |
| VALID CASES           | 343           | 5085         | 36         | 58         | 55         | 74         | 67         | 40          | 288          | 3          | 4             | 2              | 3          | 8          | 21         | 10            | 316              | 190         | 143         | 129         | 201         |
| NUMBER OF RESPONDENTS | 362<br>100%   | 5554<br>100% | 37<br>100% | 59<br>100% | 57<br>100% | 75<br>100% | 68<br>100% | 40<br>100%  | 294<br>100%  | 3<br>100%  | 4<br>100%     | 2<br>100%      | 3<br>100%  | 8<br>100%  | 21<br>100% | 10<br>100%    | 322<br>100%      | 193<br>100% | 146<br>100% | 131<br>100% | 205<br>100% |

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

|                         | INHE 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- 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  |           |           |
| Q31 NEVER               | 1<br>1%       | 46<br>4%     |          | 1<br>~ 8% |           |           |            | 1<br>2%     |                  |            |                    |                     |            |          | 1<br>2%     |                              | 1<br>3%       |           | 1<br>2%   |           |
| SOMETIMES               | 13<br>19%     | 289<br>23%   | 3<br>50% | 2<br>15%  | 2<br>15%  | 2<br>11%  | 3<br>~ 50% | 10<br>18%   | 1<br>~100%       |            |                    |                     | 1<br>17%   |          | 1<br>50%    | 10<br>16%                    | 8<br>24%      | 5<br>14%  | 2<br>8%   | 10<br>23% |
| USUALLY                 | 23<br>33%     | 401<br>32%   | 1<br>17% | 6<br>46%  | 1<br>8%   | 6<br>32%  | 7<br>64%   | 1<br>17%    |                  |            |                    |                     | 1<br>50%   | 3<br>50% |             | 20<br>32%                    | 12<br>36%     | 10<br>28% | 9<br>36%  | 13<br>30% |
| ALWAYS                  | 33<br>47%     | 508<br>41%   | 2<br>33% | 4<br>31%  | 10<br>77% | 11<br>58% | 4<br>36%   | 2<br>33%    |                  | 2<br>~100% |                    |                     | 1<br>50%   | 2<br>33% | 1<br>50%    | 32<br>51%                    | 13<br>39%     | 20<br>56% | 14<br>56% | 19<br>44% |
| #ALWAYS + USUALLY (NET) | 56<br>80%     | 909<br>73%   | 3<br>50% | 10<br>77% | 11<br>85% | 17<br>89% | 11<br>100% | 3<br>50%    |                  | 2<br>~100% |                    |                     | 2<br>~100% | 5<br>83% | 1<br>50%    | 52<br>83%                    | 25<br>76%     | 30<br>83% | 23<br>92% | 32<br>74% |
| TOP BOX SCORE           | 33<br>47%     | 508<br>41%   | 2<br>33% | 4<br>31%  | 10<br>77% | 11<br>58% | 4<br>36%   | 2<br>33%    |                  | 2<br>~100% |                    |                     | 1<br>50%   | 2<br>33% | 1<br>50%    | 32<br>51%                    | 13<br>39%     | 20<br>56% | 14<br>56% | 19<br>44% |
| NOT ANSWERED            | 4             | 75           |          | 1         |           | 2         | 1          | 4           |                  |            |                    |                     |            |          | 4           | 2                            | 2             | 1         | 3         |           |
| VALID CASES             | 70            | 1245         | 6        | 13        | 13        | 19        | 11         | 6           | 57               | 1          | 2                  |                     | 2          | 6        | 2           | 63                           | 33            | 36        | 25        | 43        |
| NUMBER OF RESPONDENTS   | 74            | 1320         | 6        | 14        | 13        | 21        | 12         | 6           | 61               | 1          | 2                  |                     | 2          | 6        | 2           | 67                           | 35            | 38        | 26        | 46        |
|                         | 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?

|                         | INHE 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- 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   |             |            |
| Q32 NEVER               | 1<br>1%       | 18<br>1%     | ~        | ~        | 8%~      | ~        | ~        | ~           | 2%~              | ~       | ~                  | ~                   | ~    | ~       | ~         | ~           | 1<br>2%~         | ~           | 1<br>3%~   | ~          | 1<br>2%~    |            |
| SOMETIMES               | 2<br>3%       | 93<br>7%*    | 17%~     | 8%~      | ~        | ~        | ~        | ~           | 3%~              | ~       | ~                  | ~                   | ~    | ~       | ~         | ~           | 2<br>3%~         | 1<br>3%~    | 1<br>3%~   | ~          | 2<br>5%~    |            |
| USUALLY                 | 16<br>23%     | 288<br>23%   | 33%~     | 31%~     | 15%~     | 16%~     | 25%~     | 17%~        | 19%~             | ~100%~  | ~                  | ~                   | ~    | ~       | 50%~      | 33%~        | 1<br>50%~        | 12<br>19%~  | 6<br>18%~  | 10<br>27%~ | 5<br>20%~   | 10<br>23%~ |
| ALWAYS                  | 52<br>73%     | 849<br>68%   | 50%~     | 62%~     | 77%~     | 84%~     | 75%~     | 83%~        | 76%~             | ~       | ~100%~             | ~                   | ~    | ~       | 50%~      | 67%~        | 1<br>50%~        | 4<br>77%~   | 26<br>79%~ | 25<br>68%~ | 20<br>80%~  | 31<br>70%~ |
| #ALWAYS + USUALLY (NET) | 68<br>96%     | 1137<br>91%  | 83%~     | 92%~     | 92%~     | 100%~    | 100%~    | 100%~       | 95%~             | ~100%~  | ~100%~             | ~                   | ~    | ~       | 100%~     | 100%~       | 2<br>100%~       | 6<br>95%~   | 32<br>97%~ | 35<br>95%~ | 25<br>100%~ | 41<br>93%~ |
| TOP BOX SCORE           | 52<br>73%     | 849<br>68%   | 50%~     | 62%~     | 77%~     | 84%~     | 75%~     | 83%~        | 76%~             | ~       | ~100%~             | ~                   | ~    | ~       | 50%~      | 67%~        | 1<br>50%~        | 4<br>77%~   | 26<br>79%~ | 25<br>68%~ | 20<br>80%~  | 31<br>70%~ |
| NOT ANSWERED            | 3             | 73           |          | 1        |          | 2        |          |             | 3                |         |                    |                     |      |         |           |             | 3                | 2           | 1          | 1          | 2           |            |
| VALID CASES             | 71            | 1247         | 6        | 13       | 13       | 19       | 12       | 6           | 58               | 1       | 2                  |                     |      | 2       | 6         | 2           | 64               | 33          | 37         | 25         | 44          |            |
| NUMBER OF RESPONDENTS   | 74            | 1320         | 6        | 14       | 13       | 21       | 12       | 6           | 61               | 1       | 2                  |                     |      | 2       | 6         | 2           | 67               | 35          | 38         | 26         | 46          |            |
|                         | 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 | BLK OR AFR- | AS- IAN     | NATV HAW/ PAC | AMER IND/ ALSK | MUL- OTHR | TI        | HIS- IC   | NOT HIS- IC | EX & VERY GOOD & | FAIR & POOR | FE- MALE      | MALE        |             |             |
| Q33                   |             |              |            |            |            |            |             |             |             |               |                |           |           |           |             |                  |             |               |             |             |             |
| YES                   | 108<br>32%  | 1535<br>30%  | 18<br>50%  | 19<br>34%  | 21<br>37%  | 22<br>30%  | 19<br>28%   | 9<br>23%    | 91<br>32%   | 1<br>33%      | 1<br>25%       | 1<br>50%  | 4<br>~    | 10<br>48% | 3<br>38%    | 103<br>33%       | 55<br>29%   | 53<br>37%     | 40<br>31%   | 68<br>34%   |             |
| NO                    | 232<br>68%  | 3528<br>70%  | 18<br>50%  | 37<br>66%  | 35<br>63%  | 51<br>70%  | 48<br>72%   | 30<br>77%   | 196<br>68%  | 2<br>67%      | 3<br>75%       | 1<br>50%  | 3<br>100% | 3<br>43%  | 11<br>52%   | 5<br>63%         | 212<br>67%  | 132<br>71%    | 90<br>63%   | 87<br>69%   | 132<br>66%  |
| NOT ANSWERED          | 22          | 491          | 1          | 3          | 1          | 2          | 1           | 1           | 7           |               |                |           | 1         |           | 2           | 7                | 6           | 3             | 4           | 5           |             |
| VALID CASES           | 340         | 5063         | 36         | 56         | 56         | 73         | 67          | 39          | 287         | 3             | 4              | 2         | 3         | 7         | 21          | 8                | 315         | 187           | 143         | 127         | 200         |
| NUMBER OF RESPONDENTS | 362<br>100% | 5554<br>100% | 37<br>100% | 59<br>100% | 57<br>100% | 75<br>100% | 68<br>100%  | 40<br>100%  | 294<br>100% | 3<br>100%     | 4<br>100%      | 2<br>100% | 3<br>100% | 8<br>100% | 21<br>100%  | 10<br>100%       | 322<br>100% | 193<br>100%   | 146<br>100% | 131<br>100% | 205<br>100% |

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

|                         | INHE 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- WHT | AS- IAN   | NATV HAW/ PAC ILND | AMER IND/ ALSK | OTHR      | MUL- TI   | HIS- IC    | NOT HIS- IC | EX & VERY GOOD | FAIR & POOR | MALE        | FE- MALE    |             |
| PQ34 NEVER              | 2<br>0.6%     | 53<br>1%     | ~          | ~          | ~          | ~          | 3%~        | ~           | ~                | ~         | ~                  | ~              | ~         | ~         | ~          | ~           | ~              | 1<br>~0.3%  | 2<br>~1%    | ~           | 2<br>~1%    |
| SOMETIMES               | 10<br>3%      | 302<br>6%*   | 2<br>6%~   | 1<br>2%    | 1<br>2%    | 3<br>4%    | 3<br>4%    | ~           | 7<br>2%          | ~         | 1<br>~25%          | ~              | ~         | 1<br>~14% | 1<br>5%    | ~           | 10<br>~3%      | 6<br>3%     | 4<br>3%     | 4<br>3%     | 6<br>3%     |
| USUALLY                 | 53<br>16%     | 589<br>12%*  | 9<br>26%~  | 7<br>13%   | 13<br>24%  | 9<br>12%   | 9<br>13%   | 6<br>16%~   | 47<br>17%        | ~         | ~                  | 1<br>~50%      | ~         | ~         | 5<br>~24%  | 1<br>13%    | 52<br>17%      | 25<br>14%   | 28<br>20%   | 23<br>18%   | 30<br>15%   |
| ALWAYS                  | 271<br>81%    | 4094<br>81%  | 24<br>69%~ | 47<br>85%  | 41<br>75%  | 61<br>84%  | 53<br>79%  | 32<br>84%~  | 228<br>80%       | 2<br>100% | 3<br>75%           | 1<br>50%       | 3<br>100% | 6<br>86%  | 15<br>71%  | 7<br>88%    | 248<br>80%     | 154<br>83%  | 107<br>76%  | 100<br>79%  | 158<br>81%  |
| #ALWAYS + USUALLY (NET) | 324<br>96%    | 4682<br>93%* | 33<br>94%~ | 54<br>98%  | 54<br>98%  | 70<br>96%  | 62<br>93%  | 38<br>100%  | 275<br>97%       | 2<br>100% | 3<br>75%           | 2<br>100%      | 3<br>100% | 6<br>86%  | 20<br>95%  | 8<br>100%   | 300<br>96%     | 179<br>97%  | 135<br>96%  | 123<br>97%  | 188<br>96%  |
| TOP BOX SCORE           | 271<br>81%    | 4094<br>81%  | 24<br>69%~ | 47<br>85%  | 41<br>75%  | 61<br>84%  | 53<br>79%  | 32<br>84%~  | 228<br>80%       | 2<br>100% | 3<br>75%           | 1<br>50%       | 3<br>100% | 6<br>86%  | 15<br>71%  | 7<br>88%    | 248<br>80%     | 154<br>83%  | 107<br>76%  | 100<br>79%  | 158<br>81%  |
| NOT ANSWERED            | 4             | 97           | 1          | 1          | 1          |            | 1          |             | 3                | 1         |                    |                |           |           |            | 4           | 2              | 2           |             | 4           |             |
| VALID CASES             | 336           | 5037         | 35         | 55         | 55         | 73         | 67         | 38          | 284              | 2         | 4                  | 2              | 3         | 7         | 21         | 8           | 311            | 185         | 141         | 127         | 196         |
| NUMBER OF RESPONDENTS   | 340<br>100%   | 5134<br>100% | 36<br>100% | 56<br>100% | 56<br>100% | 73<br>100% | 67<br>100% | 39<br>100%  | 287<br>100%      | 3<br>100% | 4<br>100%          | 2<br>100%      | 3<br>100% | 7<br>100% | 21<br>100% | 8<br>100%   | 315<br>100%    | 187<br>100% | 143<br>100% | 127<br>100% | 200<br>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?

|                                | INHE 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   | NOT HIS- PAN- IC | HIS- PAN- IC  | EX & VERY GOOD & FAIR & POOR | MALE      | FE- MALE   |            |            |            |            |
| Q35 WORST HEALTH PLAN POSSIBLE |                | 48<br>1%      | ~         | ~          | ~         | ~         | ~         | ~           | ~            | ~            | ~                       | ~         | ~                | ~             | ~                            | ~         | ~          | ~          |            |            |            |
| 01                             | 2<br>0.6%      | 36<br>0.7%    | ~         | ~          | ~         | 2<br>3%   | ~         | 2<br>0.7%   | ~            | ~            | ~                       | ~         | ~                | 2<br>0.7%     | 1<br>0.6%                    | 1<br>0.7% | 1<br>0.8%  | 1<br>0.5%  |            |            |            |
| 02                             | 4<br>1%        | 58<br>1%      | 1<br>3%   | ~          | ~         | 1<br>1%   | 1<br>2%   | 1<br>3%*    | 4<br>1%*     | ~            | ~                       | ~         | ~                | ~             | 4<br>1%                      | 2<br>1%   | 2<br>1%    | 2<br>2%    | 2<br>1%    |            |            |
| 03                             |                | 85<br>2%      | ~         | ~          | ~         | ~         | ~         | ~           | ~            | ~            | ~                       | ~         | ~                | ~             | ~                            | ~         | ~          | ~          | ~          |            |            |
| 04                             | 10<br>3%       | 108<br>2%     | ~         | ~          | 3<br>5%   | 3<br>4%   | 3<br>5%   | ~           | 8<br>3%      | ~            | ~                       | ~         | ~                | 1<br>5%       | 9<br>3%                      | 5<br>3%   | 4<br>3%    | 6<br>5%    | 3<br>2%    |            |            |
| 05                             | 27<br>8%       | 486<br>10%    | 3<br>9%   | 9<br>17%   | 5<br>9%   | 6<br>8%   | 3<br>5%   | 1<br>3%     | 24<br>9%     | ~            | ~                       | ~         | ~                | 3<br>14%      | 26<br>9%                     | 13<br>7%  | 14<br>10%  | 7<br>6%    | 19<br>10%  |            |            |
| 06                             | 27<br>8%       | 314<br>6%     | 3<br>9%   | 5<br>9%    | 5<br>9%   | 6<br>8%   | 6<br>10%  | 1<br>3%     | 19<br>7%     | ~            | ~                       | ~         | 2<br>25%         | 5<br>24%      | 1<br>11%                     | 25<br>8%  | 13<br>7%   | 13<br>9%   | 7<br>6%    | 19<br>10%  |            |
| 07                             | 42<br>13%      | 595<br>12%    | 7<br>20%  | 12<br>23%  | 8<br>15%  | 8<br>11%  | 3<br>5%*  | 3<br>9%     | 35<br>13%    | 2<br>67%     | ~                       | ~         | ~                | 1<br>13%      | 2<br>10%                     | 1<br>11%  | 39<br>13%  | 28<br>16%  | 12<br>9%*  | 20<br>16%  | 21<br>11%  |
| 08                             | 79<br>25%      | 978<br>20%    | 12<br>34% | 13<br>25%  | 13<br>24% | 19<br>26% | 15<br>24% | 5<br>15%    | 69<br>25%    | ~            | 2<br>67%                | ~         | 1<br>33%         | 2<br>25%      | 3<br>14%                     | 2<br>22%  | 74<br>25%  | 48<br>27%  | 30<br>22%  | 28<br>23%  | 49<br>26%  |
| 09                             | 54<br>17%      | 825<br>17%    | 4<br>11%  | 8<br>15%   | 9<br>16%  | 11<br>15% | 13<br>21% | 7<br>21%    | 43<br>16%    | 1<br>33%     | 1<br>33%                | 1<br>50%  | ~                | 1<br>13%      | 5<br>24%                     | 2<br>22%  | 49<br>16%  | 34<br>19%  | 20<br>14%  | 28<br>23%* | 25<br>13%  |
| BEST HEALTH PLAN POSSIBLE      | 77<br>24%      | 1331<br>27%   | 5<br>14%  | 6<br>11%*  | 12<br>22% | 16<br>22% | 19<br>30% | 16<br>47%   | 67<br>25%    | ~            | ~                       | 1<br>50%  | 2<br>67%         | 2<br>25%      | 2<br>10%                     | 3<br>33%  | 71<br>24%  | 32<br>18%* | 43<br>31%* | 25<br>20%  | 49<br>26%  |
| #8-10 (NET)                    | 210<br>65%     | 3134<br>64%   | 21<br>60% | 27<br>51%* | 34<br>62% | 46<br>64% | 47<br>75% | 28<br>82%   | 179<br>66%   | 1<br>33%     | 3<br>100%               | 2<br>100% | 3<br>100%        | 5<br>63%      | 10<br>48%                    | 7<br>78%  | 194<br>65% | 114<br>65% | 93<br>67%  | 81<br>65%  | 123<br>65% |

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      |             |             |
|-------------------------|---------------|--------------|------------|------------|------------|------------|------------|-------------|-------------|-----------|----------------|----------------|-----------|-----------|------------|------------------|------------------------------|-------------|-------------|-------------|-------------|
|                         | INHE TOT ADLT | OHP TOT ADLT | 18 TO 24   | 25 TO 34   | 35 TO 44   | 45 TO 54   | 55 TO 64   | 65 AND OVER | BLK OR AFR- | AS- IAN   | NATV HAW/ ILND | AMER IND/ ALSK | MUL- OTHR | TI        | HIS- IC    | NOT HIS- PAN- IC | EX & VERY GOOD & FAIR & POOR | MALE MALE   |             |             |             |
| 9-10 (NET)              | 131<br>41%    | 2156<br>44%  | 9<br>26%   | 14<br>26%* | 21<br>38%  | 27<br>38%  | 32<br>51%  | 23<br>68%   | 110<br>41%  | 1<br>33%  | 1<br>33%       | 2<br>100%      | 2<br>67%  | 3<br>38%  | 7<br>33%   | 5<br>56%         | 120<br>40%                   | 66<br>38%   | 63<br>45%   | 53<br>43%   | 74<br>39%   |
| NOT ANSWERED            | 40            | 689          | 2          | 6          | 2          | 3          | 5          | 6           | 23          |           | 1              |                |           |           |            | 1                | 23                           | 17          | 7           | 7           | 17          |
| VALID CASES             | 322           | 4865         | 35         | 53         | 55         | 72         | 63         | 34          | 271         | 3         | 3              | 2              | 3         | 8         | 21         | 9                | 299                          | 176         | 139         | 124         | 188         |
| NUMBER OF RESPONDENTS   | 362<br>100%   | 5554<br>100% | 37<br>100% | 59<br>100% | 57<br>100% | 75<br>100% | 68<br>100% | 40<br>100%  | 294<br>100% | 3<br>100% | 4<br>100%      | 2<br>100%      | 3<br>100% | 8<br>100% | 21<br>100% | 10<br>100%       | 322<br>100%                  | 193<br>100% | 146<br>100% | 131<br>100% | 205<br>100% |
| MEAN                    | 7.85          | 7.79         | 7.60       | 7.45       | 7.78       | 7.62       | 8.14       | 8.74        | 7.86        | 7.67      | 8.33           | 9.50           | 9.33      | 8.00      | 7.24       | 8.56             | 7.83                         | 7.81        | 7.94        | 7.84        | 7.87        |
| p stat_(*=Sig @ p<=.05) |               | .517         |            | ~.055      | .748       | .294       | .183       |             | ~.893       | ~         | ~              | ~              | ~         | ~         | ~          | ~                | ~.628                        | .510        | .909        | .838        |             |

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?

|                       | INHE<br>TOT<br>ADLT | OHP<br>TOT<br>ADLT | AGE            |                |                |                |                | RACE              |                    |                         |                      |            |            | ETHNIC-<br>ITY            |                    | HEALTH<br>STATUS                               |                                | GENDER      |             |             |             |
|-----------------------|---------------------|--------------------|----------------|----------------|----------------|----------------|----------------|-------------------|--------------------|-------------------------|----------------------|------------|------------|---------------------------|--------------------|--|--------------------------------|-------------|-------------|-------------|-------------|
|                       |                     |                    | 18<br>TO<br>24 | 25<br>TO<br>34 | 35<br>TO<br>44 | 45<br>TO<br>54 | 55<br>TO<br>64 | 65<br>AND<br>OVER | BLCK<br>OR<br>AFR- | NATV<br>HAW/<br>AS- PAC | AMER<br>IND/<br>ALSK | MUL-<br>TI | OTH-       | NOT<br>HIS-<br>PAN-<br>IC | HIS-<br>PAN-<br>IC | EX &<br>VERY<br>GOOD<br>&<br>FAIR<br>&<br>POOR | GOOD<br>&<br>FAIR<br>&<br>POOR | FE-<br>MALE | MALE        |             |             |
| Q35A<br>YES           | 49<br>14%           | 908<br>18%         | 5<br>~         | 7<br>9%        | 14<br>12%      | 8<br>19%       | 12<br>12%      | 31%<br>14%        | 40<br>14%          | 1<br>~                  | 25%<br>~             | ~          | ~          | 25%<br>~                  | 5<br>~             | 46<br>~  | 15%<br>~                       | 9<br>5%*    | 38<br>27%*  | 16<br>13%   | 30<br>15%   |
| NO                    | 292<br>86%          | 4189<br>82%        | 36<br>100%~    | 53<br>91%      | 50<br>88%      | 59<br>81%      | 58<br>88%      | 27<br>69%~        | 248<br>86%         | 3<br>100%~              | 3<br>75%~            | 2<br>100%~ | 3<br>100%~ | 8<br>100%~                | 15<br>75%~         | 10<br>100%~                                    | 269<br>85%~                    | 181<br>95%* | 104<br>73%* | 112<br>87%  | 171<br>85%  |
| NOT ANSWERED          | 21                  | 458                | 1              | 1              | 2              | 2              | 1              | 6                 | 6                  |                         |                      |            |            | 1                         | 7                  | 3  | 4                              | 3           | 4           | 3           | 4           |
| VALID CASES           | 341                 | 5096               | 36             | 58             | 57             | 73             | 66             | 39                | 288                | 3                       | 4                    | 2          | 3          | 8                         | 20                 | 10   | 315                            | 190         | 142         | 128         | 201         |
| NUMBER OF RESPONDENTS | 362<br>100%         | 5554<br>100%       | 37<br>100%     | 59<br>100%     | 57<br>100%     | 75<br>100%     | 68<br>100%     | 40<br>100%        | 294<br>100%        | 3<br>100%               | 4<br>100%            | 2<br>100%  | 3<br>100%  | 8<br>100%                 | 21<br>100%         | 10<br>100%                                     | 322<br>100%                    | 193<br>100% | 146<br>100% | 131<br>100% | 205<br>100% |

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

|                         | INHE<br>TOT<br>ADLT | OHP<br>TOT<br>ADLT | AGE            |                |                |                |                |                   | RACE               |            |                     |                      |              |             | ETHNIC-<br>ITY |                   | HEALTH<br>STATUS                               |                   | GENDER |             |
|-------------------------|---------------------|--------------------|----------------|----------------|----------------|----------------|----------------|-------------------|--------------------|------------|---------------------|----------------------|--------------|-------------|----------------|-------------------|--|-------------------|--------|-------------|
|                         |                     |                    | 18<br>TO<br>24 | 25<br>TO<br>34 | 35<br>TO<br>44 | 45<br>TO<br>54 | 55<br>TO<br>64 | 65<br>AND<br>OVER | BLCK<br>OR<br>AFR- | AS-<br>IAN | NATV<br>HAW/<br>PAC | AMER<br>IND/<br>ALSK | MUL-<br>OTHR | TI          | HIS-<br>IC     | NOT<br>HIS-<br>IC | EX &<br>VERY<br>GOOD<br>&<br>FAIR<br>&<br>POOR | GOOD<br>&<br>POOR | MALE   | FE-<br>MALE |
| Q35B<br>NEVER           | 7<br>16%            | 172<br>22%         | 1<br>~ 20%     | 3<br>43%       | 1<br>8%        | 1<br>~ 10%     | 5<br>14%       | ~                 | ~                  | ~          | ~                   | ~                    | 1<br>20%     | 6<br>~ 14%  | 1<br>14%       | 6<br>17%          | 1<br>7%  | 5<br>18%          |        |             |
| SOMETIMES               | 3<br>7%             | 131<br>17%         | 1<br>~ 20%     | 2<br>~ 17%     | ~              | ~              | 3<br>8%        | ~                 | ~                  | ~          | ~                   | ~                    | ~            | 3<br>~ 7%   | 1<br>14%       | 2<br>6%           | 1<br>7%  | 2<br>7%           |        |             |
| USUALLY                 | 12<br>27%           | 173<br>22%         | 1<br>~ 20%     | 2<br>29%       | 4<br>33%       | 2<br>25%       | 2<br>20%       | 9<br>25%          | ~                  | ~          | ~                   | ~                    | 2<br>~ 40%   | 11<br>~ 26% | 1<br>14%       | 10<br>28%         | 4<br>29%                                       | 7<br>25%          |        |             |
| ALWAYS                  | 23<br>51%           | 296<br>38%         | 2<br>~ 40%     | 2<br>29%       | 5<br>42%       | 6<br>75%       | 7<br>70%       | 19<br>53%         | 1<br>~ 100%        | ~          | ~                   | ~                    | 2<br>~ 40%   | 22<br>~ 52% | 4<br>57%       | 18<br>50%         | 8<br>57%                                       | 14<br>50%         |        |             |
| #ALWAYS + USUALLY (NET) | 35<br>78%           | 470<br>61%         | 3<br>~ 60%     | 4<br>57%       | 9<br>75%       | 8<br>100%      | 9<br>90%       | 28<br>78%         | 1<br>~ 100%        | ~          | ~                   | ~                    | 4<br>~ 80%   | 33<br>~ 79% | 5<br>71%       | 28<br>78%         | 12<br>86%                                      | 21<br>75%         |        |             |
| TOP BOX SCORE           | 23<br>51%           | 296<br>38%         | 2<br>~ 40%     | 2<br>29%       | 5<br>42%       | 6<br>75%       | 7<br>70%       | 19<br>53%         | 1<br>~ 100%        | ~          | ~                   | ~                    | 2<br>~ 40%   | 22<br>~ 52% | 4<br>57%       | 18<br>50%         | 8<br>57%                                       | 14<br>50%         |        |             |
| NOT ANSWERED            | 4                   | 58                 |                |                | 2              | 2              | 4              |                   |                    |            |                     |                      |              | 4           | 2              | 2                 | 2  | 2                 |        |             |
| VALID CASES             | 45                  | 773                | 5              | 7              | 12             | 8              | 10             | 36                | 1                  |            |                     |                      | 5            | 42          | 7              | 36                | 14   | 28                |        |             |
| NUMBER OF RESPONDENTS   | 49<br>100%          | 831<br>100%        | 5<br>100%      | 7<br>100%      | 14<br>100%     | 8<br>100%      | 12<br>100%     | 40<br>100%        | 1<br>100%          |            |                     |                      | 5<br>100%    | 46<br>100%  | 9<br>100%      | 38<br>100%        | 16<br>100%                                     | 30<br>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?

|                       | INHE<br>TOT<br>ADLT | OHP<br>TOT<br>ADLT | AGE            |                |                |                |                |                   | RACE              |                         |                      |            |            |                           | ETHNIC-<br>ITY                                 |                                | HEALTH<br>STATUS |             | GENDER     |             |            |           |
|-----------------------|---------------------|--------------------|----------------|----------------|----------------|----------------|----------------|-------------------|-------------------|-------------------------|----------------------|------------|------------|---------------------------|--|--------------------------------|------------------|-------------|------------|-------------|------------|-----------|
|                       |                     |                    | 18<br>TO<br>24 | 25<br>TO<br>34 | 35<br>TO<br>44 | 45<br>TO<br>54 | 55<br>TO<br>64 | 65<br>AND<br>OVER | BLK<br>OR<br>AFR- | NATV<br>HAW/<br>AS- PAC | AMER<br>IND/<br>ALSK | MUL-<br>TI | HIS-<br>IC | NOT<br>HIS-<br>PAN-<br>IC | EX &<br>VERY<br>GOOD<br>&<br>FAIR<br>&<br>POOR | GOOD<br>&<br>FAIR<br>&<br>POOR | FE-<br>MALE      | FE-<br>MALE |            |             |            |           |
| Q35C<br>YES           | 39<br>11%           | 876<br>17%*        | 2<br>5%~       | 4<br>7%        | 11<br>19%      | 10<br>14%      | 3<br>5%*       | 6<br>15%~         | 30<br>10%         | 1<br>~                  | 25%~                 | ~          | ~          | ~                         | 5<br>~   | 24%~                           | 1<br>10%         | 35<br>11%~  | 19<br>10%  | 17<br>12%   | 9<br>7%*   | 27<br>13% |
| NO                    | 306<br>89%          | 4320<br>83%*       | 35<br>95%~     | 55<br>93%      | 46<br>81%      | 64<br>86%      | 63<br>95%*     | 34<br>85%~        | 261<br>90%        | 3<br>100%~              | 3<br>75%~            | 2<br>100%~ | 3<br>100%~ | 8<br>100%~                | 16<br>76%~                                     | 9<br>90%~                      | 284<br>89%~      | 173<br>90%  | 127<br>88% | 120<br>93%* | 177<br>87% |           |
| NOT ANSWERED          | 17                  | 357                |                |                |                | 1              | 2              |                   | 3                 |                         |                      |            |            |                           |  |                                | 3                | 1           | 2          | 2           | 1          |           |
| VALID CASES           | 345                 | 5197               | 37             | 59             | 57             | 74             | 66             | 40                | 291               | 3                       | 4                    | 2          | 3          | 8                         | 21   | 10                             | 319              | 192         | 144        | 129         | 204        |           |
| NUMBER OF RESPONDENTS | 362                 | 5554               | 37             | 59             | 57             | 75             | 68             | 40                | 294               | 3                       | 4                    | 2          | 3          | 8                         | 21   | 10                             | 322              | 193         | 146        | 131         | 205        |           |
|                       | 100%                | 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?

|                         | INHE<br>TOT<br>ADLT | OHP<br>TOT<br>ADLT | AGE            |                |                |                |                |                   | RACE               |            |                             |                      |      |            | ETHNIC-<br>ITY |                   | HEALTH<br>STATUS                               |                   | GENDER    |             |
|-------------------------|---------------------|--------------------|----------------|----------------|----------------|----------------|----------------|-------------------|--------------------|------------|-----------------------------|----------------------|------|------------|----------------|-------------------|--|-------------------|-----------|-------------|
|                         |                     |                    | 18<br>TO<br>24 | 25<br>TO<br>34 | 35<br>TO<br>44 | 45<br>TO<br>54 | 55<br>TO<br>64 | 65<br>AND<br>OVER | BLCK<br>OR<br>AFR- | AS-<br>IAN | NATV<br>HAW/<br>PAC<br>ILND | AMER<br>IND/<br>ALSK | OTHR | MUL-<br>TI | HIS-<br>IC     | NOT<br>HIS-<br>IC | EX &<br>VERY<br>GOOD<br>&<br>FAIR<br>&<br>POOR | GOOD<br>&<br>POOR | MALE      | FE-<br>MALE |
| Q35D<br>NEVER           | 11<br>31%           | 245<br>32%         | ~              | 3<br>75%       | 4<br>40%       | 3<br>33%       | ~              | 9<br>32%          | ~                  | ~          | ~                           | ~                    | ~    | 1<br>25%   | 10<br>31%      | 4<br>24%          | 6<br>38%                                       | 2<br>22%          | 8<br>33%  |             |
| SOMETIMES               | 9<br>25%            | 126<br>16%         | 1<br>50%       | 1<br>25%       | 2<br>20%       | 2<br>22%       | 2<br>100%      | 1<br>17%          | 7<br>25%           | ~          | ~                           | ~                    | ~    | 2<br>50%   | 1<br>100%      | 8<br>25%          | 6<br>35%                                       | 3<br>19%          | 3<br>33%  | 6<br>25%    |
| USUALLY                 | 7<br>19%            | 150<br>20%         | ~              | ~              | 3<br>30%       | 3<br>33%       | 1<br>17%       | 5<br>18%          | 1<br>100%          | ~          | ~                           | ~                    | ~    | 1<br>25%   | 7<br>22%       | 2<br>12%          | 5<br>31%                                       | 2<br>22%          | 5<br>21%  |             |
| ALWAYS                  | 9<br>25%            | 244<br>32%         | 1<br>50%       | ~              | 1<br>10%       | 1<br>11%       | 4<br>67%       | 7<br>25%          | ~                  | ~          | ~                           | ~                    | ~    | ~          | 7<br>22%       | 5<br>29%          | 2<br>13%                                       | 2<br>22%          | 5<br>21%  |             |
| #ALWAYS + USUALLY (NET) | 16<br>44%           | 393<br>51%         | 1<br>50%       | ~              | 4<br>40%       | 4<br>44%       | 5<br>83%       | 12<br>43%         | 1<br>100%          | ~          | ~                           | ~                    | ~    | 1<br>25%   | 14<br>44%      | 7<br>41%          | 7<br>44%                                       | 4<br>44%          | 10<br>42% |             |
| TOP BOX SCORE           | 9<br>25%            | 244<br>32%         | 1<br>50%       | ~              | 1<br>10%       | 1<br>11%       | 4<br>67%       | 7<br>25%          | ~                  | ~          | ~                           | ~                    | ~    | ~          | 7<br>22%       | 5<br>29%          | 2<br>13%                                       | 2<br>22%          | 5<br>21%  |             |
| NOT ANSWERED            | 3                   | 42                 |                |                | 1              | 1              | 1              | 2                 |                    |            |                             |                      |      | 1          | 3              | 2                 | 1  |                   | 3         |             |
| VALID CASES             | 36                  | 765                | 2              | 4              | 10             | 9              | 2              | 6                 | 28                 | 1          |                             |                      |      | 4          | 1              | 32                | 17   | 16                | 9         | 24          |
| NUMBER OF RESPONDENTS   | 39                  | 807                | 2              | 4              | 11             | 10             | 3              | 6                 | 30                 | 1          |                             |                      |      | 5          | 1              | 35                | 19   | 17                | 9         | 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                |             |             |             |             |
|--------------------------|----------------|---------------|------------|------------|------------|------------|------------|-------------|-------------|-----------|-----------|-----------|-----------|-----------|---------------|------------------|-----------------------|-------------|-------------|-------------|-------------|
|                          | INHE 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 ALSK | MUL- OTHR | TI        | HIS- PAN- IC  | NOT HIS- PAN- IC | EX & VERY GOOD & FAIR | GOOD & POOR | MALE        | FE- MALE    |             |
| Q35E ALWAYS              | 7<br>2%        | 186<br>4%     | 1<br>3%    | 1<br>2%    | 1<br>2%    | ~          | 1<br>2%    | 2<br>5%     | 5<br>2%     | ~         | ~         | ~         | ~         | ~         | 1<br>5%       | 6<br>2%          | 4<br>2%               | 3<br>2%     | 1<br>0.8%   | 5<br>3%     |             |
| USUALLY                  | 10<br>3%       | 261<br>5%*    | ~          | 3<br>5%    | ~          | 2<br>3%    | 4<br>6%    | 1<br>3%     | 8<br>3%     | ~         | ~         | ~         | ~         | ~         | 2<br>10%      | 10<br>3%         | 4<br>2%               | 6<br>4%     | 3<br>2%     | 7<br>4%     |             |
| SOMETIMES                | 62<br>19%      | 993<br>19%    | 8<br>22%   | 12<br>21%  | 15<br>26%  | 10<br>14%  | 11<br>17%  | 4<br>10%    | 55<br>19%   | ~         | 1<br>25%  | 1<br>33%  | ~         | 3<br>15%  | 58<br>19%     | 33<br>18%        | 29<br>21%             | 19<br>15%   | 41<br>21%   |             |             |
| NEVER                    | 256<br>76%     | 3697<br>72%   | 28<br>76%  | 40<br>71%  | 41<br>72%  | 61<br>84%  | 48<br>75%  | 32<br>82%   | 218<br>76%  | 3<br>100% | 3<br>75%  | 2<br>100% | 2<br>67%  | 7<br>100% | 14<br>70%     | 9<br>76%         | 239<br>78%            | 147<br>73%  | 103<br>82%  | 147<br>73%  |             |
| #NEVER + SOMETIMES (NET) | 318<br>95%     | 4690<br>91%*  | 36<br>97%  | 52<br>93%  | 56<br>98%  | 71<br>97%  | 59<br>92%  | 36<br>92%   | 273<br>95%  | 3<br>100% | 4<br>100% | 2<br>100% | 3<br>100% | 7<br>85%  | 17<br>70%     | 9<br>85%         | 297<br>95%            | 180<br>96%  | 132<br>94%  | 122<br>97%  | 188<br>94%  |
| TOP BOX SCORE            | 256<br>76%     | 3697<br>72%   | 28<br>76%  | 40<br>71%  | 41<br>72%  | 61<br>84%  | 48<br>75%  | 32<br>82%   | 218<br>76%  | 3<br>100% | 3<br>75%  | 2<br>100% | 2<br>67%  | 7<br>100% | 14<br>70%     | 9<br>76%         | 239<br>78%            | 147<br>73%  | 103<br>82%  | 147<br>73%  |             |
| NOT ANSWERED             | 27             | 417           | ~          | 3          | ~          | 2          | 4          | 1           | 8           | ~         | ~         | ~         | 1         | 1         | 1             | 9                | 5                     | 5           | 5           | 5           |             |
| VALID CASES              | 335            | 5137          | 37         | 56         | 57         | 73         | 64         | 39          | 286         | 3         | 4         | 2         | 3         | 7         | 20            | 9                | 313                   | 188         | 141         | 126         | 200         |
| NUMBER OF RESPONDENTS    | 362<br>100%    | 5554<br>100%  | 37<br>100% | 56<br>100% | 57<br>100% | 73<br>100% | 64<br>100% | 39<br>100%  | 286<br>100% | 3<br>100% | 4<br>100% | 2<br>100% | 3<br>100% | 7<br>100% | 20<br>100%    | 9<br>100%        | 313<br>100%           | 188<br>100% | 141<br>100% | 126<br>100% | 200<br>100% |

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

|                          | INHE 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 ILND  | AMER PAC ALSK | IND/ NATV  | OTHR       | MUL- TI    | HIS- IC     | NOT PAN- IC   | EX & VERY GOOD & FAIR & POOR | MALE        | FE- MALE    |             |           |
| Q35F ALWAYS              | 2<br>0.6%      | 87<br>2%*     | 1<br>3%~   | ~          | ~          | ~           | 1<br>1%    | ~           | 0.3%             | ~          | ~          | ~             | ~          | ~          | ~          | 1<br>5%~    | ~             | 2<br>~0.6%                   | 1<br>~0.5%  | 1<br>0.7%   | 1<br>0.8%   | 1<br>0.5% |
| USUALLY                  | 10<br>3%       | 142<br>3%     | ~          | 3<br>5%    | 3<br>5%    | ~           | 2<br>3%    | 1<br>3%~    | 6<br>2%          | ~          | ~          | ~             | ~          | ~          | ~          | 3<br>14%~   | ~             | 9<br>~3%                     | 1<br>~0.5%* | 8<br>6%*    | 3<br>2%     | 6<br>3%   |
| SOMETIMES                | 75<br>22%      | 912<br>18%*   | 11<br>30%~ | 9<br>16%   | 15<br>26%  | 17<br>23%   | 15<br>22%  | 6<br>16%~   | 62<br>22%        | 1<br>33%~  | ~          | ~             | 1<br>33%~  | 1<br>13%~  | 8<br>38%~  | 1<br>10%~   | 72<br>23%~    | 38<br>20%                    | 36<br>25%   | 24<br>18%   | 49<br>25%   |           |
| NEVER                    | 253<br>74%     | 4005<br>78%   | 25<br>68%~ | 46<br>79%  | 39<br>68%  | 57<br>77%   | 49<br>73%  | 30<br>81%~  | 219<br>76%       | 2<br>67%~  | 4<br>100%~ | 2<br>100%~    | 2<br>67%~  | 7<br>88%~  | 9<br>43%~  | 9<br>90%~   | 233<br>74%~   | 151<br>79%*                  | 97<br>68%*  | 102<br>78%  | 144<br>72%  |           |
| #NEVER + SOMETIMES (NET) | 328<br>96%     | 4917<br>96%   | 36<br>97%~ | 55<br>95%  | 54<br>95%  | 74<br>100%~ | 64<br>96%  | 36<br>97%~  | 281<br>98%       | 3<br>100%~ | 4<br>100%~ | 2<br>100%~    | 3<br>100%~ | 8<br>100%~ | 17<br>81%~ | 10<br>100%~ | 305<br>97%~   | 189<br>99%*                  | 133<br>94%* | 126<br>97%  | 193<br>96%  |           |
| TOP BOX SCORE            | 253<br>74%     | 4005<br>78%   | 25<br>68%~ | 46<br>79%  | 39<br>68%  | 57<br>77%   | 49<br>73%  | 30<br>81%~  | 219<br>76%       | 2<br>67%~  | 4<br>100%~ | 2<br>100%~    | 2<br>67%~  | 7<br>88%~  | 9<br>43%~  | 9<br>90%~   | 233<br>74%~   | 151<br>79%*                  | 97<br>68%*  | 102<br>78%  | 144<br>72%  |           |
| NOT ANSWERED             | 22             | 408           | ~          | 1          | ~          | 1           | 1          | 3           | 6                | ~          | ~          | ~             | ~          | ~          | ~          | ~           | 6             | 2                            | 4           | 1           | 5           |           |
| VALID CASES              | 340            | 5146          | 37         | 58         | 57         | 74          | 67         | 37          | 288              | 3          | 4          | 2             | 3          | 8          | 21         | 10          | 316           | 191                          | 142         | 130         | 200         |           |
| NUMBER OF RESPONDENTS    | 362<br>100%    | 5554<br>100%  | 37<br>100% | 59<br>100% | 57<br>100% | 75<br>100%  | 68<br>100% | 40<br>100%  | 294<br>100%      | 3<br>100%  | 4<br>100%  | 2<br>100%     | 3<br>100%  | 8<br>100%  | 21<br>100% | 10<br>100%  | 322<br>100%   | 193<br>100%                  | 146<br>100% | 131<br>100% | 205<br>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      |             |            |            |
|--------------------------|----------------|---------------|-----------|-----------|-----------|------------|-----------|-------------|-------------|-----------|-----------|--------------------|-----------|-----------|-------------|------------------------------|------------|-------------|-------------|------------|------------|
|                          | INHE 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/ PAC ALSK | MUL- TI   | HIS- IC   | NOT HIS- IC | EX & VERY GOOD & FAIR & POOR | MALE       | FE- MALE    |             |            |            |
| Q35G ALWAYS              | 3<br>0.9%      | 75<br>1%      | 1<br>3%   | 1<br>2%   | ~         | ~          | 1<br>1%   | 3<br>1%     | ~           | ~         | ~         | ~                  | ~         | ~         | 3<br>1%     | 1<br>0.5%                    | 2<br>1%    | 3<br>~      | 2<br>2%     |            |            |
| USUALLY                  | 5<br>1%        | 99<br>2%      | ~         | 2<br>3%   | 2<br>4%   | ~          | 1<br>1%   | 3<br>1%     | ~           | ~         | ~         | ~                  | 2<br>10%  | ~         | 5<br>2%     | 1<br>0.5%                    | 4<br>3%    | 3<br>2%     | 2<br>1%     |            |            |
| SOMETIMES                | 53<br>16%      | 596<br>12%*   | 2<br>5%   | 13<br>22% | 9<br>16%  | 10<br>14%  | 12<br>18% | 4<br>10%    | 43<br>15%   | ~         | ~         | 1<br>50%           | 1<br>33%  | 4<br>19%  | ~           | 49<br>16%                    | 23<br>12%* | 28<br>20%   | 19<br>15%   | 31<br>16%  |            |
| NEVER                    | 276<br>82%     | 4397<br>85%   | 34<br>92% | 42<br>72% | 45<br>80% | 62<br>86%  | 53<br>79% | 35<br>90%   | 238<br>83%  | 3<br>100% | 4<br>100% | 1<br>50%           | 2<br>67%  | 8<br>100% | 15<br>71%   | 10<br>100%                   | 258<br>82% | 107<br>87%* | 163<br>76%* | 108<br>83% | 163<br>82% |
| #NEVER + SOMETIMES (NET) | 329<br>98%     | 4993<br>97%   | 36<br>97% | 55<br>95% | 54<br>96% | 72<br>100% | 65<br>97% | 39<br>100%  | 281<br>98%  | 3<br>100% | 4<br>100% | 2<br>100%          | 3<br>100% | 8<br>90%  | 19<br>100%  | 307<br>97%                   | 189<br>99% | 135<br>96%  | 127<br>98%  | 194<br>97% |            |
| TOP BOX SCORE            | 276<br>82%     | 4397<br>85%   | 34<br>92% | 42<br>72% | 45<br>80% | 62<br>86%  | 53<br>79% | 35<br>90%   | 238<br>83%  | 3<br>100% | 4<br>100% | 1<br>50%           | 2<br>67%  | 8<br>100% | 15<br>71%   | 10<br>100%                   | 258<br>82% | 107<br>87%* | 163<br>76%* | 108<br>83% | 163<br>82% |
| NOT ANSWERED             | 25             | 387           |           | 1         | 1         | 3          | 1         | 1           | 7           |           |           |                    |           |           | 7           | 2                            | 5          | 1           | 6           |            |            |
| VALID CASES              | 337            | 5167          | 37        | 58        | 56        | 72         | 67        | 39          | 287         | 3         | 4         | 2                  | 3         | 8         | 21          | 10                           | 315        | 191         | 141         | 130        | 199        |
| NUMBER OF RESPONDENTS    | 362            | 5554          | 37        | 59        | 57        | 75         | 68        | 40          | 294         | 3         | 4         | 2                  | 3         | 8         | 21          | 10                           | 322        | 193         | 146         | 131        | 205        |
|                          | 100%           | 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?

|                         | INHE<br>TOT<br>ADLT | OHP<br>TOT<br>ADLT | AGE            |                |                |                |                |                   | RACE               |                    |                              |            |            |                           | ETHNIC-<br>ITY                                 |                     | HEALTH<br>STATUS |           | GENDER    |           |           |
|-------------------------|---------------------|--------------------|----------------|----------------|----------------|----------------|----------------|-------------------|--------------------|--------------------|------------------------------|------------|------------|---------------------------|--|---------------------|------------------|-----------|-----------|-----------|-----------|
|                         |                     |                    | 18<br>TO<br>24 | 25<br>TO<br>34 | 35<br>TO<br>44 | 45<br>TO<br>54 | 55<br>TO<br>64 | 65<br>AND<br>OVER | BLCK<br>OR<br>AFR- | NATV<br>AS-<br>IAN | AMER<br>HAW/<br>IND/<br>ALSK | MUL-<br>TI | HIS-<br>IC | NOT<br>HIS-<br>PAN-<br>IC | EX &<br>VERY<br>GOOD<br>&<br>FAIR<br>&<br>POOR | FE-<br>MALE<br>MALE |                  |           |           |           |           |
| Q35H<br>#YES DEFINITELY | 147<br>44%          | 2206<br>43%        | 12<br>33%      | 20<br>34%      | 27<br>48%      | 33<br>46%      | 29<br>43%      | 25<br>68%         | 130<br>45%         | 1<br>~             | 2<br>25%                     | 3<br>100%  | 3<br>100%  | 3<br>38%                  | 7<br>33%                                       | 2<br>20%            | 143<br>46%       | 84<br>45% | 63<br>45% | 57<br>44% | 88<br>45% |
| YES SOMEWHAT            | 118<br>35%          | 1724<br>34%        | 15<br>42%      | 23<br>39%      | 18<br>32%      | 26<br>36%      | 26<br>39%      | 7<br>19%          | 101<br>35%         | 2<br>100%          | 1<br>25%                     | ~          | ~          | 1<br>13%                  | 10<br>48%                                      | 4<br>40%            | 111<br>35%       | 70<br>37% | 46<br>33% | 43<br>33% | 73<br>37% |
| NO                      | 70<br>21%           | 1181<br>23%        | 9<br>25%       | 16<br>27%      | 11<br>20%      | 13<br>18%      | 12<br>18%      | 5<br>14%          | 55<br>19%          | 2<br>~             | 2<br>50%                     | ~          | ~          | 4<br>50%                  | 4<br>19%                                       | 4<br>40%            | 59<br>19%        | 34<br>18% | 32<br>23% | 30<br>23% | 36<br>18% |
| NOT ANSWERED            | 27                  | 443                | 1              |                | 1              | 3              | 1              | 3                 | 8                  | 1                  |                              |            |            |                           |  | 9                   | 5                | 5         | 1         | 8         |           |
| VALID CASES             | 335                 | 5111               | 36             | 59             | 56             | 72             | 67             | 37                | 286                | 2                  | 4                            | 2          | 3          | 8                         | 21   | 10                  | 313              | 188       | 141       | 130       | 197       |
| NUMBER OF RESPONDENTS   | 362                 | 5554               | 37             | 59             | 57             | 75             | 68             | 40                | 294                | 3                  | 4                            | 2          | 3          | 8                         | 21   | 10                  | 322              | 193       | 146       | 131       | 205       |
|                         | 100%                | 100%               | 100%           | 100%           | 100%           | 100%           | 100%           | 100%              | 100%               | 100%               | 100%                         | 100%       | 100%       | 100%                      | 100%   | 100%                | 100%             | 100%      | 100%      | 100%      | 100%      |

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

|                       | INHE<br>TOT<br>ADLT | OHP<br>TOT<br>ADLT | AGE            |                |                |                |                |                   | RACE               |            |                             |                      |           |            | ETHNIC-<br>ITY |                   | HEALTH<br>STATUS                               |                   | GENDER      |             |             |
|-----------------------|---------------------|--------------------|----------------|----------------|----------------|----------------|----------------|-------------------|--------------------|------------|-----------------------------|----------------------|-----------|------------|----------------|-------------------|--|-------------------|-------------|-------------|-------------|
|                       |                     |                    | 18<br>TO<br>24 | 25<br>TO<br>34 | 35<br>TO<br>44 | 45<br>TO<br>54 | 55<br>TO<br>64 | 65<br>AND<br>OVER | BLCK<br>OR<br>AFR- | AS-<br>IAN | NATV<br>HAW/<br>PAC<br>LLND | AMER<br>IND/<br>ALSK | OTHR      | MUL-<br>TI | HIS-<br>IC     | NOT<br>HIS-<br>IC | EX &<br>VERY<br>GOOD<br>&<br>FAIR<br>&<br>POOR | GOOD<br>&<br>POOR | FE-<br>MALE | FE-<br>MALE |             |
| Q35I                  |                     |                    |                |                |                |                |                |                   |                    |            |                             |                      |           |            |                |                   |  |                   |             |             |             |
| #YES DEFINITELY       | 218<br>65%          | 3431<br>67%        | 24<br>65%      | 38<br>64%      | 31<br>55%      | 47<br>65%      | 44<br>66%      | 31<br>84%         | 189<br>66%         | 2<br>67%   | 3<br>75%                    | 2<br>100%            | 3<br>100% | 4<br>50%   | 13<br>62%      | 5<br>50%          | 210<br>67%                                     | 127<br>67%        | 90<br>64%   | 85<br>65%   | 130<br>66%  |
| YES SOMEWHAT          | 95<br>28%           | 1348<br>26%        | 11<br>30%      | 14<br>24%      | 17<br>30%      | 23<br>32%      | 22<br>33%      | 6<br>16%          | 78<br>27%          | 1<br>33%   | ~                           | ~                    | ~         | 4<br>50%   | 8<br>38%       | 4<br>40%          | 85<br>27%                                      | 50<br>26%         | 43<br>31%   | 37<br>28%   | 56<br>28%   |
| NO                    | 21<br>6%            | 341<br>7%          | 2<br>5%        | 7<br>12%       | 8<br>14%*      | 2<br>3%        | 1<br>1%*       | ~                 | 19<br>7%           | ~          | 1<br>25%                    | ~                    | ~         | ~          | ~              | 1<br>10%          | 19<br>6%                                       | 13<br>7%          | 7<br>5%     | 8<br>6%     | 12<br>6%    |
| NOT ANSWERED          | 28                  | 434                |                |                | 1              | 3              | 1              | 3                 | 8                  |            |                             |                      |           |            |                | 8                 | 3  | 6                 | 1           | 7           |             |
| VALID CASES           | 334                 | 5120               | 37             | 59             | 56             | 72             | 67             | 37                | 286                | 3          | 4                           | 2                    | 3         | 8          | 21             | 10                | 314  | 190               | 140         | 130         | 198         |
| NUMBER OF RESPONDENTS | 362<br>100%         | 5554<br>100%       | 37<br>100%     | 59<br>100%     | 57<br>100%     | 75<br>100%     | 68<br>100%     | 40<br>100%        | 294<br>100%        | 3<br>100%  | 4<br>100%                   | 2<br>100%            | 3<br>100% | 8<br>100%  | 21<br>100%     | 10<br>100%        | 322<br>100%                                    | 193<br>100%       | 146<br>100% | 131<br>100% | 205<br>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?

|                       |                |               | AGE       |           |           |           |           |             | RACE        |           |                |                |           |          | ETHNICITY |                  | HEALTH STATUS                |            | GENDER     |            |             |
|-----------------------|----------------|---------------|-----------|-----------|-----------|-----------|-----------|-------------|-------------|-----------|----------------|----------------|-----------|----------|-----------|------------------|------------------------------|------------|------------|------------|-------------|
|                       | INHE 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       | FE- MALE   |            |             |
| Q35J #YES DEFINITELY  | 263<br>79%     | 3907<br>76%   | 27<br>77% | 44<br>75% | 42<br>75% | 60<br>83% | 52<br>79% | 34<br>89%   | 231<br>81%  | 2<br>100% | 3<br>75%       | 2<br>100%      | 3<br>100% | 4<br>50% | 15<br>75% | 5<br>50%         | 253<br>81%                   | 153<br>81% | 109<br>78% | 96<br>74%  | 163<br>83%* |
| YES SOMEWHAT          | 51<br>15%      | 870<br>17%    | 6<br>17%  | 9<br>15%  | 8<br>14%  | 11<br>15% | 13<br>20% | 3<br>8%     | 42<br>15%   | ~         | ~              | ~              | ~         | 2<br>25% | 4<br>20%  | 3<br>30%         | 45<br>14%                    | 26<br>14%  | 23<br>16%  | 28<br>22%* | 22<br>11%*  |
| NO                    | 19<br>6%       | 334<br>7%     | 2<br>6%   | 6<br>10%  | 6<br>11%  | 1<br>1%*  | 1<br>2%*  | 1<br>3%     | 13<br>5%    | ~         | 1<br>25%       | ~              | ~         | 2<br>25% | 1<br>5%   | 2<br>20%         | 14<br>4%                     | 10<br>5%   | 8<br>6%    | 6<br>5%    | 11<br>6%    |
| NOT ANSWERED          | 29             | 443           | 2         |           | 1         | 3         | 2         | 2           | 8           | 1         |                |                |           | 1        |           | 10               | 4                            | 6          | 1          | 9          |             |
| VALID CASES           | 333            | 5111          | 35        | 59        | 56        | 72        | 66        | 38          | 286         | 2         | 4              | 2              | 3         | 8        | 20        | 10               | 312                          | 189        | 140        | 130        | 196         |
| NUMBER OF RESPONDENTS | 362            | 5554          | 37        | 59        | 57        | 75        | 68        | 40          | 294         | 3         | 4              | 2              | 3         | 8        | 21        | 10               | 322                          | 193        | 146        | 131        | 205         |
|                       | 100%           | 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?

|                       | INHE<br>TOT<br>ADLT | OHP<br>TOT<br>ADLT | AGE            |                |                |                |                |                   | RACE               |            |                             |                      |           |            | ETHNIC-<br>ITY |                   | HEALTH<br>STATUS                               |             | GENDER      |             |             |
|-----------------------|---------------------|--------------------|----------------|----------------|----------------|----------------|----------------|-------------------|--------------------|------------|-----------------------------|----------------------|-----------|------------|----------------|-------------------|--|-------------|-------------|-------------|-------------|
|                       |                     |                    | 18<br>TO<br>24 | 25<br>TO<br>34 | 35<br>TO<br>44 | 45<br>TO<br>54 | 55<br>TO<br>64 | 65<br>AND<br>OVER | BLCK<br>OR<br>AFR- | AS-<br>IAN | NATV<br>HAW/<br>PAC<br>LLND | AMER<br>IND/<br>ALSK | OTHR      | MUL-<br>TI | HIS-<br>IC     | NOT<br>HIS-<br>IC | EX &<br>VERY<br>GOOD<br>&<br>FAIR<br>&<br>POOR | FE-<br>MALE | FE-<br>MALE |             |             |
| Q35K                  |                     |                    |                |                |                |                |                |                   |                    |            |                             |                      |           |            |                |                   |  |             |             |             |             |
| #YES DEFINITELY       | 207<br>62%          | 3274<br>64%        | 24<br>67%~     | 33<br>56%      | 35<br>63%      | 47<br>64%      | 37<br>56%      | 29<br>74%~        | 183<br>64%~        | 2<br>100%~ | 3<br>75%~                   | 2<br>100%~           | 2<br>67%~ | 3<br>38%~  | 10<br>48%~     | 4<br>40%~         | 199<br>63%~                                    | 128<br>68%* | 78<br>55%*  | 80<br>62%   | 124<br>62%  |
| YES SOMEWHAT          | 100<br>30%          | 1308<br>25%        | 8<br>22%~      | 17<br>29%      | 15<br>27%      | 24<br>33%      | 23<br>35%      | 9<br>23%~         | 83<br>29%~         | ~          | ~                           | 1<br>~               | 3<br>33%~ | 8<br>38%~  | 4<br>40%~      | 92<br>29%~        | 46<br>24%*                                     | 52<br>36%*  | 38<br>29%   | 59<br>30%   |             |
| NO                    | 29<br>9%            | 554<br>11%         | 4<br>11%~      | 9<br>15%       | 6<br>11%       | 2<br>3%*       | 6<br>9%        | 1<br>3%~          | 22<br>8%~          | 1<br>~     | 25%~                        | ~                    | 2<br>~    | 3<br>25%~  | 2<br>20%~      | 24<br>8%~         | 15<br>8%                                       | 13<br>9%    | 11<br>9%    | 17<br>9%    |             |
| NOT ANSWERED          | 26                  | 417                | 1              |                | 1              | 2              | 2              | 1                 | 6                  | 1          |                             |                      |           |            |                | 7                 | 4  | 3           | 2           | 5           |             |
| VALID CASES           | 336                 | 5137               | 36             | 59             | 56             | 73             | 66             | 39                | 288                | 2          | 4                           | 2                    | 3         | 8          | 21             | 10                | 315  | 189         | 143         | 129         | 200         |
| NUMBER OF RESPONDENTS | 362<br>100%         | 5554<br>100%       | 37<br>100%     | 59<br>100%     | 57<br>100%     | 75<br>100%     | 68<br>100%     | 40<br>100%        | 294<br>100%        | 3<br>100%  | 4<br>100%                   | 2<br>100%            | 3<br>100% | 8<br>100%  | 21<br>100%     | 10<br>100%        | 322<br>100%                                    | 193<br>100% | 146<br>100% | 131<br>100% | 205<br>100% |



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

|                         | INHE 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- WHT | AS- IAN   | NATV HAW/ PAC ILND | AMER IND/ ALSK NATV | OTHR      | MUL- TI   | HIS- IC    | NOT HIS- IC | EX & VERY GOOD & FAIR & POOR | GOOD & POOR | MALE        | FE- MALE    |             |           |
| Q35L NEVER              | 18<br>5%      | 281<br>6%    | 4<br>11%   | 7<br>12%   | 3<br>5%    |            | 3<br>5%    | 14<br>5%    |                  |           |                    |                     |           |           | 2<br>10%   | 1<br>10%    | 15<br>5%                     | 11<br>6%    | 5<br>4%     | 11<br>9%    | 6<br>3%*    |           |
| SOMETIMES               | 51<br>15%     | 704<br>14%   | 7<br>19%   | 10<br>17%  | 6<br>11%   | 11<br>15%  | 12<br>18%  | 5<br>13%    | 42<br>15%        | 1<br>3%   |                    |                     |           |           | 5<br>63%   | 3<br>14%    | 4<br>40%                     | 45<br>14%   | 21<br>11%*  | 30<br>21%*  | 17<br>13%   | 34<br>17% |
| USUALLY                 | 92<br>28%     | 1231<br>24%  | 8<br>22%   | 15<br>25%  | 17<br>30%  | 22<br>31%  | 18<br>28%  | 8<br>21%    | 76<br>27%        | 1<br>3%   | 1<br>25%           | 1<br>50%            | 1<br>33%  | 1<br>13%  | 8<br>38%   | 2<br>20%    | 85<br>27%                    | 50<br>26%   | 41<br>29%   | 35<br>27%   | 54<br>27%   |           |
| ALWAYS                  | 173<br>52%    | 2878<br>56%  | 18<br>49%  | 27<br>46%  | 30<br>54%  | 39<br>54%  | 32<br>49%  | 26<br>67%   | 154<br>54%       | 1<br>3%   | 3<br>75%           | 1<br>50%            | 2<br>67%  | 2<br>25%  | 8<br>38%   | 3<br>30%    | 169<br>54%                   | 108<br>57%* | 65<br>46%   | 66<br>51%   | 105<br>53%  |           |
| #ALWAYS + USUALLY (NET) | 265<br>79%    | 4109<br>81%  | 26<br>70%  | 42<br>71%  | 47<br>84%  | 61<br>85%  | 50<br>77%  | 34<br>87%   | 230<br>80%       | 2<br>67%  | 4<br>100%          | 2<br>100%           | 3<br>100% | 3<br>38%  | 16<br>76%  | 5<br>50%    | 254<br>81%                   | 158<br>83%  | 106<br>75%  | 101<br>78%  | 159<br>80%  |           |
| TOP BOX SCORE           | 173<br>52%    | 2878<br>56%  | 18<br>49%  | 27<br>46%  | 30<br>54%  | 39<br>54%  | 32<br>49%  | 26<br>67%   | 154<br>54%       | 1<br>3%   | 3<br>75%           | 1<br>50%            | 2<br>67%  | 2<br>25%  | 8<br>38%   | 3<br>30%    | 169<br>54%                   | 108<br>57%* | 65<br>46%   | 66<br>51%   | 105<br>53%  |           |
| NOT ANSWERED            | 28            | 461          |            |            | 1          | 3          | 3          | 1           | 8                |           |                    |                     |           |           |            | 8           | 3                            | 5           | 2           | 6           |             |           |
| VALID CASES             | 334           | 5093         | 37         | 59         | 56         | 72         | 65         | 39          | 286              | 3         | 4                  | 2                   | 3         | 8         | 21         | 10          | 314                          | 190         | 141         | 129         | 199         |           |
| NUMBER OF RESPONDENTS   | 362<br>100%   | 5554<br>100% | 37<br>100% | 59<br>100% | 57<br>100% | 75<br>100% | 68<br>100% | 40<br>100%  | 294<br>100%      | 3<br>100% | 4<br>100%          | 2<br>100%           | 3<br>100% | 8<br>100% | 21<br>100% | 10<br>100%  | 322<br>100%                  | 193<br>100% | 146<br>100% | 131<br>100% | 205<br>100% |           |

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

|                          |                |               | AGE      |           |           |           |           | RACE        |             |            |           |                |           | ETHNICITY | HEALTH STATUS |                              | GENDER    |            |            |            |            |            |
|--------------------------|----------------|---------------|----------|-----------|-----------|-----------|-----------|-------------|-------------|------------|-----------|----------------|-----------|-----------|---------------|------------------------------|-----------|------------|------------|------------|------------|------------|
|                          | INHE 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 | MUL- TI   | HIS- IC   | NOT HIS- IC   | EX & VERY GOOD & FAIR & POOR | MALE      | FE- MALE   |            |            |            |            |
| Q35M ALWAYS              | 4<br>1%        | 72<br>1%      | ~        | 1<br>2%   | 1<br>2%   | 1<br>1%   | ~         | 1<br>3%     | 3<br>1%     | ~          | ~         | ~              | ~         | ~         | 1<br>10%      | 3<br>0.9%                    | 1<br>0.5% | 3<br>2%    | 1<br>0.8%  | 3<br>1%    |            |            |
| USUALLY                  | 3<br>0.9%      | 48<br>0.9%    | ~        | 1<br>2%   | 1<br>2%   | ~         | 1<br>2%   | 2<br>0.7%   | ~           | ~          | ~         | ~              | ~         | 1<br>5%   | 3<br>~0.9%    | 2<br>1%                      | 1<br>0.7% | 1<br>0.8%  | 2<br>1%    |            |            |            |
| SOMETIMES                | 8<br>2%        | 187<br>4%     | ~        | 1<br>2%   | 4<br>7%   | 1<br>1%   | 2<br>3%   | 7<br>2%     | ~           | 1<br>25%   | ~         | ~              | ~         | ~         | 8<br>3%       | 4<br>2%                      | 4<br>3%   | 4<br>3%    | 4<br>3%    | 4<br>2%    |            |            |
| NEVER                    | 322<br>96%     | 4818<br>94%   | 100%~    | 37<br>95% | 56<br>89% | 50<br>97% | 72<br>95% | 63<br>97%   | 38<br>97%   | 277<br>96% | 3<br>100% | 3<br>75%       | 2<br>100% | 3<br>100% | 8<br>95%      | 20<br>90%                    | 9<br>96%  | 303<br>96% | 183<br>96% | 136<br>94% | 123<br>95% | 193<br>96% |
| #NEVER + SOMETIMES (NET) | 330<br>98%     | 5005<br>98%   | 100%~    | 37<br>97% | 57<br>96% | 54<br>96% | 73<br>99% | 65<br>98%   | 38<br>97%   | 284<br>98% | 3<br>100% | 4<br>100%      | 2<br>100% | 3<br>100% | 8<br>95%      | 20<br>90%                    | 9<br>98%  | 311<br>98% | 187<br>98% | 140<br>97% | 127<br>98% | 197<br>98% |
| TOP BOX SCORE            | 322<br>96%     | 4818<br>94%   | 100%~    | 37<br>95% | 56<br>89% | 50<br>97% | 72<br>95% | 63<br>97%   | 38<br>97%   | 277<br>96% | 3<br>100% | 3<br>75%       | 2<br>100% | 3<br>100% | 8<br>95%      | 20<br>90%                    | 9<br>96%  | 303<br>96% | 183<br>96% | 136<br>94% | 123<br>95% | 193<br>96% |
| NOT ANSWERED             | 25             | 430           |          |           | 1         | 1         | 2         | 1           |             | 5          |           |                |           |           |               | 5                            | 3         | 2          |            | 2          | 3          |            |
| VALID CASES              | 337            | 5124          | 37       | 59        | 56        | 74        | 66        | 39          | 289         | 3          | 4         | 2              | 3         | 8         | 21            | 10                           | 317       | 190        | 144        | 129        | 202        |            |
| NUMBER OF RESPONDENTS    | 362            | 5554          | 37       | 59        | 57        | 75        | 68        | 40          | 294         | 3          | 4         | 2              | 3         | 8         | 21            | 10                           | 322       | 193        | 146        | 131        | 205        |            |
|                          | 100%           | 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?

|                          |                |               | AGE      |            |           |           |           | RACE        |            |            |           |                     |           | ETHNICITY  | HEALTH STATUS |                       | GENDER      |            |            |            |            |            |
|--------------------------|----------------|---------------|----------|------------|-----------|-----------|-----------|-------------|------------|------------|-----------|---------------------|-----------|------------|---------------|-----------------------|-------------|------------|------------|------------|------------|------------|
|                          | INHE 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 | ASIAN      | NATV ILND | AMER HAW/ IND/ ALSK | MULTI     | NOT HIS-IC | HIS-IC        | EX & VERY GOOD & POOR | FAIR & POOR | FE-MALE    | MALE       |            |            |            |
| Q35N ALWAYS              | 7<br>2%        | 130<br>3%     | ~        | 1<br>2%    | 3<br>5%   | 2<br>3%   | 1<br>2%   | 7<br>2%     | ~          | ~          | ~         | ~                   | ~         | ~          | 7<br>2%       | 3<br>2%               | 4<br>3%     | ~          | 7<br>4%    |            |            |            |
| USUALLY                  | 12<br>4%       | 191<br>4%     | ~        | 4<br>7%    | 3<br>5%   | 2<br>3%   | 3<br>5%   | 10<br>3%    | ~          | ~          | ~         | ~                   | 1<br>5%   | 10<br>3%   | 6<br>3%       | 5<br>4%               | 8<br>6%     | 4<br>2%    |            |            |            |            |
| SOMETIMES                | 35<br>10%      | 664<br>13%    | 5%       | 2<br>19%   | 11<br>14% | 8<br>8%   | 6<br>8%   | 5<br>8%     | 2<br>5%    | ~          | 50%       | ~                   | 2<br>25%  | 4<br>19%   | 1<br>10%      | 33<br>10%             | 18<br>10%   | 16<br>11%  | 10<br>8%   | 24<br>12%  |            |            |
| NEVER                    | 280<br>84%     | 4121<br>81%   | 95%      | 35<br>73%* | 43<br>75% | 42<br>86% | 63<br>86% | 57<br>86%   | 36<br>95%  | 244<br>85% | 3<br>100% | 2<br>50%            | 2<br>100% | 3<br>100%  | 6<br>75%      | 16<br>76%             | 9<br>90%    | 265<br>84% | 162<br>86% | 117<br>82% | 111<br>86% | 165<br>82% |
| #NEVER + SOMETIMES (NET) | 315<br>94%     | 4786<br>94%   | 100%     | 37<br>100% | 54<br>92% | 50<br>89% | 69<br>95% | 62<br>94%   | 38<br>100% | 270<br>94% | 3<br>100% | 4<br>100%           | 2<br>100% | 3<br>100%  | 8<br>95%      | 20<br>100%            | 10<br>95%   | 298<br>95% | 180<br>95% | 133<br>94% | 121<br>94% | 189<br>94% |
| TOP BOX SCORE            | 280<br>84%     | 4121<br>81%   | 95%      | 35<br>73%* | 43<br>75% | 42<br>86% | 63<br>86% | 57<br>86%   | 36<br>95%  | 244<br>85% | 3<br>100% | 2<br>50%            | 2<br>100% | 3<br>100%  | 6<br>75%      | 16<br>76%             | 9<br>90%    | 265<br>84% | 162<br>86% | 117<br>82% | 111<br>86% | 165<br>82% |
| NOT ANSWERED             | 28             | 448           |          |            | 1         | 2         | 2         | 2           | 7          |            |           |                     |           |            | 7             | 4                     | 4           | 2          | 5          |            |            |            |
| VALID CASES              | 334            | 5106          | 37       | 59         | 56        | 73        | 66        | 38          | 287        | 3          | 4         | 2                   | 3         | 8          | 21            | 10                    | 315         | 189        | 142        | 129        | 200        |            |
| NUMBER OF RESPONDENTS    | 362            | 5554          | 37       | 59         | 57        | 75        | 68        | 40          | 294        | 3          | 4         | 2                   | 3         | 8          | 21            | 10                    | 322         | 193        | 146        | 131        | 205        |            |
|                          | 100%           | 100%          | 100%     | 100%       | 100%      | 100%      | 100%      | 100%        | 100%       | 100%       | 100%      | 100%                | 100%      | 100%       | 100%          | 100%                  | 100%        | 100%       | 100%       | 100%       | 100%       |            |

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

|                         | INHE 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/ PAC ALSK | MUL- TI    | NOT HIS- PAN- IC | HIS- PAN- IC | EX & VERY GOOD & FAIR & POOR | GOOD & FAIR & POOR | MALE       | FE- MALE   |            |            |
| Q350 NEVER              | 21<br>6%       | 298<br>6%     | 4<br>11%  | 9<br>16%*  | 2<br>4%   | 3<br>4%    | 2<br>3%   | 17<br>6%    | 1<br>~ 25%   | ~          | ~         | 1<br>~ 13%              | 1<br>5%    | 2<br>20%         | 18<br>6%     | 15<br>8%                     | 5<br>4%            | 11<br>9%   | 9<br>4%    |            |            |
| SOMETIMES               | 41<br>12%      | 693<br>14%    | 8<br>22%  | 8<br>14%   | 7<br>13%  | 6<br>8%    | 9<br>14%  | 2<br>5%     | 32<br>11%    | ~          | ~         | ~                       | 1<br>~ 13% | 5<br>24%         | 2<br>20%     | 35<br>11%                    | 15<br>8%*          | 25<br>18%* | 17<br>14%  | 23<br>12%  |            |
| USUALLY                 | 99<br>30%      | 1328<br>26%   | 10<br>27% | 17<br>30%  | 17<br>31% | 18<br>25%  | 21<br>32% | 14<br>38%   | 84<br>30%    | 3<br>100%  | 2<br>50%  | 1<br>50%                | ~          | 2<br>~ 25%       | 5<br>24%     | 2<br>20%                     | 95<br>31%          | 50<br>27%  | 48<br>34%  | 30<br>24%  | 67<br>34%  |
| ALWAYS                  | 170<br>51%     | 2777<br>55%   | 15<br>41% | 23<br>40%  | 29<br>53% | 46<br>63%* | 34<br>52% | 21<br>57%   | 150<br>53%   | 1<br>~ 25% | 1<br>50%  | 3<br>100%               | 4<br>50%   | 10<br>48%        | 4<br>40%     | 163<br>52%                   | 106<br>57%*        | 64<br>45%* | 67<br>54%  | 101<br>50% |            |
| #ALWAYS + USUALLY (NET) | 269<br>81%     | 4105<br>81%   | 25<br>68% | 40<br>70%* | 46<br>84% | 64<br>88%  | 55<br>83% | 35<br>95%   | 234<br>83%   | 3<br>100%  | 3<br>75%  | 2<br>100%               | 3<br>100%  | 6<br>75%         | 15<br>71%    | 6<br>60%                     | 258<br>83%         | 156<br>84% | 112<br>79% | 97<br>78%  | 168<br>84% |
| TOP BOX SCORE           | 170<br>51%     | 2777<br>55%   | 15<br>41% | 23<br>40%  | 29<br>53% | 46<br>63%* | 34<br>52% | 21<br>57%   | 150<br>53%   | 1<br>~ 25% | 1<br>50%  | 3<br>100%               | 4<br>50%   | 10<br>48%        | 4<br>40%     | 163<br>52%                   | 106<br>57%*        | 64<br>45%* | 67<br>54%  | 101<br>50% |            |
| NOT ANSWERED            | 31             | 459           |           | 2          | 2         | 2          | 2         | 3           | 11           |            |           |                         |            |                  | 11           | 7                            | 4                  | 6          | 5          |            |            |
| VALID CASES             | 331            | 5095          | 37        | 57         | 55        | 73         | 66        | 37          | 283          | 3          | 4         | 2                       | 3          | 8                | 21           | 10                           | 311                | 186        | 142        | 125        | 200        |
| NUMBER OF RESPONDENTS   | 362            | 5554          | 37        | 59         | 57        | 75         | 68        | 40          | 294          | 3          | 4         | 2                       | 3          | 8                | 21           | 10                           | 322                | 193        | 146        | 131        | 205        |
|                         | 100%           | 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?

|                         | INHE 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  |           |            |
| Q35P NEVER              | 35<br>11%      | 592<br>12%    | 4<br>11%  | 9<br>16%   | 6<br>11%  | 5<br>7%   | 6<br>9%    | 4<br>11%    | 29<br>10%   | 1<br>~ 25% | ~              | ~              | 2<br>~ 25% | 2<br>10% | 2<br>20%    | 31<br>10%             | 20<br>11%     | 14<br>10%  | 14<br>11% | 20<br>10% |            |
| SOMETIMES               | 61<br>18%      | 825<br>16%    | 8<br>22%  | 12<br>21%  | 7<br>12%  | 12<br>16% | 15<br>23%  | 6<br>16%    | 52<br>18%   | ~          | ~              | 1<br>~ 33%     | 2<br>25%   | 3<br>14% | 3<br>30%    | 55<br>18%             | 29<br>16%     | 31<br>22%  | 23<br>18% | 37<br>19% |            |
| USUALLY                 | 90<br>27%      | 1308<br>26%   | 6<br>16%  | 17<br>30%  | 12<br>21% | 21<br>29% | 23<br>35%  | 9<br>24%    | 74<br>26%   | 3<br>100%  | 1<br>25%       | ~              | 1<br>33%   | 1<br>13% | 8<br>38%    | 1<br>10%              | 86<br>28%     | 51<br>27%  | 38<br>27% | 39<br>31% | 49<br>25%  |
| ALWAYS                  | 146<br>44%     | 2353<br>46%   | 19<br>51% | 18<br>32%* | 31<br>55% | 35<br>48% | 22<br>33%* | 19<br>50%   | 129<br>45%  | 2<br>~ 50% | 2<br>100%      | 1<br>33%       | 3<br>38%   | 8<br>38% | 4<br>40%    | 140<br>45%            | 87<br>47%     | 59<br>42%  | 50<br>40% | 94<br>47% |            |
| #ALWAYS + USUALLY (NET) | 236<br>71%     | 3661<br>72%   | 25<br>68% | 35<br>63%  | 43<br>77% | 56<br>77% | 45<br>68%  | 28<br>74%   | 203<br>71%  | 3<br>100%  | 3<br>75%       | 2<br>100%      | 2<br>67%   | 4<br>50% | 16<br>76%   | 5<br>50%              | 226<br>72%    | 138<br>74% | 97<br>68% | 89<br>71% | 143<br>71% |
| TOP BOX SCORE           | 146<br>44%     | 2353<br>46%   | 19<br>51% | 18<br>32%* | 31<br>55% | 35<br>48% | 22<br>33%* | 19<br>50%   | 129<br>45%  | 2<br>~ 50% | 2<br>100%      | 1<br>33%       | 3<br>38%   | 8<br>38% | 4<br>40%    | 140<br>45%            | 87<br>47%     | 59<br>42%  | 50<br>40% | 94<br>47% |            |
| NOT ANSWERED            | 30             | 477           |           | 3          | 1         | 2         | 2          | 2           | 10          |            |                |                |            |          | 10          |                       | 6             | 4          | 5         | 5         |            |
| VALID CASES             | 332            | 5077          | 37        | 56         | 56        | 73        | 66         | 38          | 284         | 3          | 4              | 2              | 3          | 8        | 21          | 10                    | 312           | 187        | 142       | 126       | 200        |
| NUMBER OF RESPONDENTS   | 362            | 5554          | 37        | 59         | 57        | 75        | 68         | 40          | 294         | 3          | 4              | 2              | 3          | 8        | 21          | 10                    | 322           | 193        | 146       | 131       | 205        |
|                         | 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?

|                          | INHE 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- WHT | AS- IAN     | NATV HAW/ PAC ILND | AMER IND/ ALSK NATV | OTHR       | MUL- TI   | HIS- IC     | NOT HIS- IC   | EX & VERY GOOD & FAIR & POOR | FE- MALE    | MALE        |             |             |
| Q35Q ALWAYS              | 7<br>2%       | 187<br>4%*   | ~           | 2<br>3%    | 2<br>4%    | 3<br>4%    | ~          | ~           | 5<br>2%~         | 1<br>~ 25%~ | ~                  | ~                   | ~          | ~         | 1<br>5%~    | ~             | 7<br>2%~                     | 2<br>1%     | 5<br>3%     | 6<br>5%*    | 1<br>0.5%*  |
| USUALLY                  | 12<br>4%      | 215<br>4%    | ~           | 3<br>5%    | 4<br>7%    | 2<br>3%    | 2<br>3%    | ~           | 10<br>3%~        | ~           | ~                  | ~                   | ~          | ~         | 1<br>5%~    | ~             | 11<br>4%~                    | 7<br>4%     | 5<br>3%     | 5<br>4%     | 6<br>3%     |
| SOMETIMES                | 137<br>41%    | 1973<br>39%  | 20<br>54%~  | 27<br>47%  | 20<br>36%  | 24<br>32%  | 28<br>43%  | 16<br>42%~  | 118<br>41%~      | 1<br>~ 25%~ | 1<br>~ 33%~        | 4<br>50%~           | 9<br>43%~  | 5<br>50%~ | 126<br>40%~ | 66<br>35%*    | 69<br>48%*                   | 47<br>37%   | 88<br>44%   |             |             |
| NEVER                    | 178<br>53%    | 2695<br>53%  | 17<br>46%~  | 26<br>45%  | 30<br>54%  | 45<br>61%  | 35<br>54%  | 22<br>58%~  | 153<br>53%~      | 3<br>100%~  | 2<br>50%~          | 2<br>100%~          | 2<br>67%~  | 4<br>50%~ | 10<br>48%~  | 5<br>50%~     | 170<br>54%~                  | 113<br>60%* | 64<br>45%*  | 70<br>55%   | 105<br>52%  |
| #NEVER + SOMETIMES (NET) | 315<br>94%    | 4668<br>92%  | 37<br>100%~ | 53<br>91%  | 50<br>89%  | 69<br>93%  | 63<br>97%  | 38<br>100%~ | 271<br>95%~      | 3<br>100%~  | 3<br>75%~          | 2<br>100%~          | 3<br>100%~ | 8<br>90%~ | 19<br>100%~ | 10<br>94%~    | 296<br>94%~                  | 179<br>95%  | 133<br>93%  | 117<br>91%  | 193<br>97%  |
| TOP BOX SCORE            | 178<br>53%    | 2695<br>53%  | 17<br>46%~  | 26<br>45%  | 30<br>54%  | 45<br>61%  | 35<br>54%  | 22<br>58%~  | 153<br>53%~      | 3<br>100%~  | 2<br>50%~          | 2<br>100%~          | 2<br>67%~  | 4<br>50%~ | 10<br>48%~  | 5<br>50%~     | 170<br>54%~                  | 113<br>60%* | 64<br>45%*  | 70<br>55%   | 105<br>52%  |
| NOT ANSWERED             | 28            | 484          |             | 1          | 1          | 1          | 3          | 2           | 8                |             |                    |                     |            |           |             | 8             | 5                            | 3           | 3           | 5           |             |
| VALID CASES              | 334           | 5070         | 37          | 58         | 56         | 74         | 65         | 38          | 286              | 3           | 4                  | 2                   | 3          | 8         | 21          | 10            | 314                          | 188         | 143         | 128         | 200         |
| NUMBER OF RESPONDENTS    | 362<br>100%   | 5554<br>100% | 37<br>100%  | 59<br>100% | 57<br>100% | 75<br>100% | 68<br>100% | 40<br>100%  | 294<br>100%      | 3<br>100%   | 4<br>100%          | 2<br>100%           | 3<br>100%  | 8<br>100% | 21<br>100%  | 10<br>100%    | 322<br>100%                  | 193<br>100% | 146<br>100% | 131<br>100% | 205<br>100% |

Q35R WHAT IS YOUR PREFERRED LANGUAGE?

|                       | INHE<br>TOT<br>ADLT | OHP<br>TOT<br>ADLT | AGE            |                |                |                |                |                   | RACE               |            |                             |                      |            |            | ETHNIC-<br>ITY |                   | HEALTH<br>STATUS                               |             | GENDER      |             |             |
|-----------------------|---------------------|--------------------|----------------|----------------|----------------|----------------|----------------|-------------------|--------------------|------------|-----------------------------|----------------------|------------|------------|----------------|-------------------|--|-------------|-------------|-------------|-------------|
|                       |                     |                    | 18<br>TO<br>24 | 25<br>TO<br>34 | 35<br>TO<br>44 | 45<br>TO<br>54 | 55<br>TO<br>64 | 65<br>AND<br>OVER | BLCK<br>OR<br>AFR- | AS-<br>IAN | NATV<br>HAW/<br>PAC<br>LLND | AMER<br>IND/<br>ALSK | OTHR       | MUL-<br>TI | HIS-<br>IC     | NOT<br>HIS-<br>IC | EX &<br>VERY<br>GOOD<br>&<br>FAIR<br>&<br>POOR | FE-<br>MALE | FE-<br>MALE |             |             |
| Q35R<br>ENGLISH       | 328<br>98%          | 4755<br>93%*       | 37<br>100%~    | 57<br>97%      | 55<br>96%      | 71<br>96%      | 64<br>100%~    | 39<br>100%~       | 285<br>99%~        | 3<br>100%~ | 2<br>50%~                   | 2<br>100%~           | 3<br>100%~ | 6<br>75%~  | 21<br>100%~    | 8<br>80%~         | 311<br>98%~                                    | 189<br>99%* | 137<br>96%* | 123<br>96%  | 200<br>99%  |
| SPANISH               | 3<br>0.9%           | 169<br>3%*         | ~              | 1<br>2%        | 1<br>2%        | 1<br>1%        | ~              | ~                 | 1<br>0.3%~         | ~          | ~                           | ~                    | ~          | 2<br>25%~  | ~              | 2<br>20%~         | 1<br>0.3%~                                     | ~           | 3<br>2%     | 2<br>2%     | 1<br>0.5%   |
| SOME OTHER LANGUAGE   | 4<br>1%             | 191<br>4%*         | ~              | 1<br>2%        | 1<br>2%        | 2<br>3%        | ~              | ~                 | 2<br>0.7%~         | ~          | 2<br>50%~                   | ~                    | ~          | ~          | ~              | ~                 | 4<br>1%~                                       | 1<br>0.5%   | 3<br>2%     | 3<br>2%     | 1<br>0.5%   |
| NOT ANSWERED          | 27                  | 438                |                |                |                | 1              | 4              | 1                 | 6                  |            |                             |                      |            |            |                | 6                 | 3  | 3           | 3           | 3           |             |
| VALID CASES           | 335                 | 5116               | 37             | 59             | 57             | 74             | 64             | 39                | 288                | 3          | 4                           | 2                    | 3          | 8          | 21             | 10                | 316  | 190         | 143         | 128         | 202         |
| NUMBER OF RESPONDENTS | 362<br>100%         | 5554<br>100%       | 37<br>100%     | 59<br>100%     | 57<br>100%     | 74<br>100%     | 64<br>100%     | 39<br>100%        | 294<br>100%        | 3<br>100%  | 4<br>100%                   | 2<br>100%            | 3<br>100%  | 8<br>100%  | 21<br>100%     | 10<br>100%        | 322<br>100%                                    | 193<br>100% | 146<br>100% | 131<br>100% | 205<br>100% |

Q35S HOW WELL DO YOU SPEAK ENGLISH?

|                       |               |              | AGE      |          |           |          |          | RACE        |                  |          |                    |                | ETHNICITY |          | HEALTH STATUS |             | GENDER                       |           |      |
|-----------------------|---------------|--------------|----------|----------|-----------|----------|----------|-------------|------------------|----------|--------------------|----------------|-----------|----------|---------------|-------------|------------------------------|-----------|------|
|                       | INHE 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- WHT | AS- IAN  | NATV HAW/ PAC LLND | AMER IND/ ALSK | MUL- OTHR | T I      | HIS- IC       | NOT HIS- IC | EX & VERY GOOD & FAIR & POOR | FE- MALE  |      |
| Q35S VERY WELL        | 3<br>43%      | 11<br>4%     | ~        | 1<br>50% | 2<br>100% | ~        | ~        | ~           | 2<br>67%         | 1<br>50% | ~                  | ~              | ~         | ~        | 3<br>60%      | 1<br>100%   | 2<br>33%                     | 3<br>60%  | ~    |
| WELL                  |               | 41<br>17%    | ~        | ~        | ~         | ~        | ~        | ~           | ~                | ~        | ~                  | ~              | ~         | ~        | ~             | ~           | ~                            | ~         | ~    |
| NOT WELL              | 3<br>43%      | 119<br>49%   | ~        | 1<br>50% | 2<br>67%  | ~        | ~        | ~           | 1<br>33%         | 1<br>50% | ~                  | 1<br>50%       | ~         | 1<br>50% | 2<br>40%      | 3<br>50%    | 1<br>20%                     | 2<br>100% | ~    |
| NOT AT ALL            | 1<br>14%      | 71<br>30%    | ~        | ~        | 1<br>33%  | ~        | ~        | ~           | ~                | ~        | ~                  | 1<br>50%       | ~         | 1<br>50% | ~             | 1<br>17%    | 1<br>20%                     | ~         | ~    |
| NOT ANSWERED          |               | 8            |          |          |           |          |          |             |                  |          |                    |                |           |          |               |             |                              |           |      |
| VALID CASES           | 7             | 242          |          | 2        | 2         | 3        |          |             | 3                | 2        |                    | 2              |           | 2        | 5             | 1           | 6                            | 5         | 2    |
| NUMBER OF RESPONDENTS | 7             | 250          |          | 2        | 2         | 3        |          |             | 3                | 2        |                    | 2              |           | 2        | 5             | 1           | 6                            | 5         | 2    |
|                       | 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?

|                         |                     |                    | AGE            |                |                |                |                | RACE              |                    |                    |                              |            | ETHNIC-<br>ITY | HEALTH<br>STATUS          |  | GENDER            |             |          |
|-------------------------|---------------------|--------------------|----------------|----------------|----------------|----------------|----------------|-------------------|--------------------|--------------------|------------------------------|------------|----------------|---------------------------|--|-------------------|-------------|----------|
|                         | INHE<br>TOT<br>ADLT | OHP<br>TOT<br>ADLT | 18<br>TO<br>24 | 25<br>TO<br>34 | 35<br>TO<br>44 | 45<br>TO<br>54 | 55<br>TO<br>64 | 65<br>AND<br>OVER | BLCK<br>OR<br>AFR- | NATV<br>AS-<br>IAN | AMER<br>HAW/<br>IND/<br>ALSK | MUL-<br>TI | HIS-<br>IC     | NOT<br>HIS-<br>PAN-<br>IC | EX &<br>VERY<br>GOOD<br>&<br>FAIR<br>&<br>POOR | GOOD<br>&<br>POOR | FE-<br>MALE | MALE     |
| Q35T<br>NEVER           | 4<br>67%            | 52<br>22%          | 1<br>~ 50%     | 2<br>100%      | 1<br>~ 50%     | ~              | ~              | 2<br>67%          | 2<br>~100%         | ~                  | ~                            | ~          | ~              | 4<br>~ 80%                | 1<br>100%                                      | 3<br>60%          | 3<br>75%    | 1<br>50% |
| SOMETIMES               | 1<br>17%            | 51<br>22%          | 1<br>~ 50%     | ~              | ~              | ~              | ~              | ~                 | ~                  | ~                  | 1<br>~100%                   | ~          | 1<br>100%      | ~                         | 1<br>~ 20%                                     | ~                 | 1<br>~ 50%  | ~        |
| USUALLY                 | 1<br>17%            | 50<br>22%          | ~              | ~              | 1<br>~ 50%     | ~              | ~              | 1<br>33%          | ~                  | ~                  | ~                            | ~          | ~              | 1<br>~ 20%                | ~  | 1<br>~ 20%        | 1<br>25%    | ~        |
| ALWAYS                  |                     | 77<br>34%          | ~              | ~              | ~              | ~              | ~              | ~                 | ~                  | ~                  | ~                            | ~          | ~              | ~                         | ~  | ~                 | ~           | ~        |
| #ALWAYS + USUALLY (NET) | 1<br>17%            | 128<br>55%         | ~              | ~              | 1<br>~ 50%     | ~              | ~              | 1<br>33%          | ~                  | ~                  | ~                            | ~          | ~              | 1<br>~ 20%                | ~  | 1<br>~ 20%        | 1<br>25%    | ~        |
| TOP BOX SCORE           |                     | 77<br>34%          | ~              | ~              | ~              | ~              | ~              | ~                 | ~                  | ~                  | ~                            | ~          | ~              | ~                         | ~  | ~                 | ~           | ~        |
| NOT ANSWERED            | 1                   | 20                 |                |                | 1              |                |                |                   |                    |                    | 1                            |            | 1              |                           | 1  |                   | 1           |          |
| VALID CASES             | 6                   | 230                | 2              | 2              | 2              |                |                | 3                 | 2                  |                    | 1                            |            | 1              | 5                         | 1  | 5                 | 4           | 2        |
| NUMBER OF RESPONDENTS   | 7                   | 250                | 2              | 2              | 3              |                |                | 3                 | 2                  |                    | 2                            |            | 2              | 5                         | 1  | 6                 | 5           | 2        |
|                         | 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?

|                       |               |              | AGE        |             |            |            |            | RACE        |            |         |                |                     | ETHNICITY    |              | HEALTH STATUS    |                       | GENDER      |          |          |
|-----------------------|---------------|--------------|------------|-------------|------------|------------|------------|-------------|------------|---------|----------------|---------------------|--------------|--------------|------------------|-----------------------|-------------|----------|----------|
|                       | INHE TOT ADLT | OHP TOT ADLT | 18 TO 24   | 25 TO 34    | 35 TO 44   | 45 TO 54   | 55 TO 64   | 65 AND OVER | BLK OR AFR | AS- IAN | NATV HAW/ ILND | AMER IND/ ALSK NATV | MUL- OTHR TI | HIS- PAN- IC | NOT HIS- PAN- IC | EX & VERY GOOD & FAIR | GOOD & POOR | MALE     | FE- MALE |
| Q35U YES              | 2<br>29%      | 134<br>58%   | 1<br>~ 50% | 1<br>~ 33%  | 1<br>~ 33% | 1<br>~ 33% | 1<br>~ 33% | ~           | ~          | ~       | ~              | ~                   | 2<br>~100%   | 2<br>~100%   | ~                | 2<br>~ 33%            | 2<br>~ 33%  | 1<br>20% | 1<br>50% |
| NO                    | 5<br>71%      | 98<br>42%    | 1<br>~ 50% | 2<br>~ 100% | 2<br>~ 67% | 2<br>~ 67% | ~          | 3<br>~100%  | 2<br>~100% | ~       | ~              | ~                   | ~            | 5<br>~100%   | 5<br>~100%       | 1<br>~ 33%            | 4<br>~ 67%  | 4<br>80% | 1<br>50% |
| NOT ANSWERED          |               | 19           |            |             |            |            |            |             |            |         |                |                     |              |              |                  |                       |             |          |          |
| VALID CASES           | 7             | 231          | 2          | 2           | 3          | 3          | 3          | 2           | 2          | 2       | 2              | 2                   | 2            | 5            | 5                | 1                     | 6           | 5        | 2        |
| NUMBER OF RESPONDENTS | 7             | 250          | 2          | 2           | 3          | 3          | 3          | 2           | 2          | 2       | 2              | 2                   | 2            | 5            | 5                | 1                     | 6           | 5        | 2        |
|                       | 100%          | 100%         | 100%       | 100%        | 100%       | 100%       | 100%       | 100%        | 100%       | 100%    | 100%           | 100%                | 100%         | 100%         | 100%             | 100%                  | 100%        | 100%     | 100%     |

[ASKED IF Q35R = SPANISH OR SOME OTHER LANGUAGE]

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

|                         | INHE<br>TOT<br>ADLT | OHP<br>TOT<br>ADLT | AGE            |                |                |                |                | RACE              |                    |            |                             |                              | ETHNIC-<br>ITY |            | HEALTH<br>STATUS          |  | GENDER            |      |
|-------------------------|---------------------|--------------------|----------------|----------------|----------------|----------------|----------------|-------------------|--------------------|------------|-----------------------------|------------------------------|----------------|------------|---------------------------|--|-------------------|------|
|                         |                     |                    | 18<br>TO<br>24 | 25<br>TO<br>34 | 35<br>TO<br>44 | 45<br>TO<br>54 | 55<br>TO<br>64 | 65<br>AND<br>OVER | BLCK<br>OR<br>AFR- | AS-<br>IAN | NATV<br>HAW/<br>PAC<br>LLND | AMER<br>IND/<br>ALSK<br>NATV | MUL-<br>TI     | HIS-<br>IC | NOT<br>HIS-<br>PAN-<br>IC | EX &<br>VERY<br>GOOD<br>&<br>FAIR<br>&<br>POOR | GOOD<br>&<br>POOR | MALE |
| Q35V<br>NEVER           | 2<br>100%           | 21<br>21%          | 1<br>~100%     | 1<br>~100%     |                |                |                |                   |                    |            | 2<br>~100%                  |                              | 2<br>~100%     |            | 2<br>~100%                | 1<br>~100%                                     | 1<br>~100%        |      |
| SOMETIMES               |                     | 13<br>13%          |                |                |                |                |                |                   |                    |            |                             |                              |                |            |                           |  |                   |      |
| USUALLY                 |                     | 16<br>16%          |                |                |                |                |                |                   |                    |            |                             |                              |                |            |                           |  |                   |      |
| ALWAYS                  |                     | 50<br>50%          |                |                |                |                |                |                   |                    |            |                             |                              |                |            |                           |  |                   |      |
| #ALWAYS + USUALLY (NET) |                     | 66<br>66%          |                |                |                |                |                |                   |                    |            |                             |                              |                |            |                           |  |                   |      |
| TOP BOX SCORE           |                     | 50<br>50%          |                |                |                |                |                |                   |                    |            |                             |                              |                |            |                           |  |                   |      |
| NOT ANSWERED            |                     | 7                  |                |                |                |                |                |                   |                    |            |                             |                              |                |            |                           |  |                   |      |
| VALID CASES             | 2                   | 100                | 1              | 1              |                |                |                |                   |                    |            | 2                           |                              | 2              |            | 2                         | 1  | 1                 |      |
| NUMBER OF RESPONDENTS   | 2<br>100%           | 107<br>100%        | 1<br>100%      | 1<br>100%      |                |                |                |                   |                    |            | 2<br>100%                   |                              | 2<br>100%      |            | 2<br>100%                 | 1<br>100%                                      | 1<br>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?

|                       | INHE 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- | NATV AS- IAN | AMER HAW/ IND/ PAC ALSK | MUL- TI    | HIS- IC   | NOT HIS- PAN- IC | EX & VERY GOOD & FAIR & POOR | MALE MALE  |           |           |
| Q35W NEVER            |               | 16<br>16%    | ~        | ~          | ~          | ~        | ~        | ~           | ~           | ~            | ~                       | ~          | ~         | ~                | ~                            | ~          | ~         | ~         |
| SOMETIMES             | 2<br>100%     | 27<br>27%    | ~100%    | 1<br>~100% | 1<br>~100% | ~        | ~        | ~           | ~           | 2<br>~100%   | ~                       | 2<br>~100% | ~         | 2<br>~100%       | ~                            | 2<br>~100% | 1<br>100% | 1<br>100% |
| USUALLY               |               | 21<br>21%    | ~        | ~          | ~          | ~        | ~        | ~           | ~           | ~            | ~                       | ~          | ~         | ~                | ~                            | ~          | ~         | ~         |
| ALWAYS                |               | 37<br>36%    | ~        | ~          | ~          | ~        | ~        | ~           | ~           | ~            | ~                       | ~          | ~         | ~                | ~                            | ~          | ~         | ~         |
| NOT ANSWERED          |               | 6            |          |            |            |          |          |             |             |              |                         |            |           |                  |                              |            |           |           |
| VALID CASES           | 2             | 101          |          | 1          | 1          |          |          |             |             | 2            |                         | 2          |           | 2                |                              | 2          | 1         | 1         |
| NUMBER OF RESPONDENTS | 2             | 107          |          | 1          | 1          |          |          |             |             | 2            |                         | 2          |           | 2                |                              | 2          | 1         | 1         |
|                       | 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?

|  | INHE 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 | NOT HIS- PAN- IC | HIS- PAN- IC | EX & VERY GOOD & FAIR & POOR | GOOD & FAIR & POOR | MALE   | FE- MALE |
| Q35X<br>A STAFF MEMBER FROM THE HEALTH PLAN          | 7              | 9%            | ~        | ~        | ~        | ~        | ~        | ~           | ~            | ~            | ~                       | ~       | ~                | ~            | ~                            | ~                  | ~      | ~        |
| AN INTERPRETER PROVIDED IN-PERSON BY THE HEALTH PLAN | 16             | 21%           | ~        | ~        | ~        | ~        | ~        | ~           | ~            | ~            | ~                       | ~       | ~                | ~            | ~                            | ~                  | ~      | ~        |
| A TELEPHONE INTERPRETER PROVIDED BY THE HEALTH PLAN  | 22             | 28%           | ~        | ~        | ~        | ~        | ~        | ~           | ~            | ~            | ~                       | ~       | ~                | ~            | ~                            | ~                  | ~      | ~        |
| SOMEONE ELSE PROVIDED BY THE HEALTH PLAN             | 7              | 9%            | ~        | ~        | ~        | ~        | ~        | ~           | ~            | ~            | ~                       | ~       | ~                | ~            | ~                            | ~                  | ~      | ~        |
| DON'T KNOW OR UNSURE                                 | 2              | 25            | 1        | 1        | 1        | 1        | ~        | ~           | ~            | ~            | ~                       | ~       | ~                | ~            | ~                            | ~                  | ~      | ~        |
|  | 100%           | 33%           | ~100%    | ~100%    | ~100%    | ~100%    | ~        | ~           | ~            | ~            | ~                       | ~       | ~                | ~            | ~                            | ~                  | ~      | ~        |
| NOT ANSWERED   | 8              |               |          |          |          |          |          |             |              |              |                         |         |                  |              |                              |                    |        |          |
| VALID CASES  | 2              | 77            | 1        | 1        | 1        | 1        |          |             |              | 2            |                         | 2       |                  | 2            |                              | 2                  | 1      | 1        |
| NUMBER OF RESPONDENTS                                | 2              | 85            | 1        | 1        | 1        | 1        |          |             | 2            |              | 2                       |         | 2                |              | 2                            |                    | 1      | 1        |
|  | 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?

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

|                                 | INHE 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   | FE- MALE |      |
| Q35Z WORST INTERPRETER POSSIBLE | 1              | 0.3%          | ~        | ~        | ~        | ~        | ~        | ~           | ~            | ~            | ~                       | ~       | ~         | ~                | ~                            | ~      | ~        | ~    |
| 05                              | 5              | 6%            | ~        | ~        | ~        | ~        | ~        | ~           | ~            | ~            | ~                       | ~       | ~         | ~                | ~                            | ~      | ~        | ~    |
| 06                              | 1              | 1%            | ~        | ~        | ~        | ~        | ~        | ~           | ~            | ~            | ~                       | ~       | ~         | ~                | ~                            | ~      | ~        | ~    |
| 07                              | 7              | 9%            | ~        | ~        | ~        | ~        | ~        | ~           | ~            | ~            | ~                       | ~       | ~         | ~                | ~                            | ~      | ~        | ~    |
| 08                              | 19             | 50%           | 1        | ~        | ~        | ~        | ~        | ~           | ~            | ~            | 1                       | ~       | 1         | ~                | 1                            | ~      | 1        | ~    |
| 09                              | 15             | 18%           | ~        | ~        | ~        | ~        | ~        | ~           | ~            | ~            | ~                       | ~       | ~         | ~                | ~                            | ~      | ~        | ~    |
| BEST INTERPRETER POSSIBLE       | 37             | 50%           | ~        | ~        | 1        | ~        | ~        | ~           | ~            | 1            | ~                       | 1       | ~         | 1                | ~                            | 1      | ~        | ~    |
| #8-10 (NET)                     | 71             | 100%          | 1        | ~        | 1        | ~        | ~        | ~           | ~            | 2            | ~                       | 2       | ~         | 2                | ~                            | 1      | 1        | 1    |
| 9-10 (NET)                      | 52             | 50%           | ~        | ~        | 1        | ~        | ~        | ~           | ~            | 1            | ~                       | 1       | ~         | 1                | ~                            | 1      | ~        | ~    |
| VALID CASES                     | 85             | 2             | 1        | ~        | 1        | ~        | ~        | ~           | ~            | 2            | ~                       | 2       | ~         | 2                | ~                            | 1      | 1        | 1    |
| NUMBER OF RESPONDENTS           | 85             | 2             | 100%     | ~        | 100%     | ~        | ~        | ~           | ~            | 2            | ~                       | 2       | ~         | 2                | ~                            | 100%   | 100%     | 100% |
| MEAN                            | 9.00           | 8.74          | 8.00     | ~        | 10.0     | ~        | ~        | ~           | ~            | 9.00         | ~                       | 9.00    | ~         | 9.00             | ~                            | 10.0   | 8.00     | ~    |
| 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?

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

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

|                                     | INHE 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 | OTHR      | MUL- TI   | HIS- IC   | NOT HIS- IC | EX & VERY GOOD & | FAIR & POOR  | MALE          | FE- MALE   |        |  |
| Q36 EXCELLENT                       | 17<br>5%       | 446<br>9%*    | 7<br>19%~  | 4<br>7%    | 3<br>5%   | 1<br>1%*   | ~          | 2<br>5%~    | 13<br>4%~        | 1<br>33%~  | 2<br>50%~          | ~              | ~         | ~         | 1<br>5%~  | ~           | 17<br>5%~        | 17<br>9%*    | 10<br>8%      | 7<br>3%    |        |  |
| VERY GOOD                           | 66<br>19%      | 1044<br>20%   | 15<br>41%~ | 16<br>28%  | 11<br>19% | 12<br>16%  | 7<br>10%*  | 4<br>10%~   | 58<br>20%~       | 1<br>33%~  | 1<br>25%~          | ~              | ~         | 4<br>50%~ | 2<br>10%~ | 2<br>20%~   | 64<br>20%~       | 66<br>34%~   | 28<br>22%     | 38<br>19%  |        |  |
| GOOD                                | 110<br>32%     | 1716<br>34%   | 9<br>24%~  | 26<br>45%* | 23<br>40% | 25<br>33%  | 18<br>26%  | 8<br>20%~   | 102<br>35%~      | 1<br>33%~  | ~                  | ~              | 1<br>33%~ | 5<br>24%~ | 3<br>30%~ | 105<br>33%~ | 110<br>57%*      | ~            | 44<br>34%     | 65<br>32%  |        |  |
| FAIR                                | 110<br>32%     | 1325<br>26%*  | 6<br>16%~  | 11<br>19%* | 15<br>26% | 23<br>31%  | 33<br>49%* | 20<br>50%~  | 91<br>31%~       | ~          | ~                  | 2<br>100%~     | 2<br>67%~ | 3<br>38%~ | 9<br>43%~ | 4<br>40%~   | 101<br>31%~      | 110<br>75%~  | 35<br>27%     | 73<br>36%  |        |  |
| POOR                                | 36<br>11%      | 590<br>12%    | ~          | 1<br>2%*   | 5<br>9%   | 14<br>19%* | 10<br>15%  | 6<br>15%~   | 30<br>10%~       | 1<br>25%~  | ~                  | ~              | 1<br>13%~ | 4<br>19%~ | 1<br>10%~ | 35<br>11%~  | 36<br>25%~       | 13<br>10%    | 22<br>11%     |            |        |  |
| #EXCELLENT + VERY GOOD + GOOD (NET) | 193<br>57%     | 3206<br>63%*  | 31<br>84%~ | 46<br>79%* | 37<br>65% | 38<br>51%  | 25<br>37%* | 14<br>35%~  | 173<br>59%~      | 3<br>100%~ | 3<br>75%~          | ~              | 1<br>33%~ | 4<br>50%~ | 8<br>38%~ | 5<br>50%~   | 186<br>58%~      | 193<br>100%~ | 82<br>63%     | 110<br>54% |        |  |
| NOT ANSWERED                        | 23             | 432           | 1          |            |           |            |            |             |                  |            |                    |                |           |           |           |             |                  |              |               | 1          |        |  |
| VALID CASES                         | 339            | 5122          | 37         | 58         | 57        | 75         | 68         | 40          | 294              | 3          | 4                  | 2              | 3         | 8         | 21        | 10          | 322              | 193          | 146           | 130        | 205    |  |
| NUMBER OF RESPONDENTS               | 362            | 5554          | 37         | 59         | 57        | 75         | 68         | 40          | 294              | 3          | 4                  | 2              | 3         | 8         | 21        | 10          | 322              | 193          | 146           | 131        | 205    |  |
|                                     | 100%           | 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?

|                                     | INHE 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- WHT | AS- IAN    | NATV HAW/ PAC ILND | AMER IND/ ALSK NATV | MUL- TI   | OTH       | HIS- IC    | NOT HIS- IC | EX & VERY GOOD & | FAIR & POOR | MALE        | FE- MALE    |             |
| Q37 EXCELLENT                       | 42<br>13%     | 724<br>14%   | 11<br>30%~ | 7<br>12%   | 6<br>11%   | 3<br>4%*   | 6<br>9%    | 9<br>23%~   | 35<br>12%~       | 1<br>33%~  | 1<br>25%~          | ~                   | ~         | 3<br>43%~ | 2<br>10%~  | 1<br>11%~   | 41<br>13%~       | 33<br>17%*  | 9<br>6%*    | 22<br>17%   | 19<br>9%*   |
| VERY GOOD                           | 79<br>24%     | 1207<br>24%  | 12<br>32%~ | 16<br>28%  | 15<br>26%  | 16<br>22%  | 12<br>18%  | 7<br>18%~   | 71<br>24%~       | 1<br>33%~  | 2<br>50%~          | 1<br>50%~           | ~         | 1<br>14%~ | 3<br>14%~  | 2<br>22%~   | 77<br>24%~       | 65<br>34%*  | 14<br>10%*  | 32<br>25%   | 47<br>23%   |
| GOOD                                | 96<br>29%     | 1578<br>31%  | 6<br>16%~  | 15<br>26%  | 16<br>28%  | 21<br>28%  | 23<br>35%  | 14<br>36%~  | 87<br>30%~       | 1<br>33%~  | ~                  | ~                   | 2<br>67%~ | 5<br>24%~ | 3<br>33%~  | 91<br>29%~  | 66<br>34%*       | 30<br>21%*  | 30<br>23%   | 65<br>32%   |             |
| FAIR                                | 88<br>26%     | 1184<br>23%  | 7<br>19%~  | 12<br>21%  | 19<br>33%  | 23<br>31%  | 16<br>24%  | 9<br>23%~   | 73<br>25%~       | ~          | ~                  | 1<br>50%~           | 1<br>33%~ | 3<br>43%~ | 7<br>33%~  | 3<br>33%~   | 80<br>25%~       | 23<br>12%*  | 65<br>46%*  | 33<br>26%   | 53<br>26%   |
| POOR                                | 29<br>9%      | 395<br>8%    | 1<br>3%~   | 7<br>12%   | 1<br>2%*   | 11<br>15%  | 9<br>14%   | ~           | 24<br>8%~        | 1<br>25%~  | ~                  | ~                   | ~         | 4<br>19%~ | ~          | 29<br>9%~   | 6<br>3%*         | 23<br>16%*  | 11<br>9%    | 18<br>9%    |             |
| #EXCELLENT + VERY GOOD + GOOD (NET) | 217<br>65%    | 3509<br>69%  | 29<br>78%~ | 38<br>67%  | 37<br>65%  | 40<br>54%* | 41<br>62%  | 30<br>77%~  | 193<br>67%~      | 3<br>100%~ | 3<br>75%~          | 1<br>50%~           | 2<br>67%~ | 4<br>57%~ | 10<br>48%~ | 6<br>67%~   | 209<br>66%~      | 164<br>85%* | 53<br>38%*  | 84<br>66%   | 131<br>65%  |
| NOT ANSWERED                        | 28            | 466          | 2          | 1          | 2          | 1          | 1          | 4           | 4                | 1          | 1                  | 1                   | 1         | 4         | 5          | 3           | 3                |             |             |             |             |
| VALID CASES                         | 334           | 5088         | 37         | 57         | 57         | 74         | 66         | 39          | 290              | 3          | 4                  | 2                   | 3         | 7         | 21         | 9           | 318              | 193         | 141         | 128         | 202         |
| NUMBER OF RESPONDENTS               | 362<br>100%   | 5554<br>100% | 37<br>100% | 59<br>100% | 57<br>100% | 75<br>100% | 68<br>100% | 40<br>100%  | 294<br>100%      | 3<br>100%  | 4<br>100%          | 2<br>100%           | 3<br>100% | 8<br>100% | 21<br>100% | 10<br>100%  | 322<br>100%      | 193<br>100% | 146<br>100% | 131<br>100% | 205<br>100% |

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

|                       | INHE<br>TOT<br>ADLT | OHP<br>TOT<br>ADLT | AGE            |                |                |                |                |                   | RACE               |            |                             |                      |           |             | ETHNIC-<br>ITY |                           | HEALTH<br>STATUS                               |             | GENDER      |             |             |
|-----------------------|---------------------|--------------------|----------------|----------------|----------------|----------------|----------------|-------------------|--------------------|------------|-----------------------------|----------------------|-----------|-------------|----------------|---------------------------|--|-------------|-------------|-------------|-------------|
|                       |                     |                    | 18<br>TO<br>24 | 25<br>TO<br>34 | 35<br>TO<br>44 | 45<br>TO<br>54 | 55<br>TO<br>64 | 65<br>AND<br>OVER | BLCK<br>OR<br>AFR- | AS-<br>IAN | NATV<br>HAW/<br>PAC<br>LLND | AMER<br>IND/<br>ALSK | OTHR      | MUL-<br>TI  | HIS-<br>IC     | NOT<br>HIS-<br>PAN-<br>IC | EX &<br>VERY<br>GOOD<br>&<br>FAIR<br>&<br>POOR | FE-<br>MALE | FE-<br>MALE |             |             |
| Q38<br>#YES           | 153<br>46%          | 2344<br>47%        | 10<br>28%~     | 17<br>30%*     | 24<br>42%      | 38<br>52%      | 30<br>45%      | 32<br>82%~        | 140<br>49%~        | 2<br>~     | 2<br>50%~                   | 1<br>100%~           | 7<br>33%~ | 3<br>33%~   | 148<br>47%~    | 75<br>39%*                | 78<br>55%*                                     | 48<br>38%*  | 103<br>51%* |             |             |
| NO                    | 180<br>54%          | 2668<br>53%        | 26<br>72%~     | 39<br>70%*     | 33<br>58%      | 35<br>48%      | 37<br>55%      | 7<br>18%~         | 148<br>51%~        | 3<br>100%~ | 2<br>50%~                   | 2<br>~               | 7<br>67%~ | 14<br>100%~ | 6<br>67%~      | 168<br>53%~               | 116<br>61%*                                    | 63<br>45%*  | 79<br>62%*  | 98<br>49%*  |             |
| DON'T KNOW            | 5                   | 137                | 1              | 2              | 2              |                |                |                   | 4                  |            |                             | 1                    |           | 1           | 4              | 2                         | 3  | 3           | 2           |             |             |
| NOT ANSWERED          | 24                  | 405                |                | 1              |                |                | 1              | 1                 | 2                  |            |                             |                      |           |             | 2              |                           | 2  | 1           | 2           |             |             |
| VALID CASES           | 333                 | 5013               | 36             | 56             | 57             | 73             | 67             | 39                | 288                | 3          | 4                           | 2                    | 3         | 7           | 21             | 9                         | 316  | 127         | 201         |             |             |
| NUMBER OF RESPONDENTS | 362<br>100%         | 5554<br>100%       | 37<br>100%     | 59<br>100%     | 57<br>100%     | 75<br>100%     | 68<br>100%     | 40<br>100%        | 294<br>100%        | 3<br>100%  | 4<br>100%                   | 2<br>100%            | 3<br>100% | 8<br>100%   | 21<br>100%     | 10<br>100%                | 322<br>100%                                    | 193<br>100% | 146<br>100% | 131<br>100% | 205<br>100% |

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

|                       |              | AGE       |          |          |          |          |             |              | RACE    |               |                |           |       |         |             | ETHNICITY        |             | HEALTH STATUS |          | GENDER |         |
|-----------------------|--------------|-----------|----------|----------|----------|----------|-------------|--------------|---------|---------------|----------------|-----------|-------|---------|-------------|------------------|-------------|---------------|----------|--------|---------|
| INHE 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         | 93 28%       | 1219 24%  | 3 8%     | 15 26%   | 16 28%   | 32 43%*  | 23 34%      | 4 11%        | 81 28%  | ~             | ~              | ~         | 2 67% | 1 13%   | 8 38%       | 2 20%            | 90 28%      | 43 23%*       | 50 35%*  | 41 32% | 52 26%  |
| SOME DAYS             | 40 12%       | 519 10%   | 4 11%    | 7 12%    | 6 11%    | 9 12%    | 9 13%       | 3 8%         | 33 11%  | ~             | ~              | ~         | ~     | ~       | 5 24%       | ~                | 37 12%      | 21 11%        | 18 13%   | 16 12% | 22 11%  |
| NOT AT ALL            | 202 60%      | 3357 66%* | 30 81%   | 36 62%   | 35 61%   | 34 45%*  | 35 52%      | 30 81%       | 176 61% | 3 100%        | 4 100%         | 2 100%    | 1 33% | 7 88%   | 8 38%       | 8 80%            | 191 60%     | 127 66%*      | 75 52%*  | 72 56% | 129 64% |
| DON'T KNOW            | 1            | 16        |          |          |          |          | 1           | 1            |         |               |                |           |       |         |             | 1                |             | 1             |          |        |         |
| NOT ANSWERED          | 26           | 443       |          | 1        |          |          | 1 2         | 3            |         |               |                |           |       |         |             | 3                | 2           | 2             | 2        | 2      | 2       |
| VALID CASES           | 335          | 5095      | 37       | 58       | 57       | 75       | 67          | 37           | 290     | 3             | 4              | 2         | 3     | 8       | 21          | 10               | 318         | 191           | 143      | 129    | 203     |
| NUMBER OF RESPONDENTS | 362          | 5554      | 37       | 59       | 57       | 75       | 68          | 40           | 294     | 3             | 4              | 2         | 3     | 8       | 21          | 10               | 322         | 193           | 146      | 131    | 205     |
|                       | 100%         | 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?

|                         |                |               | AGE      |          |           |           |           |             | RACE        |         |                |                |          |             | ETHNICITY |                              | HEALTH STATUS      |           | GENDER    |           |            |           |
|-------------------------|----------------|---------------|----------|----------|-----------|-----------|-----------|-------------|-------------|---------|----------------|----------------|----------|-------------|-----------|------------------------------|--------------------|-----------|-----------|-----------|------------|-----------|
|                         | INHE 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  | NOT HIS- IC | HIS- IC   | EX & VERY GOOD & FAIR & POOR | GOOD & FAIR & POOR | FE- MALE  | MALE      |           |            |           |
| Q40 NEVER               | 29<br>22%      | 387<br>21%    | 3<br>43% | 6<br>27% | 4<br>18%  | 9<br>22%  | 6<br>19%  | 1<br>14%    | 24<br>21%   | ~       | ~              | ~              | ~        | ~           | 1<br>100% | 4<br>31%                     | 1<br>50%           | 28<br>22% | 17<br>27% | 12<br>18% | 20<br>35%* | 9<br>12%* |
| SOMETIMES               | 28<br>21%      | 442<br>24%    | 1<br>14% | 7<br>32% | 4<br>18%  | 7<br>18%  | 8<br>25%  | 1<br>14%    | 28<br>25%   | ~       | ~              | ~              | ~        | ~           | ~         | 2<br>22%                     | 28<br>17%          | 11<br>25% | 17<br>25% | 9<br>16%  | 19<br>26%  |           |
| USUALLY                 | 31<br>23%      | 333<br>18%    | 1<br>14% | 4<br>18% | 4<br>18%  | 10<br>25% | 8<br>25%  | 2<br>29%    | 26<br>23%   | ~       | ~              | 1<br>50%       | 2<br>15% | ~           | ~         | 2<br>22%                     | 28<br>25%          | 16<br>25% | 14<br>21% | 10<br>18% | 19<br>26%  |           |
| ALWAYS                  | 44<br>33%      | 687<br>37%    | 2<br>29% | 5<br>23% | 10<br>45% | 14<br>35% | 10<br>31% | 3<br>43%    | 35<br>31%   | ~       | ~              | 1<br>50%       | 7<br>54% | 1<br>50%    | 42<br>33% | 19<br>30%                    | 25<br>37%          | 18<br>32% | 26<br>36% |           |            |           |
| #ALWAYS + USUALLY (NET) | 75<br>57%      | 1020<br>55%   | 3<br>43% | 9<br>41% | 14<br>64% | 24<br>60% | 18<br>56% | 5<br>71%    | 61<br>54%   | ~       | ~              | 2<br>100%      | 9<br>69% | 1<br>50%    | 70<br>56% | 35<br>56%                    | 39<br>57%          | 28<br>49% | 45<br>62% |           |            |           |
| TOP BOX SCORE           | 44<br>33%      | 687<br>37%    | 2<br>29% | 5<br>23% | 10<br>45% | 14<br>35% | 10<br>31% | 3<br>43%    | 35<br>31%   | ~       | ~              | 1<br>50%       | 7<br>54% | 1<br>50%    | 42<br>33% | 19<br>30%                    | 25<br>37%          | 18<br>32% | 26<br>36% |           |            |           |
| NOT ANSWERED            | 1              | 37            |          |          |           | 1         |           |             | 1           |         |                |                |          |             | 1         | 1                            |                    |           |           | 1         |            |           |
| VALID CASES             | 132            | 1849          | 7        | 22       | 22        | 40        | 32        | 7           | 113         |         |                | 2              | 1        | 13          | 2         | 126                          | 63                 | 68        | 57        | 73        |            |           |
| NUMBER OF RESPONDENTS   | 133            | 1886          | 7        | 22       | 22        | 41        | 32        | 7           | 114         |         |                | 2              | 1        | 13          | 2         | 127                          | 64                 | 68        | 57        | 74        |            |           |
|                         | 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.

|                         | INHE 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- PAN- IC | NOT HIS- PAN- IC | EX & VERY GOOD & FAIR | POOR      | MALE      | FE- MALE  |            |            |
| Q41 NEVER               | 56<br>43%      | 839<br>45%    | 6<br>86% | 13<br>59% | 7<br>32%  | 17<br>41% | 9<br>32%  | 3<br>43%    | 47<br>43%   | ~       | ~              | ~              | ~         | ~    | 1<br>~100%   | 6<br>46%         | 2<br>100%             | 53<br>43% | 32<br>51% | 24<br>37% | 30<br>56%* | 25<br>34%* |
| SOMETIMES               | 32<br>25%      | 418<br>23%    | ~        | 3<br>14%  | 10<br>45% | 6<br>15%  | 10<br>36% | 2<br>29%    | 29<br>26%   | ~       | ~              | ~              | ~         | ~    | ~            | 2<br>15%         | 31<br>25%             | 11<br>17% | 20<br>31% | 10<br>19% | 21<br>29%  |            |
| USUALLY                 | 22<br>17%      | 263<br>14%    | 1<br>14% | 5<br>23%  | 1<br>5%   | 9<br>22%  | 5<br>18%  | 1<br>14%    | 19<br>17%   | ~       | ~              | ~              | 1<br>50%  | ~    | 2<br>15%     | 21<br>17%        | 12<br>19%             | 10<br>15% | 7<br>13%  | 15<br>21% |            |            |
| ALWAYS                  | 19<br>15%      | 327<br>18%    | ~        | 1<br>5%   | 4<br>18%  | 9<br>22%  | 4<br>14%  | 1<br>14%    | 15<br>14%   | ~       | ~              | ~              | 1<br>50%  | ~    | 3<br>23%     | 18<br>15%        | 8<br>13%              | 11<br>17% | 7<br>13%  | 12<br>16% |            |            |
| #ALWAYS + USUALLY (NET) | 41<br>32%      | 589<br>32%    | 1<br>14% | 6<br>27%  | 5<br>23%  | 18<br>44% | 9<br>32%  | 2<br>29%    | 34<br>31%   | ~       | ~              | ~              | 2<br>100% | ~    | 5<br>38%     | 39<br>32%        | 20<br>32%             | 21<br>32% | 14<br>26% | 27<br>37% |            |            |
| TOP BOX SCORE           | 19<br>15%      | 327<br>18%    | ~        | 1<br>5%   | 4<br>18%  | 9<br>22%  | 4<br>14%  | 1<br>14%    | 15<br>14%   | ~       | ~              | ~              | 1<br>50%  | ~    | 3<br>23%     | 18<br>15%        | 8<br>13%              | 11<br>17% | 7<br>13%  | 12<br>16% |            |            |
| NOT ANSWERED            | 4              | 39            |          |           |           |           | 4         | 4           |             |         |                |                |           |      |              | 4                | 1                     | 3         | 3         | 1         |            |            |
| VALID CASES             | 129            | 1847          | 7        | 22        | 22        | 41        | 28        | 7           | 110         |         |                |                | 2         | 1    | 13           | 2                | 123                   | 63        | 65        | 54        | 73         |            |
| NUMBER OF RESPONDENTS   | 133            | 1886          | 7        | 22        | 22        | 41        | 32        | 7           | 114         |         |                |                | 2         | 1    | 13           | 2                | 127                   | 64        | 68        | 57        | 74         |            |
|                         | 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.

|                         | INHE<br>TOT<br>ADLT | OHP<br>TOT<br>ADLT | AGE            |                |                |                |                |                   | RACE               |            |                      |                      |            |       | ETHNIC-<br>ITY |                   | HEALTH<br>STATUS                               |                                | GENDER    |             |           |
|-------------------------|---------------------|--------------------|----------------|----------------|----------------|----------------|----------------|-------------------|--------------------|------------|----------------------|----------------------|------------|-------|----------------|-------------------|--|--------------------------------|-----------|-------------|-----------|
|                         |                     |                    | 18<br>TO<br>24 | 25<br>TO<br>34 | 35<br>TO<br>44 | 45<br>TO<br>54 | 55<br>TO<br>64 | 65<br>AND<br>OVER | BLCK<br>OR<br>AFR- | AS-<br>IAN | NATV<br>HAW/<br>ILND | AMER<br>IND/<br>ALSK | MUL-<br>TI | OTH   | HIS-<br>IC     | NOT<br>HIS-<br>IC | EX &<br>VERY<br>GOOD<br>&<br>FAIR<br>&<br>POOR | GOOD<br>&<br>FAIR<br>&<br>POOR | MALE      | FE-<br>MALE |           |
| Q42                     |                     |                    |                |                |                |                |                |                   |                    |            |                      |                      |            |       |                |                   |  |                                |           |             |           |
| NEVER                   | 67<br>51%           | 965<br>52%         | 6<br>86%       | 11<br>50%      | 9<br>41%       | 19<br>46%      | 17<br>55%      | 4<br>57%          | 57<br>50%          | ~          | ~                    | ~                    | ~          | ~     | 8<br>62%       | 1<br>50%          | 65<br>52%                                      | 34<br>54%                      | 32<br>48% | 34<br>60%   | 32<br>44% |
| SOMETIMES               | 32<br>24%           | 401<br>22%         | ~              | 32%~           | 41%~           | 20%~           | 23%~           | 14%~              | 29<br>26%          | ~          | ~                    | ~                    | ~          | 100%~ | 15%~           | 1<br>50%          | 31<br>25%                                      | 13<br>21%                      | 19<br>28% | 12<br>21%   | 20<br>27% |
| USUALLY                 | 13<br>10%           | 224<br>12%         | ~              | 14%~           | 5%~            | 15%~           | 6%~            | 14%~              | 10<br>9%           | ~          | ~                    | ~                    | 100%~      | ~     | 8%~            | ~                 | 12<br>10%                                      | 8<br>13%                       | 5<br>7%   | 5<br>9%     | 8<br>11%  |
| ALWAYS                  | 19<br>15%           | 255<br>14%         | 1<br>14%       | 1<br>5%        | 3<br>14%       | 8<br>20%       | 5<br>16%       | 1<br>14%          | 17<br>15%          | ~          | ~                    | ~                    | ~          | ~     | 15%~           | ~                 | 18<br>14%                                      | 8<br>13%                       | 11<br>16% | 6<br>11%    | 13<br>18% |
| #ALWAYS + USUALLY (NET) | 32<br>24%           | 479<br>26%         | 1<br>14%       | 4<br>18%       | 4<br>18%       | 14<br>34%      | 7<br>23%       | 2<br>29%          | 27<br>24%          | ~          | ~                    | ~                    | 100%~      | ~     | 23%~           | ~                 | 30<br>24%                                      | 16<br>25%                      | 16<br>24% | 11<br>19%   | 21<br>29% |
| TOP BOX SCORE           | 19<br>15%           | 255<br>14%         | 1<br>14%       | 1<br>5%        | 3<br>14%       | 8<br>20%       | 5<br>16%       | 1<br>14%          | 17<br>15%          | ~          | ~                    | ~                    | ~          | ~     | 15%~           | ~                 | 18<br>14%                                      | 8<br>13%                       | 11<br>16% | 6<br>11%    | 13<br>18% |
| NOT ANSWERED            | 2                   | 40                 |                |                |                |                | 1              |                   | 1                  |            |                      |                      |            |       |                |                   | 1  | 1                              | 1         |             | 1         |
| VALID CASES             | 131                 | 1846               | 7              | 22             | 22             | 41             | 31             | 7                 | 113                |            |                      |                      | 2          | 1     | 13             | 2                 | 126  | 63                             | 67        | 57          | 73        |
| NUMBER OF RESPONDENTS   | 133                 | 1886               | 7              | 22             | 22             | 41             | 32             | 7                 | 114                |            |                      |                      | 2          | 1     | 13             | 2                 | 127  | 64                             | 68        | 57          | 74        |
|                         | 100%                | 100%               | 100%           | 100%           | 100%           | 100%           | 100%           | 100%              | 100%               |            |                      |                      | 100%       | 100%  | 100%           | 100%              | 100%   | 100%                           | 100%      | 100%        | 100%      |

[ASKED IF Q39 = EVERY DAY OR SOME DAYS]



Q43 DO YOU TAKE ASPIRIN DAILY OR EVERY OTHER DAY?

|                       |            | 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 | OTHR      | MUL- TI   | HIS- IC   | NOT HIS- IC | EX & VERY GOOD & | FAIR & POOR | FE- MALE      | MALE       |           |            |
| Q43                   |            |             |            |            |            |           |             |              |             |                |                |           |           |           |             |                  |             |               |            |           |            |
| YES                   | 87<br>26%  | 1277<br>25% | 2<br>6%    | 7<br>12%*  | 6<br>11%*  | 20<br>27% | 30<br>44%*  | 21<br>54%*   | 75<br>26%~  | 1<br>~         | 1<br>25%~      | 1<br>50%~ | 1<br>33%~ | 2<br>25%~ | 6<br>29%~   | 2<br>20%~        | 83<br>26%~  | 34<br>18%*    | 52<br>36%* | 32<br>25% | 54<br>27%  |
| NO                    | 250<br>74% | 3806<br>75% | 34<br>94%~ | 51<br>88%* | 51<br>89%* | 55<br>73% | 38<br>56%*  | 18<br>46%~   | 217<br>74%~ | 3<br>100%~     | 3<br>75%~      | 1<br>50%~ | 2<br>67%~ | 6<br>75%~ | 15<br>71%~  | 8<br>80%~        | 237<br>74%~ | 157<br>82%*   | 93<br>64%* | 98<br>75% | 149<br>73% |
| DON'T KNOW            | 1          | 62          | 1          |            |            |           |             |              | 1           |                |                |           |           |           |             | 1                | 1           |               |            | 1         |            |
| NOT ANSWERED          | 24         | 409         |            | 1          |            |           |             | 1            | 1           |                |                |           |           |           |             | 1                | 1           | 1             | 1          | 1         | 1          |
| VALID CASES           | 337        | 5083        | 36         | 58         | 57         | 75        | 68          | 39           | 292         | 3              | 4              | 2         | 3         | 8         | 21          | 10               | 320         | 191           | 145        | 130       | 203        |
| NUMBER OF RESPONDENTS | 362        | 5554        | 37         | 59         | 57         | 75        | 68          | 40           | 294         | 3              | 4              | 2         | 3         | 8         | 21          | 10               | 322         | 193           | 146        | 131       | 205        |
|                       | 100%       | 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?

|                       | INHE<br>TOT<br>ADLT | OHP<br>TOT<br>ADLT | AGE            |                |                |                |                |                   | RACE               |             |                             |                      |              |            | ETHNIC-<br>ITY            |  | HEALTH<br>STATUS  |             | GENDER      |             |             |
|-----------------------|---------------------|--------------------|----------------|----------------|----------------|----------------|----------------|-------------------|--------------------|-------------|-----------------------------|----------------------|--------------|------------|---------------------------|--|-------------------|-------------|-------------|-------------|-------------|
|                       |                     |                    | 18<br>TO<br>24 | 25<br>TO<br>34 | 35<br>TO<br>44 | 45<br>TO<br>54 | 55<br>TO<br>64 | 65<br>AND<br>OVER | BLCK<br>OR<br>AFR- | AS-<br>IAN  | NATV<br>HAW/<br>PAC<br>LLND | AMER<br>IND/<br>ALSK | MUL-<br>TI   | HIS-<br>IC | NOT<br>HIS-<br>PAN-<br>IC | EX &<br>VERY<br>GOOD<br>&<br>FAIR<br>&<br>POOR | GOOD<br>&<br>POOR | FE-<br>MALE | MALE        |             |             |
| Q44<br>YES            | 43<br>14%           | 646<br>14%         | 3<br>9%~       | 4<br>7%        | 5<br>10%       | 13<br>19%      | 11<br>18%      | 7<br>19%~         | 37<br>14%~         | 1<br>~ 25%~ | 1<br>~ 33%~                 | 4<br>~ 21%~          | 42<br>~ 14%~ | 13<br>7%*  | 30<br>22%*                | 7<br>6%*                                       | 35<br>18%*        |             |             |             |             |
| NO                    | 269<br>86%          | 4029<br>86%        | 32<br>91%~     | 51<br>93%      | 47<br>90%      | 57<br>81%      | 50<br>82%      | 29<br>81%~        | 234<br>86%~        | 3<br>100%~  | 3<br>75%~                   | 2<br>100%~           | 2<br>67%~    | 7<br>100%~ | 15<br>79%~                | 9<br>100%~                                     | 255<br>86%~       | 164<br>93%* | 104<br>78%* | 111<br>94%* | 156<br>82%* |
| DON'T KNOW            | 23                  | 454                | 2              | 3              | 5              | 5              | 6              | 2                 | 20                 |             |                             | 1                    | 2            | 1          | 22                        | 13   | 10                | 11          | 12          |             |             |
| NOT ANSWERED          | 27                  | 424                |                | 1              |                |                | 1              | 2                 | 3                  |             |                             |                      |              | 3          | 3                         | 2  | 2                 | 2           |             |             |             |
| VALID CASES           | 312                 | 4675               | 35             | 55             | 52             | 70             | 61             | 36                | 271                | 3           | 4                           | 2                    | 3            | 7          | 19                        | 9  | 297               | 177         | 134         | 118         | 191         |
| NUMBER OF RESPONDENTS | 362<br>100%         | 5554<br>100%       | 37<br>100%     | 59<br>100%     | 57<br>100%     | 75<br>100%     | 68<br>100%     | 40<br>100%        | 294<br>100%        | 3<br>100%   | 4<br>100%                   | 2<br>100%            | 3<br>100%    | 8<br>100%  | 21<br>100%                | 10<br>100%                                     | 322<br>100%       | 193<br>100% | 146<br>100% | 131<br>100% | 205<br>100% |

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

|                       | INHE<br>TOT<br>ADLT | OHP<br>TOT<br>ADLT | AGE            |                |                |                |                |                   | RACE               |            |                             |                              |           |            | ETHNIC-<br>ITY |                   | HEALTH<br>STATUS                               |                   | GENDER      |             |             |
|-----------------------|---------------------|--------------------|----------------|----------------|----------------|----------------|----------------|-------------------|--------------------|------------|-----------------------------|------------------------------|-----------|------------|----------------|-------------------|--|-------------------|-------------|-------------|-------------|
|                       |                     |                    | 18<br>TO<br>24 | 25<br>TO<br>34 | 35<br>TO<br>44 | 45<br>TO<br>54 | 55<br>TO<br>64 | 65<br>AND<br>OVER | BLCK<br>OR<br>AFR- | AS-<br>IAN | NATV<br>HAW/<br>PAC<br>LLND | AMER<br>IND/<br>ALSK<br>NATV | OTHR      | MUL-<br>TI | HIS-<br>IC     | NOT<br>HIS-<br>IC | EX &<br>VERY<br>GOOD<br>&<br>FAIR<br>&<br>POOR | GOOD<br>&<br>POOR | MALE        | FE-<br>MALE |             |
| Q45<br>YES            | 126<br>38%          | 2037<br>40%        | 4<br>11%~      | 12<br>21%*     | 13<br>23%*     | 32<br>43%      | 35<br>52%*     | 30<br>79%~        | 114<br>39%~        | 1<br>~     | 1<br>25%~                   | 1<br>50%~                    | 2<br>67%~ | 1<br>13%~  | 6<br>30%~      | 3<br>30%~         | 121<br>38%~                                    | 51<br>27%*        | 75<br>53%*  | 48<br>37%   | 77<br>39%   |
| NO                    | 205<br>62%          | 3086<br>60%        | 32<br>89%~     | 45<br>79%*     | 44<br>77%*     | 42<br>57%      | 32<br>48%*     | 8<br>21%~         | 175<br>61%~        | 3<br>100%~ | 3<br>75%~                   | 1<br>50%~                    | 1<br>33%~ | 7<br>88%~  | 14<br>70%~     | 7<br>70%~         | 195<br>62%~                                    | 138<br>73%*       | 66<br>47%*  | 81<br>63%   | 123<br>61%  |
| NOT ANSWERED          | 31                  | 431                | 1              | 2              |                | 1              | 1              | 2                 | 5                  |            |                             |                              |           |            | 1              |                   | 6  | 4                 | 5           | 2           | 5           |
| VALID CASES           | 331                 | 5123               | 36             | 57             | 57             | 74             | 67             | 38                | 289                | 3          | 4                           | 2                            | 3         | 8          | 20             | 10                | 316  | 189               | 141         | 129         | 200         |
| NUMBER OF RESPONDENTS | 362<br>100%         | 5554<br>100%       | 37<br>100%     | 59<br>100%     | 57<br>100%     | 75<br>100%     | 68<br>100%     | 40<br>100%        | 294<br>100%        | 3<br>100%  | 4<br>100%                   | 2<br>100%                    | 3<br>100% | 8<br>100%  | 21<br>100%     | 10<br>100%        | 322<br>100%                                    | 193<br>100%       | 146<br>100% | 131<br>100% | 205<br>100% |

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

|                       |              | AGE          |            |            |            |            |             |              | RACE        |                |                |           |            |           |             | ETHNICITY        |             | HEALTH STATUS |             | GENDER      |             |
|-----------------------|--------------|--------------|------------|------------|------------|------------|-------------|--------------|-------------|----------------|----------------|-----------|------------|-----------|-------------|------------------|-------------|---------------|-------------|-------------|-------------|
| INHE 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        |             |             |
| Q46.1 YES             | 74<br>20%    | 1388<br>25%* | 2<br>5%    | 5<br>8%*   | 4<br>7%*   | 23<br>31%* | 23<br>34%*  | 16<br>40%~   | 65<br>22%   | 2<br>~         | 1<br>50%~      | 1<br>50%~ | 2<br>~     | 2<br>25%~ | 4<br>19%~   | 3<br>30%~        | 70<br>22%~  | 24<br>12%*    | 50<br>34%*  | 25<br>19%   | 49<br>24%   |
| NO                    | 288<br>80%   | 4166<br>75%* | 35<br>95%~ | 54<br>92%* | 53<br>93%* | 52<br>69%* | 45<br>66%*  | 24<br>60%~   | 229<br>78%  | 3<br>100%~     | 2<br>50%~      | 1<br>50%~ | 3<br>100%~ | 6<br>75%~ | 17<br>81%~  | 7<br>70%~        | 252<br>78%~ | 169<br>88%*   | 96<br>66%*  | 106<br>81%  | 156<br>76%  |
| VALID CASES           | 362          | 5554         | 37         | 59         | 57         | 75         | 68          | 40           | 294         | 3              | 4              | 2         | 3          | 8         | 21          | 10               | 322         | 193           | 146         | 131         | 205         |
| NUMBER OF RESPONDENTS | 362<br>100%  | 5554<br>100% | 37<br>100% | 59<br>100% | 57<br>100% | 75<br>100% | 68<br>100%  | 40<br>100%   | 294<br>100% | 3<br>100%      | 4<br>100%      | 2<br>100% | 3<br>100%  | 8<br>100% | 21<br>100%  | 10<br>100%       | 322<br>100% | 193<br>100%   | 146<br>100% | 131<br>100% | 205<br>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- OTHR | TI        | HIS- IC   | NOT HIS- IC | EX & VERY GOOD & | FAIR & POOR | MALE          | FE- MALE    |             |             |             |           |
| Q46.2 | YES                   | 103<br>28%  | 1754<br>32%  | 2<br>5%    | 8<br>14%*  | 13<br>23%  | 24<br>32%   | 36<br>53%*   | 19<br>47%  | 91<br>31%*    | ~              | ~         | 50%       | 1<br>33%  | 1<br>25%    | 2<br>38%         | 8<br>38%    | 2<br>20%      | 99<br>31%   | 38<br>20%*  | 65<br>45%*  | 42<br>32%   | 61<br>30% |
|       | NO                    | 259<br>72%  | 3800<br>68%  | 35<br>95%  | 51<br>86%* | 44<br>77%  | 51<br>68%   | 32<br>47%*   | 21<br>53%  | 203<br>69%*   | 3<br>100%      | 4<br>100% | 1<br>50%  | 2<br>67%  | 6<br>75%    | 13<br>62%        | 8<br>80%    | 223<br>69%    | 155<br>80%* | 81<br>55%*  | 89<br>68%   | 144<br>70%  |           |
|       | VALID CASES           | 362         | 5554         | 37         | 59         | 57         | 75          | 68           | 40         | 294           | 3              | 4         | 2         | 3         | 8           | 21               | 10          | 322           | 193         | 146         | 131         | 205         |           |
|       | NUMBER OF RESPONDENTS | 362<br>100% | 5554<br>100% | 37<br>100% | 59<br>100% | 57<br>100% | 75<br>100%  | 68<br>100%   | 40<br>100% | 294<br>100%   | 3<br>100%      | 4<br>100% | 2<br>100% | 3<br>100% | 8<br>100%   | 21<br>100%       | 10<br>100%  | 322<br>100%   | 193<br>100% | 146<br>100% | 131<br>100% | 205<br>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

|                       | INHE<br>TOT<br>ADLT | OHP<br>TOT<br>ADLT | AGE            |                |                |                |                |                   | RACE               |            |                     |                      |            |             | ETHNIC-<br>ITY |                           | HEALTH<br>STATUS                               |                                | GENDER      |             |             |
|-----------------------|---------------------|--------------------|----------------|----------------|----------------|----------------|----------------|-------------------|--------------------|------------|---------------------|----------------------|------------|-------------|----------------|---------------------------|--|--------------------------------|-------------|-------------|-------------|
|                       |                     |                    | 18<br>TO<br>24 | 25<br>TO<br>34 | 35<br>TO<br>44 | 45<br>TO<br>54 | 55<br>TO<br>64 | 65<br>AND<br>OVER | BLCK<br>OR<br>AFR- | AS-<br>IAN | NATV<br>HAW/<br>PAC | AMER<br>IND/<br>ALSK | MUL-<br>TI | OTH         | HIS-<br>IC     | NOT<br>HIS-<br>PAN-<br>IC | EX &<br>VERY<br>GOOD<br>&<br>FAIR<br>&<br>POOR | GOOD<br>&<br>FAIR<br>&<br>POOR | FE-<br>MALE | FE-<br>MALE |             |
| Q46.3<br>YES          | 67<br>19%           | 899<br>16%         | 2<br>5%        | 10<br>17%      | 10<br>18%      | 16<br>21%      | 23<br>34%*     | 5<br>12%~         | 59<br>20%          | 1<br>33%~  | 1<br>25%~           | 1<br>50%~            | 2<br>67%~  | 3<br>~ 14%~ | 67<br>~ 21%~   | 32<br>17%                 | 35<br>24%*                                     | 22<br>17%                      | 45<br>22%*  |             |             |
| NO                    | 295<br>81%          | 4655<br>84%        | 35<br>95%~     | 49<br>83%      | 47<br>82%      | 59<br>79%      | 45<br>66%*     | 35<br>88%~        | 235<br>80%         | 2<br>67%~  | 3<br>75%~           | 1<br>50%~            | 1<br>33%~  | 8<br>100%~  | 18<br>86%~     | 10<br>100%~               | 255<br>79%~                                    | 161<br>83%                     | 111<br>76%* | 109<br>83%  | 160<br>78%* |
| VALID CASES           | 362                 | 5554               | 37             | 59             | 57             | 75             | 68             | 40                | 294                | 3          | 4                   | 2                    | 3          | 8           | 21             | 10                        | 322  | 193                            | 146         | 131         | 205         |
| NUMBER OF RESPONDENTS | 362<br>100%         | 5554<br>100%       | 37<br>100%     | 59<br>100%     | 57<br>100%     | 75<br>100%     | 68<br>100%     | 40<br>100%        | 294<br>100%        | 3<br>100%  | 4<br>100%           | 2<br>100%            | 3<br>100%  | 8<br>100%   | 21<br>100%     | 10<br>100%                | 322<br>100%                                    | 193<br>100%                    | 146<br>100% | 131<br>100% | 205<br>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 | WHITE | BLACK OR AFR- | ASIAN  | NATV HAW/ ILND | AMER IND/ ALSK | MUL- OTHR | TI     | HIS- IC | NOT HIS- IC | EX & VERY GOOD & | FAIR & POOR   | MALE  | FE- MALE |  |
| Q47.1                 | INHE TOT ADLT | 18       | 25       | 35       | 45       | 55       | 65          |       |               |        |                |                |           |        |         |             |                  |               |       |          |  |
| YES                   | OHP TOT ADLT  | 16       | 1        | 3        | 7        | 5        | 16          |       |               |        |                |                |           | 1      | 15      | 6           | 10               | 5             | 11    |          |  |
|                       |               | 4%       | ~ 2%     | ~ 4%     | 10%      | 12%      | 5%          | ~     | ~             | ~      | ~              | ~              | ~         | ~ 10%  | ~ 5%    | 3%          | 7%               | 4%            | 5%    |          |  |
| NO                    | OHP TOT ADLT  | 346      | 58       | 57       | 72       | 61       | 35          | 278   | 3             | 4      | 2              | 3              | 8         | 21     | 9       | 307         | 187              | 136           | 126   | 194      |  |
|                       |               | 96%      | ~ 98%    | ~ 100%   | ~ 96%    | ~ 90%    | ~ 88%       | ~ 95% | ~ 100%        | ~ 100% | ~ 100%         | ~ 100%         | ~ 100%    | ~ 100% | ~ 90%   | ~ 95%       | ~ 97%            | ~ 93%         | ~ 96% | ~ 95%    |  |
| VALID CASES           | OHP TOT ADLT  | 362      | 59       | 57       | 75       | 68       | 40          | 294   | 3             | 4      | 2              | 3              | 8         | 21     | 10      | 322         | 193              | 146           | 131   | 205      |  |
| NUMBER OF RESPONDENTS |               | 362      | 59       | 57       | 75       | 68       | 40          | 294   | 3             | 4      | 2              | 3              | 8         | 21     | 10      | 322         | 193              | 146           | 131   | 205      |  |
|                       |               | 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 | WHITE | BLACK OR AFR- | ASIAN IAN | NATV HAW/ ILND | AMER IND/ ALSK | MUL- OTHR | TI   | HIS- IC | NOT HIS- IC | EX & VERY GOOD & | FAIR & POOR   | MALE | FE- MALE |      |      |      |      |
| Q47.2                 | INHE TOT ADLT | 18       | 25       | 35       | 45       | 55       | 65          |       |               |           |                |                |           |      |         |             |                  |               |      |          |      |      |      |      |
| YES                   | OHP TOT ADLT  | 15       | 4%       | 335      | 6%       | 2        | 7           | 6     | 15            | 5%        | ~              | ~              | ~         | ~    | ~       | ~           | 10%              | 4%            | 2    | 13       | 2    | 13   |      |      |
|                       |               | ~        | ~        | ~        | 3%       | 10%*     | 15%~        | 5%~   | ~             | ~         | ~              | ~              | ~         | ~    | ~       | ~           | 1%*              | 9%*           | 2%*  | 6%*      |      |      |      |      |
| NO                    | OHP TOT ADLT  | 347      | 96%      | 5219     | 94%      | 37       | 59          | 57    | 73            | 61        | 34             | 279            | 3         | 4    | 2       | 3           | 8                | 21            | 9    | 308      | 191  | 133  | 129  | 192  |
|                       |               | 100%     | 100%     | 100%     | 100%     | 97%      | 90%*        | 85%~  | 95%*          | 100%      | 100%           | 100%           | 100%      | 100% | 100%    | 100%        | 90%              | 96%           | 99%* | 91%*     | 98%* | 94%* |      |      |
| VALID CASES           | OHP TOT ADLT  | 362      | 100%     | 5554     | 100%     | 37       | 59          | 57    | 75            | 68        | 40             | 294            | 3         | 4    | 2       | 3           | 8                | 21            | 10   | 322      | 193  | 146  | 131  | 205  |
| NUMBER OF RESPONDENTS | OHP TOT ADLT  | 362      | 100%     | 5554     | 100%     | 37       | 59          | 57    | 75            | 68        | 40             | 294            | 3         | 4    | 2       | 3           | 8                | 21            | 10   | 322      | 193  | 146  | 131  | 205  |
|                       |               | 100%     | 100%     | 100%     | 100%     | 100%     | 100%        | 100%  | 100%          | 100%      | 100%           | 100%           | 100%      | 100% | 100%    | 100%        | 100%             | 100%          | 100% | 100%     | 100% | 100% | 100% | 100% |



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

|                       |               | 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                 | INHE TOT ADLT |          |           |          |          |          |             |              |         |               |                |           |         |         |             |                  |             |               |          |          |          |          |
| YES                   | OHP TOT ADLT  | 17 5%    | 295 5%    | 1 ~      | 2 ~      | 8 12%*   | 6 15%~      | 15 5%        | ~       | ~             | 1 33%~         | 1 ~       | 1 5%~   | 1 10%~  | 15 5%~      | 5 3%*            | 12 8%*      | 2 2%*         | 15 7%*   |          |          |          |
| NO                    | OHP TOT ADLT  | 345 95%  | 5259 95%  | 37 100%~ | 59 100%~ | 56 98%   | 73 97%      | 60 88%*      | 34 85%~ | 279 95%       | 3 100%~        | 4 100%~   | 2 100%~ | 2 67%~  | 8 100%~     | 20 95%~          | 9 90%~      | 307 95%~      | 188 97%* | 134 92%* | 129 98%* | 190 93%* |
| VALID CASES           | OHP TOT ADLT  | 362 100% | 5554 100% | 37 100%  | 59 100%  | 57 100%  | 75 100%     | 68 100%      | 40 100% | 294 100%      | 3 100%         | 4 100%    | 2 100%  | 3 100%  | 8 100%      | 21 100%          | 10 100%     | 322 100%      | 193 100% | 146 100% | 131 100% | 205 100% |
| NUMBER OF RESPONDENTS | OHP TOT ADLT  | 362 100% | 5554 100% | 37 100%  | 59 100%  | 57 100%  | 75 100%     | 68 100%      | 40 100% | 294 100%      | 3 100%         | 4 100%    | 2 100%  | 3 100%  | 8 100%      | 21 100%          | 10 100%     | 322 100%      | 193 100% | 146 100% | 131 100% | 205 100% |

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      |             |
|-----------------------|--------------|--------------|-------------|------------|------------|------------|-------------|-------------|------------------|-------------------------|------------|------------|------------|------------------|------------------------------|------------|-------------|---------------|-------------|-------------|-------------|
| INHE TOT ADLT         | OHP TOT ADLT | 18 TO 24     | 25 TO 34    | 35 TO 44   | 45 TO 54   | 55 TO 64   | 65 AND OVER | BLK OR AFR- | NATV AS- IAN     | AMER HAW/ IND/ PAC ALSK | MUL- OTHR  | TI         | HIS- IC    | NOT HIS- PAN- IC | EX & VERY GOOD & FAIR & POOR | MALE       | FE- MALE    |               |             |             |             |
| Q47.4 YES             | 64<br>18%    | 1125<br>20%  | 5<br>~ 8%*  | 5<br>9%*   | 15<br>20%  | 23<br>34%* | 16<br>40%~  | 60<br>20%*  | 1<br>~ 25%~      | 1<br>~ 13%~             | 2<br>10%~  | 2<br>20%~  | 62<br>19%~ | 21<br>11%*       | 43<br>29%*                   | 25<br>19%  | 39<br>19%   |               |             |             |             |
| NO                    | 298<br>82%   | 4429<br>80%  | 37<br>100%~ | 54<br>92%* | 52<br>91%* | 60<br>80%  | 45<br>66%*  | 24<br>60%~  | 234<br>80%*100%~ | 3<br>75%~               | 3<br>100%~ | 2<br>100%~ | 3<br>88%~  | 7<br>90%~        | 19<br>80%~                   | 8<br>81%~  | 260<br>89%* | 172<br>71%*   | 103<br>81%* | 106<br>81%  | 166<br>81%  |
| VALID CASES           | 362          | 5554         | 37          | 59         | 57         | 75         | 68          | 40          | 294              | 3                       | 4          | 2          | 3          | 8                | 21                           | 10         | 322         | 193           | 146         | 131         | 205         |
| NUMBER OF RESPONDENTS | 362<br>100%  | 5554<br>100% | 37<br>100%  | 59<br>100% | 57<br>100% | 75<br>100% | 68<br>100%  | 40<br>100%  | 294<br>100%      | 3<br>100%               | 4<br>100%  | 2<br>100%  | 3<br>100%  | 8<br>100%        | 21<br>100%                   | 10<br>100% | 322<br>100% | 193<br>100%   | 146<br>100% | 131<br>100% | 205<br>100% |

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

|                       | INHE<br>TOT<br>ADLT | OHP<br>TOT<br>ADLT | AGE            |                |                |                |                |                   | RACE               |            |                             |                              |           |            | ETHNIC-<br>ITY |                           | HEALTH<br>STATUS                               |                   | GENDER      |             |             |
|-----------------------|---------------------|--------------------|----------------|----------------|----------------|----------------|----------------|-------------------|--------------------|------------|-----------------------------|------------------------------|-----------|------------|----------------|---------------------------|--|-------------------|-------------|-------------|-------------|
|                       |                     |                    | 18<br>TO<br>24 | 25<br>TO<br>34 | 35<br>TO<br>44 | 45<br>TO<br>54 | 55<br>TO<br>64 | 65<br>AND<br>OVER | BLCK<br>OR<br>AFR- | AS-<br>IAN | NATV<br>HAW/<br>PAC<br>LLND | AMER<br>IND/<br>ALSK<br>NATV | OTHR      | MUL-<br>TI | HIS-<br>IC     | NOT<br>HIS-<br>PAN-<br>IC | EX &<br>VERY<br>GOOD<br>&<br>FAIR<br>&<br>POOR | GOOD<br>&<br>POOR | FE-<br>MALE | MALE        |             |
| Q48<br>YES            | 106<br>32%          | 1783<br>35%        | 8<br>22%~      | 16<br>28%      | 19<br>34%      | 29<br>40%      | 23<br>34%      | 11<br>29%~        | 87<br>30%~         | 1<br>33%~  | 1<br>25%~                   | 2<br>100%~                   | 1<br>33%~ | 1<br>14%~  | 13<br>62%~     | 1<br>11%~                 | 104<br>33%~                                    | 32<br>17%*        | 74<br>52%*  | 28<br>22%*  | 77<br>38%*  |
| NO                    | 225<br>68%          | 3302<br>65%        | 29<br>78%~     | 42<br>72%      | 37<br>66%      | 44<br>60%      | 45<br>66%      | 27<br>71%~        | 203<br>70%~        | 2<br>67%~  | 3<br>75%~                   | 2<br>~                       | 6<br>67%~ | 8<br>86%~  | 8<br>38%~      | 214<br>89%~               | 157<br>67%~                                    | 68<br>83%*        | 101<br>48%* | 124<br>78%* | 62%*        |
| NOT ANSWERED          | 31                  | 469                |                | 1              | 1              | 2              |                | 2                 | 4                  |            |                             |                              | 1         |            |                | 1                         | 4  | 4                 | 4           | 2           | 4           |
| VALID CASES           | 331                 | 5085               | 37             | 58             | 56             | 73             | 68             | 38                | 290                | 3          | 4                           | 2                            | 3         | 7          | 21             | 9                         | 318  | 189               | 142         | 129         | 201         |
| NUMBER OF RESPONDENTS | 362<br>100%         | 5554<br>100%       | 37<br>100%     | 59<br>100%     | 57<br>100%     | 75<br>100%     | 68<br>100%     | 40<br>100%        | 294<br>100%        | 3<br>100%  | 4<br>100%                   | 2<br>100%                    | 3<br>100% | 8<br>100%  | 21<br>100%     | 10<br>100%                | 322<br>100%                                    | 193<br>100%       | 146<br>100% | 131<br>100% | 205<br>100% |

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

|                       | INHE<br>TOT<br>ADLT | OHP<br>TOT<br>ADLT | AGE            |                |                |                |                | RACE              |                    |            |                             |                      |           | ETHNIC-<br>ITY |            | HEALTH<br>STATUS  |  | GENDER            |            |             |            |
|-----------------------|---------------------|--------------------|----------------|----------------|----------------|----------------|----------------|-------------------|--------------------|------------|-----------------------------|----------------------|-----------|----------------|------------|-------------------|--|-------------------|------------|-------------|------------|
|                       |                     |                    | 18<br>TO<br>24 | 25<br>TO<br>34 | 35<br>TO<br>44 | 45<br>TO<br>54 | 55<br>TO<br>64 | 65<br>AND<br>OVER | BLCK<br>OR<br>AFR- | AS-<br>IAN | NATV<br>HAW/<br>PAC<br>ILND | AMER<br>IND/<br>ALSK | OTHR      | MUL-<br>TI     | HIS-<br>IC | NOT<br>HIS-<br>IC | EX &<br>VERY<br>GOOD<br>&<br>FAIR<br>&<br>POOR | GOOD<br>&<br>POOR | MALE       | FE-<br>MALE |            |
| Q49<br>YES            | 94<br>91%           | 1476<br>87%        | 7<br>88%       | 16<br>100%     | 18<br>95%      | 25<br>93%      | 19<br>83%      | 9<br>90%          | 76<br>90%          | 1<br>100%  | 1<br>100%                   | 2<br>100%            | 1<br>100% | 1<br>100%      | 12<br>92%  | 1<br>100%         | 92<br>91%                                      | 27<br>84%         | 67<br>94%  | 26<br>93%   | 67<br>91%  |
| NO                    | 9<br>9%             | 228<br>13%         | 1<br>13%       | ~              | 1<br>5%        | 2<br>7%        | 4<br>17%       | 1<br>10%          | 8<br>10%           | ~          | ~                           | ~                    | ~         | ~              | 1<br>8%    | ~                 | 9<br>9%  | 5<br>16%          | 4<br>6%    | 2<br>7%     | 7<br>9%    |
| NOT ANSWERED          | 3                   | 88                 |                |                |                | 2              | 1              | 3                 |                    |            |                             |                      |           |                |            | 3                 |  | 3                 |            | 3           |            |
| VALID CASES           | 103                 | 1703               | 8              | 16             | 19             | 27             | 23             | 10                | 84                 | 1          | 1                           | 2                    | 1         | 1              | 13         | 1                 | 101  | 32                | 71         | 28          | 74         |
| NUMBER OF RESPONDENTS | 106<br>100%         | 1791<br>100%       | 8<br>100%      | 16<br>100%     | 19<br>100%     | 27<br>100%     | 23<br>100%     | 11<br>100%        | 87<br>100%         | 1<br>100%  | 1<br>100%                   | 2<br>100%            | 1<br>100% | 1<br>100%      | 13<br>100% | 1<br>100%         | 104<br>100%                                    | 32<br>100%        | 74<br>100% | 28<br>100%  | 77<br>100% |

[ASKED IF Q48 = YES]

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

|                       | INHE<br>TOT<br>ADLT | OHP<br>TOT<br>ADLT | AGE            |                |                |                |                |                   | RACE               |            |                             |                              |            |            | ETHNIC-<br>ITY |                   | HEALTH<br>STATUS                               |                   | GENDER      |             |             |           |           |
|-----------------------|---------------------|--------------------|----------------|----------------|----------------|----------------|----------------|-------------------|--------------------|------------|-----------------------------|------------------------------|------------|------------|----------------|-------------------|--|-------------------|-------------|-------------|-------------|-----------|-----------|
|                       |                     |                    | 18<br>TO<br>24 | 25<br>TO<br>34 | 35<br>TO<br>44 | 45<br>TO<br>54 | 55<br>TO<br>64 | 65<br>AND<br>OVER | BLCK<br>OR<br>AFR- | AS-<br>IAN | NATV<br>HAW/<br>PAC<br>LLND | AMER<br>IND/<br>ALSK<br>NATV | OTHR       | MUL-<br>TI | HIS-<br>IC     | NOT<br>HIS-<br>IC | EX &<br>VERY<br>GOOD<br>&<br>FAIR<br>&<br>POOR | GOOD<br>&<br>POOR | FE-<br>MALE | MALE        |             |           |           |
| Q50<br>YES            | 244<br>73%          | 3492<br>68%*       | 14<br>38%~     | 36<br>62%*     | 38<br>69%      | 62<br>85%*     | 57<br>84%*     | 36<br>90%~        | 215<br>74%~        | 1<br>33%~  | 3<br>75%~                   | 2<br>100%~                   | 3<br>100%~ | 4<br>50%~  | 16<br>76%~     | 4<br>40%~         | 237<br>75%~                                    | 115<br>61%*       | 129<br>90%* | 87<br>67%   | 156<br>77%  |           |           |
| NO                    | 88<br>27%           | 1617<br>32%*       | 23<br>62%~     | 22<br>38%*     | 17<br>31%      | 11<br>15%*     | 11<br>16%*     | 4<br>10%~         | 75<br>26%~         | 2<br>67%~  | 1<br>25%~                   |                              |            | 4<br>~     | 5<br>~         | 6<br>50%~         | 81<br>24%~                                     | 81<br>60%~        | 15<br>25%~  | 73<br>39%*  | 15<br>10%*  | 42<br>33% | 46<br>23% |
| NOT ANSWERED          | 30                  | 446                |                | 1              | 2              | 2              |                |                   | 4                  |            |                             |                              |            |            |                | 4                 | 5  | 2                 |             | 2           | 3           |           |           |
| VALID CASES           | 332                 | 5108               | 37             | 58             | 55             | 73             | 68             | 40                | 290                | 3          | 4                           | 2                            | 3          | 8          | 21             | 10                | 318  | 188               | 144         | 129         | 202         |           |           |
| NUMBER OF RESPONDENTS | 362<br>100%         | 5554<br>100%       | 37<br>100%     | 59<br>100%     | 57<br>100%     | 75<br>100%     | 68<br>100%     | 40<br>100%        | 294<br>100%        | 3<br>100%  | 4<br>100%                   | 2<br>100%                    | 3<br>100%  | 8<br>100%  | 21<br>100%     | 10<br>100%        | 322<br>100%                                    | 193<br>100%       | 146<br>100% | 131<br>100% | 205<br>100% |           |           |

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

|                       | INHE<br>TOT<br>ADLT | OHP<br>TOT<br>ADLT | AGE            |                |                |                |                |                   | RACE               |            |                             |                              |            |            | ETHNIC-<br>ITY |                   | HEALTH<br>STATUS                               |                   | GENDER      |            |             |
|-----------------------|---------------------|--------------------|----------------|----------------|----------------|----------------|----------------|-------------------|--------------------|------------|-----------------------------|------------------------------|------------|------------|----------------|-------------------|--|-------------------|-------------|------------|-------------|
|                       |                     |                    | 18<br>TO<br>24 | 25<br>TO<br>34 | 35<br>TO<br>44 | 45<br>TO<br>54 | 55<br>TO<br>64 | 65<br>AND<br>OVER | BLCK<br>OR<br>AFR- | AS-<br>IAN | NATV<br>HAW/<br>PAC<br>LLND | AMER<br>IND/<br>ALSK<br>NATV | OTHR       | MUL-<br>TI | HIS-<br>IC     | NOT<br>HIS-<br>IC | EX &<br>VERY<br>GOOD<br>&<br>FAIR<br>&<br>POOR | GOOD<br>&<br>POOR | FE-<br>MALE | MALE       |             |
| Q51<br>YES            | 226<br>95%          | 3137<br>94%        | 11<br>79%~     | 35<br>97%~     | 35<br>95%~     | 58<br>98%      | 55<br>96%      | 31<br>94%~        | 200<br>96%~        | 1<br>100%~ | 3<br>100%~                  | 2<br>100%~                   | 3<br>100%~ | 3<br>75%~  | 14<br>88%~     | 4<br>100%~        | 219<br>95%~                                    | 104<br>94%        | 122<br>97%  | 82<br>95%  | 143<br>95%  |
| NO                    | 11<br>5%            | 193<br>6%          | 3<br>21%~      | 1<br>3%~       | 2<br>5%~       | 1<br>2%        | 2<br>4%        | 2<br>6%~          | 8<br>4%~           | ~          | ~                           | ~                            | ~          | 1<br>25%~  | 2<br>13%~      | ~                 | 11<br>5%~                                      | 7<br>6%           | 4<br>3%     | 4<br>5%    | 7<br>5%     |
| NOT ANSWERED          | 7                   | 173                |                |                | 1              | 3              |                | 3                 | 7                  |            |                             |                              |            |            |                | 7                 | 4  | 3                 | 1           | 6          |             |
| VALID CASES           | 237                 | 3330               | 14             | 36             | 37             | 59             | 57             | 33                | 208                | 1          | 3                           | 2                            | 3          | 4          | 16             | 4                 | 230  | 111               | 126         | 86         | 150         |
| NUMBER OF RESPONDENTS | 244<br>100%         | 3503<br>100%       | 14<br>100%     | 36<br>100%     | 38<br>100%     | 62<br>100%     | 57<br>100%     | 36<br>100%        | 215<br>100%        | 1<br>100%  | 3<br>100%                   | 2<br>100%                    | 3<br>100%  | 4<br>100%  | 16<br>100%     | 4<br>100%         | 237<br>100%                                    | 115<br>100%       | 129<br>100% | 87<br>100% | 156<br>100% |

[ASKED IF Q50 = YES]

NQ52 WHAT IS YOUR AGE?

|                       | INHE<br>TOT<br>ADLT | OHP<br>TOT<br>ADLT | AGE            |                |                |                |                |                   |                    | RACE       |                             |                      |           |            |            |                   | ETHNIC-<br>ITY                                 |                   | HEALTH<br>STATUS |             | GENDER      |  |
|-----------------------|---------------------|--------------------|----------------|----------------|----------------|----------------|----------------|-------------------|--------------------|------------|-----------------------------|----------------------|-----------|------------|------------|-------------------|--|-------------------|------------------|-------------|-------------|--|
|                       |                     |                    | 18<br>TO<br>24 | 25<br>TO<br>34 | 35<br>TO<br>44 | 45<br>TO<br>54 | 55<br>TO<br>64 | 65<br>AND<br>OVER | BLCK<br>OR<br>AFR- | AS-<br>IAN | NATV<br>HAW/<br>PAC<br>LLND | AMER<br>IND/<br>ALSK | OTHR      | MUL-<br>TI | HIS-<br>IC | NOT<br>PAN-<br>IC | EX &<br>VERY<br>GOOD<br>&<br>FAIR<br>&<br>POOR | GOOD<br>&<br>POOR | MALE             | FE-<br>MALE |             |  |
| NQ52                  |                     |                    |                |                |                |                |                |                   |                    |            |                             |                      |           |            |            |                   |  |                   |                  |             |             |  |
| 18 TO 24              | 45<br>12%           | 872<br>16%         | 37<br>100%~    | ~              | ~              | ~              | ~              | 26<br>9%*100%~    | 3<br>~             | 1<br>50%~  | 4<br>~                      | 3<br>14%~            | 5<br>50%~ | 32<br>10%~ | 31<br>16%* | 7<br>5%*          | 12<br>9%                                       | 25<br>12%         |                  |             |             |  |
| 25 TO 34              | 67<br>19%           | 867<br>16%         | ~100%~         | 59<br>~        | ~              | ~              | ~              | 51<br>17%         | 2<br>50%~          | ~          | 1<br>13%~                   | 3<br>14%~            | 2<br>20%~ | 56<br>17%~ | 46<br>24%* | 13<br>9%*         | 22<br>17%                                      | 37<br>18%         |                  |             |             |  |
| 35 TO 44              | 63<br>17%           | 843<br>15%         | ~              | 57<br>~100%~   | ~              | ~              | ~              | 52<br>18%         | ~                  | ~          | 1<br>33%~                   | 4<br>~               | ~         | 56<br>17%~ | 38<br>20%  | 20<br>14%         | 21<br>16%                                      | 36<br>18%         |                  |             |             |  |
| 45 TO 54              | 78<br>22%           | 1055<br>19%        | ~              | ~              | 75<br>~100%~   | ~              | ~              | 68<br>23%         | 2<br>50%~          | 1<br>33%~  | 1<br>13%~                   | 4<br>19%~            | 1<br>10%~ | 75<br>23%~ | 39<br>20%  | 37<br>25%         | 33<br>25%                                      | 43<br>21%         |                  |             |             |  |
| 55 TO 64              | 68<br>19%           | 1061<br>19%        | ~              | ~              | ~              | 68<br>~100%~   | ~              | 58<br>20%         | ~                  | 1<br>50%~  | 2<br>25%~                   | 7<br>33%~            | 1<br>10%~ | 65<br>20%~ | 25<br>13%* | 43<br>29%*        | 36<br>27%*                                     | 32<br>16%         |                  |             |             |  |
| 65 TO 74              | 26<br>7%            | 478<br>9%          | ~              | ~              | ~              | ~              | 26<br>65%~     | 25<br>9%*         | ~                  | ~          | 1<br>33%~                   | ~                    | ~         | 24<br>7%~  | 11<br>6%   | 15<br>10%         | 6<br>5%  | 20<br>10%*        |                  |             |             |  |
| 75 OR OLDER           | 15<br>4%            | 377<br>7%*         | ~              | ~              | ~              | ~              | 14<br>35%~     | 14<br>5%          | ~                  | ~          | ~                           | ~                    | ~         | 14<br>4%~  | 3<br>2%*   | 11<br>8%*         | 1<br>0.8%*                                     | 12<br>6%*         |                  |             |             |  |
| VALID CASES           | 362                 | 5554               | 37             | 59             | 57             | 75             | 68             | 40                | 294                | 3          | 4                           | 2                    | 3         | 8          | 21         | 10                | 322  | 193               | 146              | 131         | 205         |  |
| NUMBER OF RESPONDENTS | 362<br>100%         | 5554<br>100%       | 37<br>100%     | 59<br>100%     | 57<br>100%     | 75<br>100%     | 68<br>100%     | 40<br>100%        | 294<br>100%        | 3<br>100%  | 4<br>100%                   | 2<br>100%            | 3<br>100% | 8<br>100%  | 21<br>100% | 10<br>100%        | 322<br>100%                                    | 193<br>100%       | 146<br>100%      | 131<br>100% | 205<br>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        |             |
|-----------------------|--------------------|----------------|----------------|----------------|----------------|----------------|-------------------|--------------------|-------------|-----------------------------|------------------------------|--------------------|------------|---------------------------|--|-------------------|-------------|---------------|--------------|---------------|-------------|
| INHE<br>TOT<br>ADLT   | OHP<br>TOT<br>ADLT | 18<br>TO<br>24 | 25<br>TO<br>34 | 35<br>TO<br>44 | 45<br>TO<br>54 | 55<br>TO<br>64 | 65<br>AND<br>OVER | BLCK<br>OR<br>AFR- | AS-<br>IAN  | NATV<br>HAW/<br>PAC<br>LLND | AMER<br>IND/<br>ALSK<br>NATV | MUL-<br>OTHR<br>TI | HIS-<br>IC | NOT<br>HIS-<br>PAN-<br>IC | EX &<br>VERY<br>GOOD<br>&<br>FAIR<br>&<br>POOR | GOOD<br>&<br>POOR | FE-<br>MALE | FE-<br>MALE   |              |               |             |
| NQ53<br>MALE          | 142<br>39%         | 2022<br>36%    | 12<br>32%~     | 22<br>37%      | 21<br>37%      | 33<br>44%      | 36<br>53%*        | 7<br>17%~          | 111<br>38%  | 1<br>33%~                   | 2<br>50%~                    | 1<br>50%~          | 3<br>~     | 11<br>38%~                | 4<br>40%~                                      | 125<br>39%~       | 82<br>42%   | 49<br>34%     | 131<br>100%~ | ~             |             |
| FEMALE                | 220<br>61%         | 3532<br>64%    | 25<br>68%~     | 37<br>63%      | 36<br>63%      | 42<br>56%      | 32<br>47%*        | 33<br>83%~         | 183<br>62%  | 2<br>67%~                   | 2<br>50%~                    | 1<br>50%~          | 3<br>100%~ | 5<br>63%~                 | 10<br>48%~                                     | 6<br>60%~         | 197<br>61%~ | 111<br>58%    | 97<br>66%    | 205<br>~100%~ |             |
| VALID CASES           | 362                | 5554           | 37             | 59             | 57             | 75             | 68                | 40                 | 294         | 3                           | 4                            | 2                  | 3          | 8                         | 21   | 10                | 322         | 193           | 146          | 131           | 205         |
| NUMBER OF RESPONDENTS | 362<br>100%        | 5554<br>100%   | 37<br>100%     | 59<br>100%     | 57<br>100%     | 75<br>100%     | 68<br>100%        | 40<br>100%         | 294<br>100% | 3<br>100%                   | 4<br>100%                    | 2<br>100%          | 3<br>100%  | 8<br>100%                 | 21<br>100%                                     | 10<br>100%        | 322<br>100% | 193<br>100%   | 146<br>100%  | 131<br>100%   | 205<br>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?

|                                       | INHE 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/ ILND | AMER IND/ ALSK | OTHR     | MUL- TI  | HIS- IC   | NOT HIS- IC | EX & VERY GOOD & FAIR & POOR | FE- MALE  | MALE      |           |           |
| Q54                                   |                |               |           |            |           |           |           |             |                  |          |                |                |          |          |           |             |                              |           |           |           |           |
| 8TH GRADE OR LESS                     | 12<br>4%       | 280<br>5%     | ~         | ~          | 2%        | 1%        | 6%        | 15%         | 4%               | ~        | ~              | ~              | ~        | ~        | 5%        | ~           | 3%                           | 2%        | 6%        | 5%        | 2%        |
| SOME HIGH SCHOOL BUT DID NOT GRADUATE | 51<br>15%      | 804<br>16%    | 6<br>17%  | 12<br>21%  | 5<br>9%   | 15<br>20% | 6<br>9%   | 7<br>18%    | 41<br>14%        | ~        | 1<br>33%       | ~              | 1<br>33% | 3<br>43% | 5<br>24%  | 4<br>40%    | 47<br>15%                    | 28<br>15% | 23<br>16% | 19<br>15% | 32<br>16% |
| HIGH SCHOOL GRADUATE OR GED           | 143<br>43%     | 1985<br>39%   | 22<br>61% | 16<br>28%* | 30<br>53% | 31<br>42% | 29<br>43% | 15<br>38%   | 129<br>44%       | 1<br>33% | ~              | 2<br>100%      | 2<br>67% | 2<br>29% | 6<br>29%  | 4<br>40%    | 137<br>43%                   | 81<br>43% | 62<br>44% | 58<br>45% | 85<br>42% |
| SOME COLLEGE OR 2-YEAR DEGREE         | 107<br>32%     | 1653<br>32%   | 8<br>22%  | 25<br>43%  | 15<br>26% | 25<br>34% | 24<br>36% | 10<br>26%   | 93<br>32%        | 2<br>67% | 2<br>67%       | ~              | ~        | 2<br>29% | 8<br>38%  | 2<br>20%    | 105<br>33%                   | 63<br>33% | 44<br>31% | 39<br>30% | 68<br>33% |
| 4-YEAR COLLEGE GRADUATE               | 11<br>3%       | 237<br>5%     | ~         | 4<br>7%    | 3<br>5%   | ~         | 3<br>4%   | 1<br>3%     | 11<br>4%         | ~        | ~              | ~              | ~        | ~        | ~         | ~           | 11<br>3%                     | 8<br>4%   | 3<br>2%   | 3<br>2%   | 8<br>4%   |
| MORE THAN 4-YEAR COLLEGE DEGREE       | 8<br>2%        | 145<br>3%     | ~         | 1<br>2%    | 3<br>5%   | 2<br>3%   | 1<br>1%   | ~           | 7<br>2%          | ~        | ~              | ~              | ~        | ~        | 1<br>5%   | ~           | 8<br>3%                      | 6<br>3%   | 2<br>1%   | 3<br>2%   | 5<br>2%   |
| NOT ANSWERED                          | 30             | 450           | 1         | 1          |           | 1         | 1         | 1           | 2                |          | 1              |                |          | 1        |           |             | 3                            | 3         | 4         | 2         | 2         |
| VALID CASES                           | 332            | 5104          | 36        | 58         | 57        | 74        | 67        | 39          | 292              | 3        | 3              | 2              | 3        | 7        | 21        | 10          | 319                          | 190       | 142       | 129       | 203       |
| NUMBER OF RESPONDENTS                 | 362            | 5554          | 37        | 59         | 57        | 75        | 68        | 40          | 294              | 3        | 4              | 2              | 3        | 8        | 21        | 10          | 322                          | 193       | 146       | 131       | 205       |
|                                       | 100%           | 100%          | 100%      | 100%       | 100%      | 100%      | 100%      | 100%        | 100%             | 100%     | 100%           | 100%           | 100%     | 100%     | 100%      | 100%        | 100%                         | 100%      | 100%      | 100%      | 100%      |

Q55 ARE YOU OF HISPANIC OR LATINO ORIGIN OR DESCENT?

|                               | INHE<br>TOT<br>ADLT | OHP<br>TOT<br>ADLT | AGE            |                |                |                |                |                   | RACE               |            |                             |                      |              |           | ETHNIC-<br>ITY |                   | HEALTH<br>STATUS                               |             | GENDER      |             |             |
|-------------------------------|---------------------|--------------------|----------------|----------------|----------------|----------------|----------------|-------------------|--------------------|------------|-----------------------------|----------------------|--------------|-----------|----------------|-------------------|--|-------------|-------------|-------------|-------------|
|                               |                     |                    | 18<br>TO<br>24 | 25<br>TO<br>34 | 35<br>TO<br>44 | 45<br>TO<br>54 | 55<br>TO<br>64 | 65<br>AND<br>OVER | BLCK<br>OR<br>AFR- | AS-<br>IAN | NATV<br>HAW/<br>PAC<br>ILND | AMER<br>IND/<br>ALSK | MUL-<br>OTHR | TI        | HIS-<br>IC     | NOT<br>HIS-<br>IC | EX &<br>VERY<br>GOOD<br>&<br>FAIR<br>&<br>POOR | FE-<br>MALE | MALE        |             |             |
| Q55<br>YES HISPANIC OR LATINO | 10<br>3%            | 549<br>11%*        | 5<br>14%~      | 2<br>3%        | 1<br>~         | 1<br>1%        | 1<br>2%        | 1<br>3%~          | 4<br>1%~           | ~          | ~                           | ~                    | ~            | 5<br>~    | 71%~           | 10<br>~100%~      | 322<br>~100%~                                  | 5<br>3%     | 5<br>4%     | 4<br>3%     | 6<br>3%     |
| NO NOT HISPANIC OR<br>LATINO  | 322<br>97%          | 4520<br>89%*       | 32<br>86%~     | 56<br>97%      | 56<br>100%~    | 74<br>99%      | 65<br>98%      | 38<br>97%~        | 287<br>99%~        | 3<br>100%~ | 4<br>100%~                  | 2<br>100%~           | 3<br>100%~   | 2<br>29%~ | 21<br>100%~    | 322<br>~100%~     | 186<br>97%                                     | 136<br>96%  | 125<br>97%  | 196<br>97%  |             |
| NOT ANSWERED                  | 30                  | 485                |                | 1              | 1              |                | 2              | 1                 | 3                  |            |                             |                      |              | 1         |                |                   |  | 2           | 5           | 2           | 3           |
| VALID CASES                   | 332                 | 5069               | 37             | 58             | 56             | 75             | 66             | 39                | 291                | 3          | 4                           | 2                    | 3            | 7         | 21             | 10                | 322  | 191         | 141         | 129         | 202         |
| NUMBER OF RESPONDENTS         | 362<br>100%         | 5554<br>100%       | 37<br>100%     | 59<br>100%     | 57<br>100%     | 75<br>100%     | 68<br>100%     | 40<br>100%        | 294<br>100%        | 3<br>100%  | 4<br>100%                   | 2<br>100%            | 3<br>100%    | 8<br>100% | 21<br>100%     | 10<br>100%        | 322<br>100%                                    | 193<br>100% | 146<br>100% | 131<br>100% | 205<br>100% |

Q56.1 WHAT IS YOUR RACE? RESPONSE: WHITE

|                       |               | AGE      |          |          |          |          |             |       | RACE         |         |                |                |           |        |         | ETHNICITY   |                  | HEALTH STATUS |      | GENDER   |      |
|-----------------------|---------------|----------|----------|----------|----------|----------|-------------|-------|--------------|---------|----------------|----------------|-----------|--------|---------|-------------|------------------|---------------|------|----------|------|
|                       |               | 18 TO 24 | 25 TO 34 | 35 TO 44 | 45 TO 54 | 55 TO 64 | 65 AND OVER | WHITE | BLCK OR AFR- | AS- IAN | NATV HAW/ ILND | AMER IND/ ALSK | MUL- OTHR | TI     | HIS- IC | NOT HIS- IC | EX & VERY GOOD & | FAIR & POOR   | MALE | FE- MALE |      |
| Q56.1                 |               |          |          |          |          |          |             |       |              |         |                |                |           |        |         |             |                  |               |      |          |      |
| YES                   | INHE TOT ADLT | 315      | 4288     | 29       | 54       | 56       | 71          | 65    | 39           | 294     |                |                |           | 21     | 4       | 308         | 181              | 134           | 122  | 192      |      |
|                       | OHP TOT ADLT  | 87%      | 77%*     | 78%~     | 92%      | 98%*     | 95%*        | 96%*  | 98%~         | 100%~   | ~              | ~              | ~         | ~      | 100%~   | 40%~        | 96%~             | 94%*          | 92%* | 93%*     | 94%* |
| NO                    | INHE TOT ADLT | 47       | 1266     | 8        | 5        | 1        | 4           | 3     | 1            |         | 3              | 4              | 2         | 3      | 8       | 6           | 14               | 12            | 12   | 9        | 13   |
|                       | OHP TOT ADLT  | 13%      | 23%*     | 22%~     | 8%       | 2%*      | 5%*         | 4%*   | 2%~          | ~100%~  | ~100%~         | ~100%~         | ~100%~    | ~100%~ | ~       | 60%~        | 4%~              | 6%*           | 8%*  | 7%*      | 6%*  |
| VALID CASES           | INHE TOT ADLT | 362      | 5554     | 37       | 59       | 57       | 75          | 68    | 40           | 294     | 3              | 4              | 2         | 3      | 8       | 10          | 322              | 193           | 146  | 131      | 205  |
| NUMBER OF RESPONDENTS | OHP TOT ADLT  | 362      | 5554     | 37       | 59       | 57       | 75          | 68    | 40           | 294     | 3              | 4              | 2         | 3      | 8       | 10          | 322              | 193           | 146  | 131      | 205  |
|                       |               | 100%     | 100%     | 100%     | 100%     | 100%     | 100%        | 100%  | 100%         | 100%    | 100%           | 100%           | 100%      | 100%   | 100%    | 100%        | 100%             | 100%          | 100% | 100%     | 100% |

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

|                       |               | AGE      |          |          |          |          |             |             | RACE    |                |                |           |      |         |             | ETHNICITY        |             | HEALTH STATUS |      | GENDER |  |
|-----------------------|---------------|----------|----------|----------|----------|----------|-------------|-------------|---------|----------------|----------------|-----------|------|---------|-------------|------------------|-------------|---------------|------|--------|--|
|                       |               | 18 TO 24 | 25 TO 34 | 35 TO 44 | 45 TO 54 | 55 TO 64 | 65 AND OVER | BLK OR AFR- | AS- IAN | NATV HAW/ ILND | AMER IND/ ALSK | MUL- OTHR | TI   | HIS- IC | NOT HIS- IC | EX & VERY GOOD & | FAIR & POOR | FE- MALE      | MALE |        |  |
| Q56.2                 | INHE TOT ADLT | 18       | 25       | 35       | 45       | 55       | 65          |             |         |                |                |           |      |         |             |                  |             |               |      |        |  |
| YES                   | OHP TOT ADLT  | 3        |          |          |          | 1        |             | 3           |         |                |                |           | 1    |         | 4           | 3                | 1           | 1             | 3    |        |  |
|                       |               | 8%       |          |          |          | 1%       |             | ~100%       |         |                |                |           | 5%   |         | ~1%         | 2%               | 0.7%        | 0.8%          | 1%   |        |  |
| NO                    | OHP TOT ADLT  | 34       | 59       | 57       | 75       | 67       | 40          | 294         | 4       | 2              | 3              | 8         | 20   | 10      | 318         | 190              | 145         | 130           | 202  |        |  |
|                       |               | 92%      | 100%     | 100%     | 100%     | 99%      | 100%        | ~100%       | ~100%   | ~100%          | ~100%          | ~100%     | 95%  | ~100%   | ~99%        | 98%              | 99%         | 99%           | 99%  |        |  |
| VALID CASES           | OHP TOT ADLT  | 37       | 59       | 57       | 75       | 68       | 40          | 294         | 3       | 4              | 2              | 3         | 8    | 21      | 10          | 322              | 193         | 146           | 131  | 205    |  |
| NUMBER OF RESPONDENTS | OHP TOT ADLT  | 37       | 59       | 57       | 75       | 68       | 40          | 294         | 3       | 4              | 2              | 3         | 8    | 21      | 10          | 322              | 193         | 146           | 131  | 205    |  |
|                       |               | 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 | BLK OR AFR- | AS- IAN | NATV HAW/ ILND | AMER IND/ ALSK | MUL- OTHR | TI   | HIS- IC | NOT HIS- IC | EX & VERY GOOD & | FAIR & POOR | FE- MALE      | MALE |        |      |     |
| Q56.3                 | INHE TOT ADLT | 18       | 25       | 35       | 45       | 55       | 65          |             |         |                |                |           |      |         |             |                  |             |               |      |        |      |     |
| YES                   | OHP TOT ADLT  | 5        | 238      | 3        | 2        |          |             |             | 4       |                |                | 1         |      | 5       | 3           | 2                | 3           | 2             |      |        |      |     |
|                       |               | 1%       | 4%*      | ~ 5%     | ~ 3%     | ~        | ~           | ~100%       | ~       | ~              | ~              | 5%        | ~    | 2%      | 2%          | 1%               | 2%          | 1%            |      |        |      |     |
| NO                    |               | 357      | 5316     | 37       | 56       | 57       | 73          | 68          | 40      | 294            | 3              | 2         | 3    | 8       | 20          | 10               | 317         | 190           | 144  | 128    | 203  |     |
|                       |               | 99%      | 96%*     | 100%     | 95%      | 100%     | 97%         | 100%        | 100%    | 100%           | 100%           | 95%       | 100% | 98%     | 98%         | 99%              | 98%         | 99%           | 98%  | 99%    |      |     |
| VALID CASES           |               | 362      | 5554     | 37       | 59       | 57       | 75          | 68          | 40      | 294            | 3              | 4         | 2    | 3       | 8           | 21               | 10          | 322           | 193  | 146    | 131  | 205 |
| NUMBER OF RESPONDENTS |               | 362      | 5554     | 37       | 59       | 57       | 75          | 68          | 40      | 294            | 3              | 4         | 2    | 3       | 8           | 21               | 10          | 322           | 193  | 146    | 131  | 205 |
|                       |               | 100%     | 100%     | 100%     | 100%     | 100%     | 100%        | 100%        | 100%    | 100%           | 100%           | 100%      | 100% | 100%    | 100%        | 100%             | 100%        | 100%          | 100% | 100%   | 100% |     |

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

|                       |              | AGE          |            |            |            |            |             |              | RACE        |               |                |           |           |            |             | ETHNICITY        |             | HEALTH STATUS |             | GENDER      |             |
|-----------------------|--------------|--------------|------------|------------|------------|------------|-------------|--------------|-------------|---------------|----------------|-----------|-----------|------------|-------------|------------------|-------------|---------------|-------------|-------------|-------------|
| INHE TOT ADLT         | OHP TOT ADLT | 18 TO 24     | 25 TO 34   | 35 TO 44   | 45 TO 54   | 55 TO 64   | 65 AND OVER | BLCK OR AFR- | AS- IAN     | NATV HAW/ PAC | AMER IND/ ALSK | MUL- OTHR | TI        | HIS- IC    | NOT HIS- IC | EX & VERY GOOD & | FAIR & POOR | FE- MALE      | MALE        |             |             |
| Q56.4 YES             | 2<br>0.6%    | 38<br>0.7%   | 1<br>3%    | ~          | ~          | ~          | 1<br>1%     | ~            | ~           | 2<br>~100%    | ~              | ~         | ~         | 2<br>~0.6% | ~           | 2<br>~1%         | 2<br>~0.8%  | 1<br>0.5%     | 1           |             |             |
| NO                    | 360<br>99%   | 5516<br>99%  | 36<br>97%  | 59<br>100% | 57<br>100% | 75<br>100% | 67<br>99%   | 40<br>100%   | 294<br>100% | 3<br>100%     | 4<br>100%      | 3<br>100% | 8<br>100% | 21<br>100% | 10<br>100%  | 320<br>99%       | 193<br>100% | 144<br>99%    | 130<br>99%  | 204<br>100% |             |
| VALID CASES           | 362          | 5554         | 37         | 59         | 57         | 75         | 68          | 40           | 294         | 3             | 4              | 2         | 3         | 8          | 21          | 10               | 322         | 193           | 146         | 131         | 205         |
| NUMBER OF RESPONDENTS | 362<br>100%  | 5554<br>100% | 37<br>100% | 59<br>100% | 57<br>100% | 75<br>100% | 68<br>100%  | 40<br>100%   | 294<br>100% | 3<br>100%     | 4<br>100%      | 2<br>100% | 3<br>100% | 8<br>100%  | 21<br>100%  | 10<br>100%       | 322<br>100% | 193<br>100%   | 146<br>100% | 131<br>100% | 205<br>100% |

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

|                       |              | AGE          |            |            |            |            |             |              | RACE        |                |                |           |            |           |             | ETHNICITY        |             | HEALTH STATUS |             | GENDER      |             |
|-----------------------|--------------|--------------|------------|------------|------------|------------|-------------|--------------|-------------|----------------|----------------|-----------|------------|-----------|-------------|------------------|-------------|---------------|-------------|-------------|-------------|
| INHE 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        |             |             |
| Q56.5 YES             | 20<br>6%     | 410<br>7%    | 2<br>5%    | 2<br>3%    | 5<br>9%    | 5<br>7%    | 5<br>7%     | 1<br>2%      | ~           | ~              | ~              | ~100%     | 3<br>~     | 17<br>81% | 20<br>6%    | 7<br>4%          | 13<br>9%*   | 9<br>7%       | 11<br>5%    |             |             |
| NO                    | 342<br>94%   | 5144<br>93%  | 35<br>95%  | 57<br>97%  | 52<br>91%  | 70<br>93%  | 63<br>93%   | 39<br>98%    | 294<br>100% | 3<br>100%      | 4<br>100%      | 2<br>100% | 8<br>~100% | 4<br>19%  | 10<br>100%  | 302<br>94%       | 186<br>96%  | 133<br>91%*   | 122<br>93%  | 194<br>95%  |             |
| VALID CASES           | 362          | 5554         | 37         | 59         | 57         | 75         | 68          | 40           | 294         | 3              | 4              | 2         | 3          | 8         | 21          | 10               | 322         | 193           | 146         | 131         | 205         |
| NUMBER OF RESPONDENTS | 362<br>100%  | 5554<br>100% | 37<br>100% | 59<br>100% | 57<br>100% | 75<br>100% | 68<br>100%  | 40<br>100%   | 294<br>100% | 3<br>100%      | 4<br>100%      | 2<br>100% | 3<br>100%  | 8<br>100% | 21<br>100%  | 10<br>100%       | 322<br>100% | 193<br>100%   | 146<br>100% | 131<br>100% | 205<br>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 | WHITE     | BLACK OR AFR- | ASIAN IAN   | NATV HAW/ ILND | AMER IND/ ALSK | MUL- OTHR | TI          | HIS- IC     | NOT HIS- IC | EX & VERY GOOD & | FAIR & POOR   | MALE       | FE- MALE   |            |      |
| Q56.6                 | YES | 13<br>4%   | 323<br>6%*   | 5<br>14%~  | 1<br>2%   | 2<br>4%   | 1<br>1%     | 4<br>6%   | ~             | ~           | ~              | ~              | ~         | 8<br>~100%~ | 5<br>24%~   | 5<br>50%~   | 7<br>2%~         | 7<br>4%       | 6<br>4%    | 4<br>3%    | 9<br>4%    |      |
|                       | NO  | 349<br>96% | 5231<br>94%* | 32<br>86%~ | 58<br>98% | 55<br>96% | 74<br>99%   | 64<br>94% | 40<br>100%    | 294<br>100% | 3<br>100%      | 4<br>100%      | 2<br>100% | 3<br>100%   | 16<br>~76%~ | 5<br>50%~   | 315<br>98%~      | 186<br>96%    | 140<br>96% | 127<br>97% | 196<br>96% |      |
| VALID CASES           |     | 362        | 5554         | 37         | 59        | 57        | 75          | 68        | 40            | 294         | 3              | 4              | 2         | 3           | 8           | 21          | 10               | 322           | 193        | 146        | 131        | 205  |
| NUMBER OF RESPONDENTS |     | 362        | 5554         | 37         | 59        | 57        | 75          | 68        | 40            | 294         | 3              | 4              | 2         | 3           | 8           | 21          | 10               | 322           | 193        | 146        | 131        | 205  |
|                       |     | 100%       | 100%         | 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      |             |
|-----------------------|-------------|---------------|--------------|------------|------------|------------|------------|------------|-------------|--------------|-----------|---------------|----------------|-----------|-----------|-----------|-------------|------------------------------|-------------|-------------|-------------|
|                       |             | INHE 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        |
| Q57 YES               | 45<br>18%   | 778<br>19%    | 4<br>17%     | 8<br>21%   | 6<br>15%   | 11<br>17%  | 7<br>12%   | 9<br>26%   | 42<br>18%   | 1<br>~       | 1<br>25%  | 1<br>50%      | ~              | ~         | ~         | 2<br>29%  | 42<br>17%   | 22<br>15%                    | 23<br>20%   | 27<br>25%*  | 18<br>12%*  |
| NO                    | 212<br>82%  | 3221<br>81%   | 19<br>83%    | 31<br>79%  | 35<br>85%  | 52<br>83%  | 49<br>88%  | 25<br>74%  | 188<br>82%  | 3<br>100%    | 3<br>75%  | 1<br>50%      | 3<br>100%      | 5<br>100% | 9<br>100% | 5<br>71%  | 204<br>83%  | 122<br>85%                   | 90<br>80%   | 79<br>75%*  | 132<br>88%* |
| NOT ANSWERED          | 5           | 98            | 1            |            |            |            | 1          | 1          | 1           |              |           |               |                |           |           | 1         | 1           |                              |             | 1           | 1           |
| VALID CASES           | 257         | 3999          | 23           | 39         | 41         | 63         | 56         | 34         | 230         | 3            | 4         | 2             | 3              | 5         | 9         | 7         | 246         | 144                          | 113         | 106         | 150         |
| NUMBER OF RESPONDENTS | 262<br>100% | 4097<br>100%  | 23<br>100%   | 40<br>100% | 41<br>100% | 63<br>100% | 56<br>100% | 35<br>100% | 231<br>100% | 3<br>100%    | 4<br>100% | 2<br>100%     | 3<br>100%      | 5<br>100% | 9<br>100% | 7<br>100% | 247<br>100% | 145<br>100%                  | 113<br>100% | 107<br>100% | 151<br>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      |  |
|-----------------------|------------|---------------------|--------------------|----------------|----------------|----------------|----------------|----------------|-------------------|--------------------|---------------------|----------------------|------------|------------|-------------------|--|-------------------|------------|-------------|--|
|                       |            | INHE<br>TOT<br>ADLT | OHP<br>TOT<br>ADLT | 18<br>TO<br>24 | 25<br>TO<br>34 | 35<br>TO<br>44 | 45<br>TO<br>54 | 55<br>TO<br>64 | 65<br>AND<br>OVER | BLCK<br>OR<br>AFR- | NATV<br>HAW/<br>PAC | AMER<br>IND/<br>ALSK | MUL-<br>TI | HIS-<br>IC | NOT<br>HIS-<br>IC | EX &<br>VERY<br>GOOD<br>&<br>FAIR<br>&<br>POOR | GOOD<br>&<br>POOR | MALE       | FE-<br>MALE |  |
| Q58.1<br>YES          | 25<br>56%  | 312<br>49%          | 3<br>75%           | 5<br>63%       | 4<br>67%       | 4<br>36%       | 4<br>57%       | 5<br>56%       | 23<br>55%         |                    | 1<br>100%           |                      |            | 1<br>50%   | 23<br>55%         | 13<br>59%                                      | 12<br>52%         | 16<br>59%  | 9<br>50%    |  |
| NO                    | 20<br>44%  | 325<br>51%          | 1<br>25%           | 3<br>38%       | 2<br>33%       | 7<br>64%       | 3<br>43%       | 4<br>44%       | 19<br>45%         | 1<br>100%          |                     |                      |            | 1<br>50%   | 19<br>45%         | 9<br>41%                                       | 11<br>48%         | 11<br>41%  | 9<br>50%    |  |
| VALID CASES           | 45         | 637                 | 4                  | 8              | 6              | 11             | 7              | 9              | 42                | 1                  | 1                   |                      |            | 2          | 42                | 22   | 23                | 27         | 18          |  |
| NUMBER OF RESPONDENTS | 45<br>100% | 637<br>100%         | 4<br>100%          | 8<br>100%      | 6<br>100%      | 11<br>100%     | 7<br>100%      | 9<br>100%      | 42<br>100%        | 1<br>100%          | 1<br>100%           |                      |            | 2<br>100%  | 42<br>100%        | 22<br>100%                                     | 23<br>100%        | 27<br>100% | 18<br>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 | WHITE     | BLACK OR AFR- | ASIAN      | NATV HAW/ PAC | AMER IND/ ALSK | MUL- | TI        | HIS- IC    | NOT HIS- IC | EX & VERY GOOD & | FAIR & POOR | MALE       | FE- MALE  |
| Q58.2                 | YES | 21<br>47%  | 277<br>43%  | 1<br>25%  | 4<br>50%  | 3<br>50%  | 5<br>43%    | 3<br>56%  | 5<br>48%      | 20<br>48%  | 1<br>~100%    | ~              | ~    | ~         | ~          | 20<br>48%   | 10<br>45%        | 11<br>48%   | 14<br>52%  | 7<br>39%  |
|                       | NO  | 24<br>53%  | 360<br>57%  | 3<br>75%  | 4<br>50%  | 3<br>50%  | 6<br>55%    | 4<br>57%  | 4<br>44%      | 22<br>52%  | 1<br>~100%    | ~              | ~    | ~         | 2<br>~100% | 22<br>52%   | 12<br>55%        | 12<br>52%   | 13<br>48%  | 11<br>61% |
| VALID CASES           |     | 45         | 637         | 4         | 8         | 6         | 11          | 7         | 9             | 42         | 1             | 1              |      | 2         | 42         | 22          | 23               | 27          | 18         |           |
| NUMBER OF RESPONDENTS |     | 45<br>100% | 637<br>100% | 4<br>100% | 8<br>100% | 6<br>100% | 11<br>100%  | 7<br>100% | 9<br>100%     | 42<br>100% | 1<br>100%     | 1<br>100%      |      | 2<br>100% | 42<br>100% | 22<br>100%  | 23<br>100%       | 27<br>100%  | 18<br>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<br>31%  | 225<br>35%  | 1<br>25%  | 2<br>25%  | 2<br>33%  | 3<br>27%    | 4<br>57%     | 2<br>22%  | 14<br>33%     | ~              | ~         | ~  | ~       | ~           | 1<br>50%         | 13<br>31%     | 7<br>32%   | 7<br>30%   | 10<br>37%  | 4<br>22%  |
|                       | NO  | 31<br>69%  | 412<br>65%  | 3<br>75%  | 6<br>75%  | 4<br>67%  | 8<br>73%    | 3<br>43%     | 7<br>78%  | 28<br>67%     | ~100%          | ~100%     | ~  | ~       | ~           | 1<br>50%         | 29<br>69%     | 15<br>68%  | 16<br>70%  | 17<br>63%  | 14<br>78% |
| VALID CASES           |     | 45         | 637         | 4         | 8         | 6         | 11          | 7            | 9         | 42            | 1              | 1         |    |         | 2           | 42               | 22            | 23         | 27         | 18         |           |
| NUMBER OF RESPONDENTS |     | 45<br>100% | 637<br>100% | 4<br>100% | 8<br>100% | 6<br>100% | 11<br>100%  | 7<br>100%    | 9<br>100% | 42<br>100%    | 1<br>100%      | 1<br>100% |    |         | 2<br>100%   | 42<br>100%       | 22<br>100%    | 23<br>100% | 27<br>100% | 18<br>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.

|                       | INHE<br>TOT<br>ADLT | OHP<br>TOT<br>ADLT | AGE            |                |                |                |                |                   | RACE               |            |                             |                      |              |    | ETHNIC-<br>ITY |                   | HEALTH<br>STATUS                               |             | GENDER    |            |            |           |
|-----------------------|---------------------|--------------------|----------------|----------------|----------------|----------------|----------------|-------------------|--------------------|------------|-----------------------------|----------------------|--------------|----|----------------|-------------------|--|-------------|-----------|------------|------------|-----------|
|                       |                     |                    | 18<br>TO<br>24 | 25<br>TO<br>34 | 35<br>TO<br>44 | 45<br>TO<br>54 | 55<br>TO<br>64 | 65<br>AND<br>OVER | BLCK<br>OR<br>AFR- | AS-<br>IAN | NATV<br>HAW/<br>PAC<br>LLND | AMER<br>IND/<br>ALSK | MUL-<br>OTHR | TI | HIS-<br>IC     | NOT<br>HIS-<br>IC | EX &<br>VERY<br>GOOD<br>&<br>FAIR<br>&<br>POOR | FE-<br>MALE | MALE      |            |            |           |
| Q58.4<br>YES          | 1<br>2%             | 83<br>13%          | ~              | ~              | ~              | 9%             | ~              | ~                 | ~                  | 100%       | ~                           | ~                    | ~            | ~  | ~              | 1                 | 2%   | ~           | 4%        | ~          | 6%         |           |
| NO                    | 44<br>98%           | 554<br>87%         | 4<br>100%      | 8<br>100%      | 6<br>100%      | 10<br>91%      | 7<br>100%      | 9<br>100%         | 42<br>100%         | ~          | 1<br>100%                   | ~                    | ~            | ~  | ~              | 2                 | 98%  | 41<br>100%  | 22<br>96% | 22<br>100% | 27<br>100% | 17<br>94% |
| VALID CASES           | 45                  | 637                | 4              | 8              | 6              | 11             | 7              | 9                 | 42                 |            | 1                           | 1                    |              |    | 2              | 42                | 22   | 23          | 27        | 18         |            |           |
| NUMBER OF RESPONDENTS | 45                  | 637                | 4              | 8              | 6              | 11             | 7              | 9                 | 42                 |            | 1                           | 1                    |              |    | 2              | 42                | 22   | 23          | 27        | 18         |            |           |
|                       | 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      |        |          |
|-----------------------|---------------|--------------|----------|----------|----------|----------|----------|-------------|--------------|---------------|----------------|-----------|-----------|---------|---------------|------------------|-------------|--------|----------|
|                       | INHE TOT ADLT | OHP TOT ADLT | 18 TO 24 | 25 TO 34 | 35 TO 44 | 45 TO 54 | 55 TO 64 | 65 AND OVER | BLCK OR AFR- | NATV HAW/ PAC | AMER IND/ ALSK | MUL- OTHR | TI        | HIS- IC | NOT HIS- IC   | EX & VERY GOOD & | FAIR & POOR | MALE   | FE- MALE |
| Q58.5 YES             | 1             | 59           |          | 1        |          |          |          |             | 1            |               |                |           |           |         | 1             | 1                |             |        | 1        |
|                       | 2%            | 9%           |          | ~ 13%    |          |          |          |             | 2%           |               |                |           |           |         | ~ 2%          | 5%               |             |        | ~ 6%     |
| NO                    | 44            | 578          | 4        | 7        | 6        | 11       | 7        | 9           | 41           | 1             | 1              |           |           | 2       | 41            | 21               | 23          | 27     | 17       |
|                       | 98%           | 91%          | ~ 100%   | ~ 88%    | ~ 100%   | ~ 100%   | ~ 100%   | ~ 100%      | 98%          | ~ 100%        | ~ 100%         | ~         | ~         | ~ 100%  | 98%           | 95%              | ~ 100%      | ~ 100% | 94%      |
| VALID CASES           | 45            | 637          | 4        | 8        | 6        | 11       | 7        | 9           | 42           | 1             | 1              |           |           | 2       | 42            | 22               | 23          | 27     | 18       |
| NUMBER OF RESPONDENTS | 45            | 637          | 4        | 8        | 6        | 11       | 7        | 9           | 42           | 1             | 1              |           |           | 2       | 42            | 22               | 23          | 27     | 18       |
|                       | 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     |             |
|-------------------------|-------------|---------------|--------------|------------|------------|------------|------------|------------|-------------|--------------|-----------|---------------|----------------|-----------|------------|-----------|-------------|------------------|-------------|------------|-------------|
|                         |             | INHE 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    |
| NQ13                    |             |               |              |            |            |            |            |            |             |              |           |               |                |           |            |           |             |                  |             |            |             |
| 0-6                     | 49<br>19%   | 821<br>21%    | 3<br>15%     | 11<br>30%  | 10<br>23%  | 11<br>18%  | 10<br>20%  | 1<br>3%    | 40<br>19%   | ~            | ~         | ~             | ~              | 1<br>20%  | 5<br>33%   | 45<br>~   | 19%         | 22<br>17%        | 24<br>20%   | 15<br>17%  | 31<br>20%   |
| 7-8                     | 89<br>35%   | 1319<br>34%   | 10<br>50%    | 13<br>35%  | 13<br>30%  | 24<br>39%  | 17<br>34%  | 8<br>25%   | 77<br>36%   | 1<br>50%     | ~         | ~             | ~              | 1<br>20%  | 6<br>40%   | 1<br>25%  | 83<br>35%   | 46<br>36%        | 40<br>34%   | 28<br>31%  | 57<br>37%   |
| 9-10                    | 114<br>45%  | 1746<br>45%   | 7<br>35%     | 13<br>35%  | 20<br>47%  | 26<br>43%  | 23<br>46%  | 23<br>72%  | 99<br>46%   | 1<br>50%     | 2<br>100% | 2<br>100%     | 2<br>100%      | 3<br>60%  | 4<br>27%   | 3<br>75%  | 109<br>46%  | 59<br>46%        | 55<br>46%   | 46<br>52%  | 66<br>43%   |
| VALID CASES             | 252         | 3886          | 20           | 37         | 43         | 61         | 50         | 32         | 216         | 2            | 2         | 2             | 2              | 5         | 15         | 4         | 237         | 127              | 119         | 89         | 154         |
| NUMBER OF RESPONDENTS   | 252<br>100% | 3886<br>100%  | 20<br>100%   | 37<br>100% | 43<br>100% | 61<br>100% | 50<br>100% | 32<br>100% | 216<br>100% | 2<br>100%    | 2<br>100% | 2<br>100%     | 2<br>100%      | 5<br>100% | 15<br>100% | 4<br>100% | 237<br>100% | 127<br>100%      | 119<br>100% | 89<br>100% | 154<br>100% |
| MEAN                    | 2.26        | 2.24          | 2.20         | 2.05       | 2.23       | 2.25       | 2.26       | 2.69       | 2.27        | 2.50         | 3.00      | 3.00          | 3.00           | 2.40      | 1.93       | 2.75      | 2.27        | 2.29             | 2.26        | 2.35       | 2.23        |
| p stat_(*=Sig @ p<=.05) |             | .676          | ~            | ~          | ~.886      | .983       | ~          | ~          | ~           | ~            | ~         | ~             | ~              | ~         | ~          | ~         | ~.485       | .960             | .164        | .426       |             |

[ASKED IF Q7 >= 1 TIME]

NQ23 RATING OF PERSONAL DOCTOR

|                         | INHE 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- WHT | AS- IAN   | NATV HAW/ PAC ILND | AMER IND/ ALSK | MUL- OTHR | TI        | HIS- IC    | NOT HIS- IC | EX & VERY GOOD & FAIR & POOR | FE- MALE    |             |            |             |
| NQ23 0-6                | 41<br>15%     | 644<br>16%   | 5<br>19%   | 11<br>24%  | 6<br>14%   | 8<br>13%   | 6<br>12%   | 4<br>12%    | 38<br>16%        | ~         | ~                  | ~              | ~         | ~         | 2<br>12%   | 1<br>25%    | 38<br>15%                    | 22<br>15%   | 18<br>15%   | 16<br>16%  | 24<br>14%   |
| 7-8                     | 77<br>28%     | 927<br>23%   | 8<br>30%   | 14<br>30%  | 15<br>35%  | 14<br>22%  | 16<br>32%  | 7<br>21%    | 64<br>27%        | 1<br>50%  | 2<br>50%           | ~              | ~         | ~         | 7<br>41%   | ~           | 73<br>28%                    | 41<br>28%   | 34<br>29%   | 28<br>29%  | 46<br>28%   |
| 9-10                    | 154<br>57%    | 2413<br>61%  | 14<br>52%  | 21<br>46%  | 22<br>51%  | 41<br>65%  | 28<br>56%  | 23<br>68%   | 132<br>56%       | 1<br>50%  | 2<br>50%           | 1<br>100%      | 3<br>100% | 3<br>100% | 8<br>47%   | 3<br>75%    | 146<br>57%                   | 84<br>57%   | 67<br>56%   | 53<br>55%  | 96<br>58%   |
| VALID CASES             | 272           | 3984         | 27         | 46         | 43         | 63         | 50         | 34          | 234              | 2         | 4                  | 1              | 3         | 3         | 17         | 4           | 257                          | 147         | 119         | 97         | 166         |
| NUMBER OF RESPONDENTS   | 272<br>100%   | 3984<br>100% | 27<br>100% | 46<br>100% | 43<br>100% | 63<br>100% | 50<br>100% | 34<br>100%  | 234<br>100%      | 2<br>100% | 4<br>100%          | 1<br>100%      | 3<br>100% | 3<br>100% | 17<br>100% | 4<br>100%   | 257<br>100%                  | 147<br>100% | 119<br>100% | 97<br>100% | 166<br>100% |
| MEAN                    | 2.42          | 2.44         | 2.33       | 2.22       | 2.37       | 2.52       | 2.44       | 2.56        | 2.40             | 2.50      | 2.50               | 3.00           | 3.00      | 3.00      | 2.35       | 2.50        | 2.42                         | 2.42        | 2.41        | 2.38       | 2.43        |
| p stat_(*=Sig @ p<=.05) |               | .526         | ~          | ~          | ~.177      | .788       | ~          | ~           | ~                | ~         | ~                  | ~              | ~         | ~         | ~          | ~           | ~                            | .879        | .943        | .577       | .612        |

[ASKED IF Q15 = YES]



NQ27 RATING OF SPECIALIST SEEN MOST OFTEN

|                         | INHE<br>TOT<br>ADLT | OHP<br>TOT<br>ADLT | AGE            |                |                |                |                | RACE              |                    |                     |                      |            |     | ETHNIC-<br>ITY |                   | HEALTH<br>STATUS                               |                   | GENDER     |             |            |            |
|-------------------------|---------------------|--------------------|----------------|----------------|----------------|----------------|----------------|-------------------|--------------------|---------------------|----------------------|------------|-----|----------------|-------------------|--|-------------------|------------|-------------|------------|------------|
|                         |                     |                    | 18<br>TO<br>24 | 25<br>TO<br>34 | 35<br>TO<br>44 | 45<br>TO<br>54 | 55<br>TO<br>64 | 65<br>AND<br>OVER | BLCK<br>OR<br>AFR- | NATV<br>HAW/<br>PAC | AMER<br>IND/<br>ALSK | MUL-<br>TI | OTH | HIS-<br>IC     | NOT<br>HIS-<br>IC | EX &<br>VERY<br>GOOD<br>&<br>FAIR<br>&<br>POOR | GOOD<br>&<br>POOR | MALE       | FE-<br>MALE |            |            |
| NQ27<br>0-6             | 11<br>9%            | 230<br>13%         | 4<br>~ 27%     | 3<br>12%       | 3<br>8%        | ~              | 10<br>10%      | ~                 | ~                  | ~                   | ~                    | ~          | ~   | 10<br>9%       | 4<br>8%           | 7<br>9%  | 2<br>6%           | 8<br>9%    |             |            |            |
| 7-8                     | 43<br>34%           | 475<br>27%         | 3<br>27%       | 3<br>20%       | 9<br>36%       | 12<br>33%      | 11<br>58%      | 4<br>25%          | 36<br>34%          | ~                   | ~                    | ~          | ~   | 6<br>50%       | 1<br>25%          | 41<br>35%                                      | 19<br>38%         | 24<br>32%  | 15<br>44%   | 27<br>31%  |            |
| 9-10                    | 71<br>57%           | 1078<br>60%        | 8<br>73%       | 8<br>53%       | 13<br>52%      | 21<br>58%      | 8<br>42%       | 12<br>75%         | 59<br>56%          | 1<br>100%           | 1<br>100%            | 2<br>100%  | ~   | 1<br>100%      | 6<br>50%          | 3<br>75%                                       | 66<br>56%         | 27<br>54%  | 43<br>58%   | 17<br>50%  | 52<br>60%  |
| VALID CASES             | 125                 | 1782               | 11             | 15             | 25             | 36             | 19             | 16                | 105                | 1                   | 1                    | 2          | ~   | 1              | 12                | 4  | 117               | 50         | 74          | 34         | 87         |
| NUMBER OF RESPONDENTS   | 125<br>100%         | 1782<br>100%       | 11<br>100%     | 15<br>100%     | 25<br>100%     | 36<br>100%     | 19<br>100%     | 16<br>100%        | 105<br>100%        | 1<br>100%           | 1<br>100%            | 2<br>100%  | ~   | 1<br>100%      | 12<br>100%        | 4<br>100%                                      | 117<br>100%       | 50<br>100% | 74<br>100%  | 34<br>100% | 87<br>100% |
| MEAN                    | 2.48                | 2.48               | 2.73           | 2.27           | 2.40           | 2.50           | 2.42           | 2.75              | 2.47               | 3.00                | 3.00                 | 3.00       | ~   | 3.00           | 2.50              | 2.75   | 2.48              | 2.46       | 2.49        | 2.44       | 2.51       |
| p stat_(*=Sig @ p<=.05) |                     | .947               | ~              | ~              | ~              | ~              | ~              | ~                 | ~                  | ~                   | ~                    | ~          | ~   | ~              | ~                 | ~  | .782              | .895       | ~           | ~          |            |

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

NQ35 RATING OF HEALTH PLAN

|                         | INHE 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- | AS- IAN   | NATV HAW/ PAC | AMER IND/ ALSK | MUL- OTHR | TI        | HIS- IC    | NOT HIS- IC | EX & VERY GOOD & | FAIR & POOR | MALE        | FE- MALE    |             |
| NQ35                    |               |              |            |            |            |            |            |             |              |           |               |                |           |           |            |             |                  |             |             |             |             |
| 0-6                     | 70<br>22%     | 1152<br>23%  | 7<br>20%   | 14<br>26%  | 13<br>24%  | 18<br>25%  | 13<br>21%  | 3<br>9%     | 57<br>21%    | ~         | ~             | ~              | ~         | 2<br>25%  | 9<br>43%   | 1<br>11%    | 66<br>22%        | 34<br>19%   | 34<br>24%   | 23<br>19%   | 44<br>23%   |
| 7-8                     | 121<br>38%    | 1595<br>32%* | 19<br>54%  | 25<br>47%  | 21<br>38%  | 27<br>38%  | 18<br>29%  | 8<br>24%    | 104<br>38%   | 2<br>67%  | 2<br>67%      | ~              | 1<br>33%  | 3<br>38%  | 5<br>24%   | 3<br>33%    | 113<br>38%       | 76<br>43%*  | 42<br>30%*  | 48<br>39%   | 70<br>37%   |
| 9-10                    | 131<br>41%    | 2187<br>44%  | 9<br>26%   | 14<br>26%* | 21<br>38%  | 27<br>38%  | 32<br>51%  | 23<br>68%   | 110<br>41%   | 1<br>33%  | 1<br>33%      | 2<br>100%      | 2<br>67%  | 3<br>38%  | 7<br>33%   | 5<br>56%    | 120<br>40%       | 66<br>38%   | 63<br>45%   | 53<br>43%   | 74<br>39%   |
| VALID CASES             | 322           | 4933         | 35         | 53         | 55         | 72         | 63         | 34          | 271          | 3         | 3             | 2              | 3         | 8         | 21         | 9           | 299              | 176         | 139         | 124         | 188         |
| NUMBER OF RESPONDENTS   | 322<br>100%   | 4933<br>100% | 35<br>100% | 53<br>100% | 55<br>100% | 72<br>100% | 63<br>100% | 34<br>100%  | 271<br>100%  | 3<br>100% | 3<br>100%     | 2<br>100%      | 3<br>100% | 8<br>100% | 21<br>100% | 9<br>100%   | 299<br>100%      | 176<br>100% | 139<br>100% | 124<br>100% | 188<br>100% |
| MEAN                    | 2.19          | 2.21         | 2.06       | 2.00       | 2.15       | 2.12       | 2.30       | 2.59        | 2.20         | 2.33      | 2.33          | 3.00           | 2.67      | 2.13      | 1.90       | 2.44        | 2.18             | 2.18        | 2.21        | 2.24        | 2.16        |
| p stat_(*=Sig @ p<=.05) |               | .637         | ~          | .045*      | .642       | .429       | .212       | ~           | .742         | ~         | ~             | ~              | ~         | ~         | ~          | ~           | ~                | .847        | .701        | .328        | .407        |

NQ35Z RATING OF INTERPRETER

|                         | INHE<br>TOT<br>ADLT | OHP<br>TOT<br>ADLT | AGE            |                |                |                |                | RACE              |                    |            |                             |                              | ETHNIC-<br>ITY |            | HEALTH<br>STATUS |                           | GENDER   |                   |           |
|-------------------------|---------------------|--------------------|----------------|----------------|----------------|----------------|----------------|-------------------|--------------------|------------|-----------------------------|------------------------------|----------------|------------|------------------|---------------------------|--|-------------------|-----------|
|                         |                     |                    | 18<br>TO<br>24 | 25<br>TO<br>34 | 35<br>TO<br>44 | 45<br>TO<br>54 | 55<br>TO<br>64 | 65<br>AND<br>OVER | BLCK<br>OR<br>AFR- | AS-<br>IAN | NATV<br>HAW/<br>PAC<br>ILND | AMER<br>IND/<br>ALSK<br>NATV | OTHR           | MUL-<br>TI | HIS-<br>IC       | NOT<br>HIS-<br>PAN-<br>IC | EX &<br>VERY<br>GOOD<br>&<br>FAIR<br>&<br>POOR | GOOD<br>&<br>POOR | MALE      |
| NQ35Z<br>0-6            |                     | 6<br>8%            | ~              | ~              | ~              | ~              | ~              | ~                 | ~                  | ~          | ~                           | ~                            | ~              | ~          | ~                | ~                         | ~  | ~                 | ~         |
| 7-8                     | 1<br>50%            | 26<br>31%          | ~              | 1<br>~100%     | ~              | ~              | ~              | ~                 | ~                  | ~          | ~                           | ~                            | ~              | 1<br>50%   | ~                | 1<br>50%                  | ~  | 1<br>~100%        | ~         |
| 9-10                    | 1<br>50%            | 52<br>62%          | ~              | ~              | ~              | 1<br>~100%     | ~              | ~                 | ~                  | ~          | ~                           | ~                            | ~              | 1<br>50%   | ~                | 1<br>50%                  | ~  | 1<br>~100%        | ~         |
| VALID CASES             | 2                   | 85                 |                | 1              |                | 1              |                |                   |                    |            | 2                           |                              |                | 2          |                  | 2                         |  | 1                 | 1         |
| NUMBER OF RESPONDENTS   | 2<br>100%           | 85<br>100%         |                | 1<br>100%      |                | 1<br>100%      |                |                   |                    |            | 2<br>100%                   |                              |                | 2<br>100%  |                  | 2<br>100%                 |  | 1<br>100%         | 1<br>100% |
| MEAN                    | 2.50                | 2.54               |                | 2.00           |                | 3.00           |                |                   |                    |            | 2.50                        |                              |                | 2.50       |                  | 2.50                      |  | 3.00              | 2.00      |
| 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      |             |      |
|-------------------------|------|---------------------|--------------------|----------------|----------------|----------------|----------------|----------------|-------------------|--------------------|------------|---------------------|----------------------|--------------------|------------|---------------------------|--|-------------------|-------------|-------------|------|
|                         |      | INHE<br>TOT<br>ADLT | OHP<br>TOT<br>ADLT | 18<br>TO<br>24 | 25<br>TO<br>34 | 35<br>TO<br>44 | 45<br>TO<br>54 | 55<br>TO<br>64 | 65<br>AND<br>OVER | BLCK<br>OR<br>AFR- | AS-<br>IAN | NATV<br>HAW/<br>PAC | AMER<br>IND/<br>ALSK | MUL-<br>OTHR<br>TI | HIS-<br>IC | NOT<br>HIS-<br>PAN-<br>IC | EX &<br>VERY<br>GOOD<br>&<br>FAIR<br>&<br>POOR | GOOD<br>&<br>POOR | FE-<br>MALE | FE-<br>MALE |      |
| NPRBSEE4 NQ25           | 2.35 | 2.27                | 2.55               | 2.50           | 2.38           | 2.33           | 2.22           | 2.47           | 2.39              | 2.00               | 2.00       | 2.00                | 3.00                 | 2.33               | 2.75       | 2.36                      | 2.49   | 2.28              | 2.24        | 2.43        |      |
| p stat_(*=Sig @ p<=.05) | .211 |                     | ~                  | ~              | ~              | ~              | ~              | ~              | ~                 | ~                  | ~          | ~                   | ~                    | ~                  | ~          | ~                         | .083   | .161              | ~           | ~           |      |
| NCARNES4 NQ14           | 2.37 | 2.31                | 2.33               | 2.14           | 2.29           | 2.40           | 2.41           | 2.77           | 2.38              | 2.50               | 2.50       | 3.00                | 3.00                 | 2.40               | 2.27       | 2.50                      | 2.38   | 2.33              | 2.42        | 2.47        | 2.33 |
| p stat_(*=Sig @ p<=.05) | .216 |                     | ~                  | ~              | ~.709          | .638           | ~              | ~              | ~                 | ~                  | ~          | ~                   | ~                    | ~                  | ~          | ~                         | ~.363  | .256              | .096        | .245        |      |
| COMPOSITE               | 2.36 | 2.29                | 2.44               | 2.32           | 2.34           | 2.37           | 2.31           | 2.62           | 2.38              | 2.25               | 2.25       | 2.50                | 3.00                 | 2.70               | 2.30       | 2.63                      | 2.37   | 2.41              | 2.35        | 2.35        | 2.38 |
| p stat_(*=Sig @ p<=.05) | .101 |                     | ~                  | ~              | ~.937          | .429           | ~              | ~              | ~                 | ~                  | ~          | ~                   | ~                    | ~                  | ~          | ~                         | ~.126  | .716              | .867        | .534        |      |

GETTING CARE QUICKLY

|                         | INHE<br>TOT<br>ADLT | OHP<br>TOT<br>ADLT | AGE            |                |                |                |                | RACE              |                    |            |                     |                      |              | ETHNIC-<br>ITY |            | HEALTH<br>STATUS  |  | GENDER            |             |             |      |      |
|-------------------------|---------------------|--------------------|----------------|----------------|----------------|----------------|----------------|-------------------|--------------------|------------|---------------------|----------------------|--------------|----------------|------------|-------------------|--|-------------------|-------------|-------------|------|------|
|                         |                     |                    | 18<br>TO<br>24 | 25<br>TO<br>34 | 35<br>TO<br>44 | 45<br>TO<br>54 | 55<br>TO<br>64 | 65<br>AND<br>OVER | BLCK<br>OR<br>AFR- | AS-<br>IAN | NATV<br>HAW/<br>PAC | AMER<br>IND/<br>ALSK | MUL-<br>OTHR | TI             | HIS-<br>IC | NOT<br>HIS-<br>IC | EX &<br>VERY<br>GOOD<br>&<br>FAIR<br>&<br>POOR | GOOD<br>&<br>POOR | FE-<br>MALE | FE-<br>MALE |      |      |
| NCARSN4 NQ4             | 2.39                | 2.38               | 2.64           | 2.06           | 2.39           | 2.32           | 2.37           | 2.86              | 2.38               | 3.00       | 2.00                | 3.00                 | 3.00         | 3.00           | 3.00       | 2.33              | 3.00   | 2.40              | 2.45        | 2.37        | 2.27 | 2.46 |
| p stat_(*=Sig @ p<=.05) |                     | .829               | ~              | ~              | ~              | ~              | ~              | ~                 | ~                  | ~          | ~                   | ~                    | ~            | ~              | ~          | ~                 | ~  | ~                 | .464        | .786        | ~    | ~    |
| NAPGET4 NQ6             | 2.36                | 2.29               | 2.50           | 2.23           | 2.44           | 2.35           | 2.28           | 2.52              | 2.36               | 2.50       | 2.00                | 3.00                 | 2.00         | 2.50           | 2.46       | 2.50              | 2.37   | 2.43              | 2.30        | 2.34        | 2.38 |      |
| p stat_(*=Sig @ p<=.05) |                     | .208               | ~              | ~              | ~.902          | ~              | ~              | ~                 | ~                  | ~          | ~                   | ~                    | ~            | ~              | ~          | ~                 | ~  | ~                 | .177        | .323        | .800 | .651 |
| COMPOSITE               | 2.37                | 2.33               | 2.57           | 2.14           | 2.41           | 2.33           | 2.32           | 2.69              | 2.37               | 2.75       | 2.00                | 3.00                 | 2.50         | 2.75           | 2.40       | 2.75              | 2.39   | 2.44              | 2.34        | 2.31        | 2.42 |      |
| p stat_(*=Sig @ p<=.05) |                     | .420               | ~              | ~              | ~.558          | ~              | ~              | ~                 | ~                  | ~          | ~                   | ~                    | ~            | ~              | ~          | ~                 | ~  | ~                 | .079        | .370        | .193 | .149 |

HOW WELL DOCTORS COMMUNICATE

|                         | AGE                 |                    |                |                |                |                |                | RACE              |                    |            |                     |                      |       | ETHNICITY  |            | HEALTH STATUS             |  | GENDER            |             |             |      |
|-------------------------|---------------------|--------------------|----------------|----------------|----------------|----------------|----------------|-------------------|--------------------|------------|---------------------|----------------------|-------|------------|------------|---------------------------|--|-------------------|-------------|-------------|------|
|                         | INHE<br>TOT<br>ADLT | OHP<br>TOT<br>ADLT | 18<br>TO<br>24 | 25<br>TO<br>34 | 35<br>TO<br>44 | 45<br>TO<br>54 | 55<br>TO<br>64 | 65<br>AND<br>OVER | BLCK<br>OR<br>AFR- | AS-<br>IAN | NATV<br>HAW/<br>PAC | AMER<br>IND/<br>ALSK | OTHER | MUL-<br>TI | HIS-<br>IC | NOT<br>HIS-<br>PAN-<br>IC | EX &<br>VERY<br>GOOD<br>&<br>FAIR<br>&<br>POOR | GOOD<br>&<br>POOR | FE-<br>MALE | FE-<br>MALE |      |
| NDREXPL4 NQ17           | 2.59                | 2.60               | 2.53           | 2.34           | 2.61           | 2.66           | 2.64           | 2.64              | 2.59               | 3.00       | 2.33                | 3.00                 | 3.00  | 3.00       | 2.43       | 3.00                      | 2.59   | 2.62              | 2.55        | 2.65        | 2.55 |
| p stat_(*=Sig @ p<=.05) | .807                |                    | ~              | ~              | ~.307          | ~              | ~              | ~                 | ~                  | ~          | ~                   | ~                    | ~     | ~          | ~          | ~                         | ~.470  | .461              | .288        | .267        |      |
| NDRLSTN4 NQ18           | 2.51                | 2.57               | 2.53           | 2.49           | 2.45           | 2.43           | 2.65           | 2.67              | 2.55               | 2.50       | 2.33                | 3.00                 | 3.00  | 2.50       | 2.13       | 3.00                      | 2.54   | 2.61              | 2.43        | 2.61        | 2.48 |
| p stat_(*=Sig @ p<=.05) | .188                |                    | ~              | ~              | ~.293          | ~              | ~              | ~                 | ~                  | ~          | ~                   | ~                    | ~     | ~          | ~          | ~                         | ~.025*   | .080              | .081        | .305        |      |
| NDRESPU4 NQ19           | 2.55                | 2.65               | 2.53           | 2.46           | 2.47           | 2.59           | 2.65           | 2.64              | 2.57               | 3.00       | 2.67                | 3.00                 | 3.00  | 2.50       | 2.40       | 3.00                      | 2.58   | 2.61              | 2.51        | 2.65        | 2.52 |
| p stat_(*=Sig @ p<=.05) | .017*               |                    | ~              | ~              | ~.664          | ~              | ~              | ~                 | ~                  | ~          | ~                   | ~                    | ~     | ~          | ~          | ~                         | ~.238  | .397              | .106        | .290        |      |
| NDRTMEN4 NQ20           | 2.46                | 2.46               | 2.47           | 2.37           | 2.37           | 2.49           | 2.54           | 2.56              | 2.49               | 3.00       | 1.67                | 3.00                 | 3.00  | 3.00       | 2.20       | 3.00                      | 2.47   | 2.54              | 2.40        | 2.52        | 2.44 |
| p stat_(*=Sig @ p<=.05) | .960                |                    | ~              | ~              | ~.684          | ~              | ~              | ~                 | ~                  | ~          | ~                   | ~                    | ~     | ~          | ~          | ~                         | ~.082  | .198              | .342        | .692        |      |
| COMPOSITE               | 2.53                | 2.57               | 2.52           | 2.41           | 2.47           | 2.54           | 2.62           | 2.63              | 2.55               | 2.88       | 2.25                | 3.00                 | 3.00  | 2.75       | 2.29       | 3.00                      | 2.54   | 2.59              | 2.47        | 2.61        | 2.50 |
| p stat_(*=Sig @ p<=.05) | .538                |                    | ~              | ~              | ~.868          | ~              | ~              | ~                 | ~                  | ~          | ~                   | ~                    | ~     | ~          | ~          | ~                         | ~.147  | .261              | .186        | .388        |      |

CUSTOMER SERVICE

|                         | INHE<br>TOT<br>ADLT | OHP<br>TOT<br>ADLT | AGE            |                |                |                |                |                   | RACE               |            |                     |                      |              |      | ETHNIC-<br>ITY |                   | HEALTH<br>STATUS                               |                   | GENDER      |             |
|-------------------------|---------------------|--------------------|----------------|----------------|----------------|----------------|----------------|-------------------|--------------------|------------|---------------------|----------------------|--------------|------|----------------|-------------------|--|-------------------|-------------|-------------|
|                         |                     |                    | 18<br>TO<br>24 | 25<br>TO<br>34 | 35<br>TO<br>44 | 45<br>TO<br>54 | 55<br>TO<br>64 | 65<br>AND<br>OVER | BLCK<br>OR<br>AFR- | AS-<br>IAN | NATV<br>HAW/<br>PAC | AMER<br>IND/<br>ALSK | MUL-<br>OTHR | TI   | HIS-<br>IC     | NOT<br>HIS-<br>IC | EX &<br>VERY<br>GOOD<br>&<br>FAIR<br>&<br>POOR | GOOD<br>&<br>POOR | FE-<br>MALE | FE-<br>MALE |
| NPBCLCS4 NQ31           | 2.27                | 2.14               | 1.83           | 2.08           | 2.62           | 2.47           | 2.36           | 1.83              | 2.30               | 1.00       | 3.00                | 2.50                 | 2.17         | 2.00 | 2.33           | 2.15              | 2.39   | 2.48              | 2.19        |             |
| p stat_(*=Sig @ p<=.05) |                     | .163               | ~              | ~              | ~              | ~              | ~              | ~                 | ~                  | ~          | ~                   | ~                    | ~            | ~    | ~              | ~                 | ~  | ~                 | ~           |             |
| NCSRESP NQ32            | 2.69                | 2.59               | 2.33           | 2.54           | 2.69           | 2.84           | 2.75           | 2.83              | 2.71               | 2.00       | 3.00                | 2.50                 | 2.67         | 2.50 | 2.72           | 2.76              | 2.62   | 2.80              | 2.64        |             |
| p stat_(*=Sig @ p<=.05) |                     | .193               | ~              | ~              | ~              | ~              | ~              | ~                 | ~                  | ~          | ~                   | ~                    | ~            | ~    | ~              | ~                 | ~  | ~                 | ~           |             |
| COMPOSITE               | 2.48                | 2.37               | 2.08           | 2.31           | 2.65           | 2.66           | 2.56           | 2.33              | 2.50               | x 1.50     | 3.00                | x 2.50               | 2.42         | 2.25 | 2.53           | 2.45              | 2.51   | 2.64              | 2.41        |             |
| p stat_(*=Sig @ p<=.05) |                     | .221               | ~              | ~              | ~              | ~              | ~              | ~                 | ~                  | ~          | ~                   | ~                    | ~            | ~    | ~              | ~                 | ~  | ~                 | ~           |             |

SHARED DECISION MAKING

|                         |                     | AGE                |                |                |                |                |                |                   | RACE               |            |                     |                      |            |       |            | ETHNIC-<br>ITY    | HEALTH<br>STATUS                               |                   | GENDER      |             |
|-------------------------|---------------------|--------------------|----------------|----------------|----------------|----------------|----------------|-------------------|--------------------|------------|---------------------|----------------------|------------|-------|------------|-------------------|--|-------------------|-------------|-------------|
|                         | INHE<br>TOT<br>ADLT | OHP<br>TOT<br>ADLT | 18<br>TO<br>24 | 25<br>TO<br>34 | 35<br>TO<br>44 | 45<br>TO<br>54 | 55<br>TO<br>64 | 65<br>AND<br>OVER | BLCK<br>OR<br>AFR- | AS-<br>IAN | NATV<br>HAW/<br>PAC | AMER<br>IND/<br>ALSK | MUL-<br>TI | OTHER | HIS-<br>IC | NOT<br>HIS-<br>IC | EX &<br>VERY<br>GOOD<br>&<br>FAIR<br>&<br>POOR | GOOD<br>&<br>POOR | FE-<br>MALE | FE-<br>MALE |
| NRXWHY NQ10             | 2.31                | 2.23               | 2.20           | 2.11           | 2.53           | 2.26           | 2.33           | 2.40              | 2.28               | 3.00       | 3.00                | 3.00                 | 3.00       | 3.00  | 2.36       | 2.31              | 2.21   | 2.40              | 2.28        | 2.33        |
| p stat_(*=Sig @ p<=.05) |                     | .190               | ~              | ~              | ~              | ~              | ~              | ~                 | ~                  | ~          | ~                   | ~                    | ~          | ~     | ~          | ~                 | .155   | .106              | .769        | .637        |
| NRXWYNT NQ11            | 1.88                | 1.87               | 1.50           | 1.56           | 2.03           | 1.95           | 2.00           | 2.13              | 1.88               | 1.00       | 3.00                | 2.50                 | 3.00       | 1.00  | 1.91       | 1.89              | 1.78   | 1.99              | 1.92        | 1.87        |
| p stat_(*=Sig @ p<=.05) |                     | .851               | ~              | ~              | ~              | ~              | ~              | ~                 | ~                  | ~          | ~                   | ~                    | ~          | ~     | ~          | ~                 | .132   | .066              | .645        | .704        |
| NRXBST NQ12             | 2.51                | 2.44               | 2.80           | 2.48           | 2.73           | 2.51           | 2.38           | 2.07              | 2.52               | 3.00       | 3.00                | 3.00                 | 3.00       | 1.00  | 2.27       | 2.51              | 2.61   | 2.44              | 2.35        | 2.58        |
| p stat_(*=Sig @ p<=.05) |                     | .365               | ~              | ~              | ~              | ~              | ~              | ~                 | ~                  | ~          | ~                   | ~                    | ~          | ~     | ~          | ~                 | .209   | .253              | .101        | .157        |
| COMPOSITE               | 2.23                | 2.18               | 2.17           | 2.05           | 2.43           | 2.24           | 2.24           | 2.20              | 2.23               | 2.33       | 3.00                | 2.83                 | 3.00       | 1.67  | 2.18       | x 2.24            | 2.20   | 2.27              | 2.18        | 2.26        |
| p stat_(*=Sig @ p<=.05) |                     | .489               | ~              | ~              | ~              | ~              | ~              | ~                 | ~                  | ~          | ~                   | ~                    | ~          | ~     | ~          | ~                 | .570   | .420              | .535        | .539        |



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

|             |               |              | AGE      |          |          |          |          |             | RACE         |         |                |                |           |      | ETHNICITY |             | HEALTH STATUS    |             | GENDER   |      |      |
|-------------|---------------|--------------|----------|----------|----------|----------|----------|-------------|--------------|---------|----------------|----------------|-----------|------|-----------|-------------|------------------|-------------|----------|------|------|
|             | INHE 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 |      |
| PRBSEE4 Q25 | 84%           | 78%          | 91%      | 88%      | 88%      | 78%      | 83%      | 93%         | 85%          | 100%    | 100%           | 50%            |           | 100% | 83%       | 100%        | 84%              | 89%         | 82%      | 78%  | 88%  |
| CARNES4 Q14 | 87%           | 82%          | 90%      | 78%      | 88%      | 85%      | 88%      | 100%        | 87%          | 100%    | 100%           | 100%           | 100%      | 80%  | 100%      | 87%         | 85%              | 90%         | 91%      | 86%  |      |
| AVERAGE     | 85.5          | 79.8         | 90.7     | 82.9     | 88.3     | 81.4     | 85.4     | 96.7        | 86.4         | 100     | 100            | 75.0           | 100       | 100  | 81.7      | 100         | 85.9             | 86.9        | 85.7     | 84.7 | 86.6 |

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

|           | INHE<br>TOT<br>ADLT | OHP<br>TOT<br>ADLT | AGE            |                |                |                |                |                   | RACE               |            |                     |                      |            |      | ETHNIC-<br>ITY |                   | HEALTH<br>STATUS                               |             | GENDER      |      |      |
|-----------|---------------------|--------------------|----------------|----------------|----------------|----------------|----------------|-------------------|--------------------|------------|---------------------|----------------------|------------|------|----------------|-------------------|--|-------------|-------------|------|------|
|           |                     |                    | 18<br>TO<br>24 | 25<br>TO<br>34 | 35<br>TO<br>44 | 45<br>TO<br>54 | 55<br>TO<br>64 | 65<br>AND<br>OVER | BLCK<br>OR<br>AFR- | AS-<br>IAN | NATV<br>HAW/<br>PAC | AMER<br>IND/<br>ALSK | MUL-<br>TI | OTH- | HIS-<br>IC     | NOT<br>HIS-<br>IC | EX &<br>VERY<br>GOOD<br>&<br>FAIR<br>&<br>POOR | FE-<br>MALE | FE-<br>MALE |      |      |
| CARSN4 Q4 | 84%                 | 82%                | 100%           | 71%            | 83%            | 82%            | 83%            | 100%              | 83%                | 100%       | 100%                | 100%                 | 100%       | 100% | 92%            | 100%              | 85%  | 84%         | 85%         | 75%  | 89%  |
| APGET4 Q6 | 81%                 | 79%                | 86%            | 77%            | 82%            | 82%            | 77%            | 88%               | 81%                | 100%       | 67%                 | 100%                 | 50%        | 75%  | 85%            | 100%              | 81%  | 84%         | 78%         | 78%  | 83%  |
| AVERAGE   | 82.4                | 80.1               | 93.2           | 73.9           | 82.3           | 82.1           | 80.0           | 94.0              | 82.2               | 100        | 66.7                | 100                  | 50.0       | 87.5 | 88.1           | 100               | 83.0   | 84.3        | 81.7        | 76.7 | 85.8 |

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

|             |      | AGE                 |                    |                |                |                |                |                | RACE              |                    |            |                     |                      |            |            | ETHNICITY                 |  | HEALTH STATUS     |             | GENDER      |      |     |
|-------------|------|---------------------|--------------------|----------------|----------------|----------------|----------------|----------------|-------------------|--------------------|------------|---------------------|----------------------|------------|------------|---------------------------|--|-------------------|-------------|-------------|------|-----|
|             |      | INHE<br>TOT<br>ADLT | OHP<br>TOT<br>ADLT | 18<br>TO<br>24 | 25<br>TO<br>34 | 35<br>TO<br>44 | 45<br>TO<br>54 | 55<br>TO<br>64 | 65<br>AND<br>OVER | BLCK<br>OR<br>AFR- | AS-<br>IAN | NATV<br>HAW/<br>PAC | AMER<br>IND/<br>ALSK | MUL-<br>TI | HIS-<br>IC | NOT<br>HIS-<br>PAN-<br>IC | EX &<br>VERY<br>GOOD<br>&<br>FAIR<br>&<br>POOR | GOOD<br>&<br>POOR | FE-<br>MALE | FE-<br>MALE |      |     |
| DREXPL4 Q17 | 92%  | 92%                 | 87%                | 86%            | 92%            | 95%            | 94%            | 94%            | 92%               | 100%               | 67%        | 100%                | 100%                 | 100%       | 93%        | 100%                      | 92%  | 92%               | 92%         | 92%         | 94%  | 91% |
| DRLSTN4 Q18 | 89%  | 89%                 | 87%                | 89%            | 84%            | 91%            | 94%            | 88%            | 90%               | 100%               | 100%       | 100%                | 100%                 | 100%       | 80%        | 100%                      | 90%  | 91%               | 87%         | 95%         | 86%  |     |
| DRESPU4 Q19 | 89%  | 91%                 | 87%                | 83%            | 87%            | 91%            | 94%            | 88%            | 89%               | 100%               | 100%       | 100%                | 100%                 | 100%       | 87%        | 100%                      | 90%  | 90%               | 88%         | 93%         | 87%  |     |
| DRTMEN4 Q20 | 88%  | 86%                 | 87%                | 83%            | 87%            | 93%            | 89%            | 91%            | 90%               | 100%               | 33%        | 100%                | 100%                 | 100%       | 73%        | 100%                      | 89%  | 90%               | 87%         | 94%         | 86%  |     |
| AVERAGE     | 89.5 | 89.3                | 86.7               | 85.0           | 87.5           | 92.6           | 92.6           | 90.1           | 90.2              | 100                | 75.0       | x                   | 100                  | 100        | 83.2       | 100                       | 90.2   | 90.9              | 88.2        | 93.7        | 87.6 |     |

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

|             | INHE<br>TOT<br>ADLT | OHP<br>TOT<br>ADLT | AGE            |                |                |                |                | RACE              |                    |            |                             |                              | ETHNIC-<br>ITY     |            | HEALTH<br>STATUS          |  | GENDER            |             |      |      |      |
|-------------|---------------------|--------------------|----------------|----------------|----------------|----------------|----------------|-------------------|--------------------|------------|-----------------------------|------------------------------|--------------------|------------|---------------------------|--|-------------------|-------------|------|------|------|
|             |                     |                    | 18<br>TO<br>24 | 25<br>TO<br>34 | 35<br>TO<br>44 | 45<br>TO<br>54 | 55<br>TO<br>64 | 65<br>AND<br>OVER | BLCK<br>OR<br>AFR- | AS-<br>IAN | NATV<br>HAW/<br>PAC<br>ILND | AMER<br>IND/<br>ALSK<br>NATV | MUL-<br>OTHR<br>TI | HIS-<br>IC | NOT<br>HIS-<br>PAN-<br>IC | EX &<br>VERY<br>GOOD<br>&<br>FAIR<br>&<br>POOR | GOOD<br>&<br>POOR | FE-<br>MALE | MALE |      |      |
| PBCLCS4 Q31 | 80%                 | 73%                | 50%            | 77%            | 85%            | 89%            | 100%           | 50%               | 81%                |            | 0%                          | 100%                         |                    | 100%       | 83%                       | 50%  | 83%               | 76%         | 83%  | 92%  | 74%  |
| CSRESP Q32  | 96%                 | 91%                | 83%            | 92%            | 92%            | 100%           | 100%           | 100%              | 95%                |            | 100%                        | 100%                         |                    | 100%       | 100%                      | 100%   | 95%               | 97%         | 95%  | 100% | 93%  |
| AVERAGE     | 87.9                | 82.1               | 66.7           | 84.6           | 88.5           | 94.7           | 100            | 75.0              | 87.8               | x          | x                           | 100                          | x                  | 100        | 91.7                      | 75.0   | 88.9              | 86.4        | 89.0 | 96.0 | 83.8 |

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

|            |                     |                    | AGE            |                |                |                |                |                   | RACE               |            |                             |                              |       |            | ETHNICITY  |                           | HEALTH STATUS                                  |      | GENDER |             |      |
|------------|---------------------|--------------------|----------------|----------------|----------------|----------------|----------------|-------------------|--------------------|------------|-----------------------------|------------------------------|-------|------------|------------|---------------------------|--|------|--------|-------------|------|
|            | INHE<br>TOT<br>ADLT | OHP<br>TOT<br>ADLT | 18<br>TO<br>24 | 25<br>TO<br>34 | 35<br>TO<br>44 | 45<br>TO<br>54 | 55<br>TO<br>64 | 65<br>AND<br>OVER | BLCK<br>OR<br>AFR- | AS-<br>IAN | NATV<br>HAW/<br>PAC<br>ILND | AMER<br>IND/<br>ALSK<br>NATV | OTHER | MUL-<br>TI | HIS-<br>IC | NOT<br>HIS-<br>PAN-<br>IC | EX &<br>VERY<br>GOOD<br>&<br>FAIR<br>&<br>POOR | GOOD | FAIR   | FE-<br>MALE | MALE |
| RXWHY Q10  | 83%                 | 80%                | 90%            | 85%            | 87%            | 79%            | 77%            | 93%               | 82%                | 100%       | 100%                        | 100%                         | 100%  | 100%       | 91%        | 83%                       | 79%  | 86%  | 81%    | 85%         |      |
| RXWYNT Q11 | 63%                 | 61%                | 50%            | 52%            | 70%            | 63%            | 67%            | 73%               | 63%                | 0%         | 100%                        | 100%                         | 100%  | 0%         | 64%        | 64%                       | 58%  | 67%  | 68%    | 61%         |      |
| FRXBST Q12 | 75%                 | 72%                | 90%            | 74%            | 87%            | 76%            | 69%            | 53%               | 76%                | 100%       | 100%                        | 100%                         | 100%  | 0%         | 64%        | 76%                       | 80%  | 72%  | 67%    | 79%         |      |
| AVERAGE    | 73.6                | 70.8               | 76.7           | 70.4           | 81.1           | 72.6           | 70.8           | 73.3              | 73.8               | x          | x                           | 100                          | x     | x          | 72.7       | x                         | 74.2   | 72.5 | 75.1   | 72.1        | 74.8 |

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

|                       |               |              | AGE  |      |      |      |             | RACE             |         |                    |                |              | ETHNICITY    |                  | HEALTH STATUS                |        | CCC SCREENER |      |      |
|-----------------------|---------------|--------------|------|------|------|------|-------------|------------------|---------|--------------------|----------------|--------------|--------------|------------------|------------------------------|--------|--------------|------|------|
|                       | INHE 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          |      |      |
| Q1 YES                | 346           | 5863         | 1    | 77   | 93   | 95   | 80          | 214              | 3       | 6                  | 8              | 17           | 43           | 103              | 218                          | 312    | 10           | 261  | 85   |
|                       | 100%          | 100%         | 100% | 100% | 100% | 100% | 100%        | 100%             | 100%    | 100%               | 100%           | 100%         | 100%         | 100%             | 100%                         | 100%   | 100%         | 100% | 100% |
| NOT ANSWERED          | 5             | 155          |      | 1    | 2    | 1    | 1           | 1                |         | 1                  |                |              |              | 4                | 1                            | 5      |              | 5    |      |
| VALID CASES           | 346           | 5863         | 1    | 77   | 93   | 95   | 80          | 214              | 3       | 6                  | 8              | 17           | 43           | 103              | 218                          | 312    | 10           | 261  | 85   |
| NUMBER OF RESPONDENTS | 351           | 6018         | 1    | 78   | 95   | 96   | 81          | 215              | 3       | 7                  | 9              | 17           | 43           | 107              | 219                          | 317    | 10           | 266  | 85   |
|                       | 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?

|                       |               |              | AGE        |              |            |            |             | RACE        |              |            |           |                | ETHNICITY  |            | HEALTH STATUS    |                       | CCC SCREENER |            |             |            |
|-----------------------|---------------|--------------|------------|--------------|------------|------------|-------------|-------------|--------------|------------|-----------|----------------|------------|------------|------------------|-----------------------|--------------|------------|-------------|------------|
|                       | INHE 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         |            |
| Q3 YES                | 113<br>34%    | 1775<br>30%  |            | 33<br>~ 45%* | 28<br>30%  | 21<br>23%* | 31<br>39%   | 76<br>36%   | 2<br>67%~    |            |           | 2<br>~ 22%~    | 5<br>31%~  | 15<br>36%~ | 32<br>30%        | 76<br>36%             | 104<br>34%~  | 5<br>50%~  | 68<br>27%*  | 45<br>53%* |
| NO                    | 224<br>66%    | 4117<br>70%  | 1<br>100%~ | 41<br>55%*   | 64<br>70%  | 69<br>77%* | 49<br>61%   | 134<br>64%  | 1<br>33%~    | 7<br>100%~ |           | 7<br>~ 78%~    | 11<br>69%~ | 27<br>64%~ | 73<br>70%        | 138<br>64%            | 206<br>66%~  | 5<br>50%~  | 184<br>73%* | 40<br>47%* |
| NOT ANSWERED          | 14            | 126          |            | 4            | 3          | 6          | 1           | 5           |              |            |           | 1              | 1          | 2          | 5                | 7                     |              | 14         |             |            |
| VALID CASES           | 337           | 5892         | 1          | 74           | 92         | 90         | 80          | 210         | 3            | 7          |           | 9              | 16         | 42         | 105              | 214                   | 310          | 10         | 252         | 85         |
| NUMBER OF RESPONDENTS | 351<br>100%   | 6018<br>100% | 1<br>100%  | 78<br>100%   | 95<br>100% | 96<br>100% | 81<br>100%  | 215<br>100% | 3<br>100%    | 7<br>100%  |           | 9<br>100%      | 17<br>100% | 43<br>100% | 107<br>100%      | 219<br>100%           | 317<br>100%  | 10<br>100% | 266<br>100% | 85<br>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 |           |            |            |
|-------------------------|---------------|--------------|-----|------------|------------|------------|-------------|------------|--------------|---------|-----------|----------------|-----------|------------|------------------|----------------|--------------|-----------|------------|------------|
|                         | INHE 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                | 2<br>2%       | 28<br>2%     | ~   | ~          | ~          | 10%~       | ~           | 1%~        | ~            | ~       | ~         | ~              | ~         | 7%~        | ~                | 2              | 2            | ~         | 2          | 5%~        |
| SOMETIMES               | 10<br>10%     | 167<br>10%   | ~   | 4<br>13%~  | 3<br>12%~  | 2<br>10%~  | 1<br>4%~    | 5<br>7%~   | ~            | ~       | ~         | 1<br>100%~     | 1<br>20%~ | 1<br>7%~   | 4<br>13%~        | 6<br>9%~       | 8<br>8%~     | 2<br>40%~ | 5<br>8%~   | 5<br>12%~  |
| USUALLY                 | 19<br>18%     | 270<br>16%   | ~   | 4<br>13%~  | 3<br>12%~  | 7<br>35%~  | 5<br>18%~   | 14<br>19%~ | ~            | ~       | ~         | ~              | 2<br>40%~ | 1<br>7%~   | 6<br>19%~        | 13<br>19%~     | 17<br>18%~   | 2<br>40%~ | 11<br>17%~ | 8<br>20%~  |
| ALWAYS                  | 74<br>70%     | 1252<br>73%  | ~   | 23<br>74%~ | 20<br>77%~ | 9<br>45%~  | 22<br>79%~  | 52<br>72%~ | 2<br>100%~   | ~       | ~         | ~              | 2<br>40%~ | 11<br>79%~ | 21<br>68%~       | 49<br>70%~     | 70<br>72%~   | 1<br>20%~ | 48<br>75%~ | 26<br>63%~ |
| #ALWAYS + USUALLY (NET) | 93<br>89%     | 1522<br>89%  | ~   | 27<br>87%~ | 23<br>88%~ | 16<br>80%~ | 27<br>96%~  | 66<br>92%~ | 2<br>100%~   | ~       | ~         | ~              | 4<br>80%~ | 12<br>86%~ | 27<br>87%~       | 62<br>89%~     | 87<br>90%~   | 3<br>60%~ | 59<br>92%~ | 34<br>83%~ |
| TOP BOX SCORE           | 74<br>70%     | 1252<br>73%  | ~   | 23<br>74%~ | 20<br>77%~ | 9<br>45%~  | 22<br>79%~  | 52<br>72%~ | 2<br>100%~   | ~       | ~         | ~              | 2<br>40%~ | 11<br>79%~ | 21<br>68%~       | 49<br>70%~     | 70<br>72%~   | 1<br>20%~ | 48<br>75%~ | 26<br>63%~ |
| NOT ANSWERED            | 8             | 136          |     | 2          | 2          | 1          | 3           | 4          |              |         |           |                | 1         | 1          | 1                | 6              | 7            |           | 4          | 4          |
| VALID CASES             | 105           | 1718         |     | 31         | 26         | 20         | 28          | 72         | 2            |         |           | 1              | 5         | 14         | 31               | 70             | 97           | 5         | 64         | 41         |
| NUMBER OF RESPONDENTS   | 113           | 1854         |     | 33         | 28         | 21         | 31          | 76         | 2            |         |           | 2              | 5         | 15         | 32               | 76             | 104          | 5         | 68         | 45         |
|                         | 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 FOR YOUR CHILD AT A DOCTOR'S OFFICE OR CLINIC?

|                       |               |              | AGE        |              |            |            |             | RACE        |              |           |             |                | ETHNICITY  |             | HEALTH STATUS    |                  | CCC SCREENER |             |            |
|-----------------------|---------------|--------------|------------|--------------|------------|------------|-------------|-------------|--------------|-----------|-------------|----------------|------------|-------------|------------------|------------------|--------------|-------------|------------|
|                       | INHE TOT CHLD | OHP TOT CHLD | <1         | 1-3          | 4-7        | 8-12       | 13 AND OVER | WHITE       | BLCK OR AFR- | AS- IAN   | NATV ILND   | AMER IND/ ALSK | MUL- TI    | HIS- IC     | NOT HIS- PAN- IC | EX & VERY GOOD & | FAIR & POOR  | NO CCC      | CCC        |
| Q5                    |               |              |            |              |            |            |             |             |              |           |             |                |            |             |                  |                  |              |             |            |
| YES                   | 215<br>64%    | 3764<br>65%  | 1<br>100%~ | 59<br>79%*   | 67<br>73%* | 44<br>49%* | 44<br>56%   | 143<br>67%  | 2<br>67%~    | 5<br>71%~ | 6<br>~ 67%~ | 6<br>38%~      | 24<br>57%~ | 61<br>59%   | 141<br>65%       | 196<br>63%~      | 6<br>60%~    | 157<br>62%  | 58<br>69%  |
| NO                    | 121<br>36%    | 2063<br>35%  |            | 16<br>~ 21%* | 25<br>27%* | 46<br>51%* | 34<br>44%   | 69<br>33%   | 1<br>33%~    | 2<br>29%~ | 3<br>~ 33%~ | 10<br>63%~     | 18<br>43%~ | 42<br>41%   | 76<br>35%        | 115<br>37%~      | 4<br>40%~    | 95<br>38%   | 26<br>31%  |
| NOT ANSWERED          | 15            | 192          |            | 3            | 3          | 6          | 3           | 3           |              |           |             | 1              | 1          | 4           | 2                | 6                |              | 14          | 1          |
| VALID CASES           | 336           | 5826         | 1          | 75           | 92         | 90         | 78          | 212         | 3            | 7         | 9           | 16             | 42         | 103         | 217              | 311              | 10           | 252         | 84         |
| NUMBER OF RESPONDENTS | 351<br>100%   | 6018<br>100% | 1<br>100%  | 78<br>100%   | 95<br>100% | 96<br>100% | 81<br>100%  | 215<br>100% | 3<br>100%    | 7<br>100% | 9<br>100%   | 17<br>100%     | 43<br>100% | 107<br>100% | 219<br>100%      | 317<br>100%      | 10<br>100%   | 266<br>100% | 85<br>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 |           |             |            |
|-------------------------|---------------|--------------|-----------|------------|------------|------------|-------------|-------------|--------------|-----------|-----------|----------------|-----------|------------|------------------|----------------|--------------|-----------|-------------|------------|
|                         | INHE 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         |            |
| Q6 NEVER                | 3<br>1%       | 57<br>2%     | ~         | 2%         | ~          | ~          | 5%          | 2%          | ~            | ~         | ~         | ~              | ~         | ~          | 3<br>2%          | 2<br>1%        | 1<br>20%     | 1<br>0.7% | 2<br>4%     |            |
| SOMETIMES               | 18<br>9%      | 442<br>13%   | ~         | 12%        | 9%         | 10%        | 2%          | 7%          | ~            | 25%       | ~         | 20%            | ~         | 13%        | 8<br>14%         | 10<br>7%       | 18<br>10%    | ~         | 15<br>10%   | 3<br>5%    |
| USUALLY                 | 59<br>29%     | 870<br>25%   | ~         | 30%        | 20%*       | 41%        | 32%         | 31%         | ~            | 25%       | ~         | 20%            | 17%       | 22%        | 5<br>25%         | 14<br>32%      | 43<br>29%    | 2<br>40%  | 37<br>25%   | 22<br>40%  |
| ALWAYS                  | 122<br>60%    | 2092<br>60%  | 100%      | 56%        | 70%*       | 49%        | 61%         | 59%         | 100%         | 50%       | ~         | 60%            | 83%       | 65%        | 35<br>61%        | 79<br>59%      | 112<br>60%   | 2<br>40%  | 94<br>64%   | 28<br>51%  |
| #ALWAYS + USUALLY (NET) | 181<br>90%    | 2961<br>86%  | 100%      | 86%        | 91%        | 90%        | 93%         | 91%         | 100%         | 75%       | ~         | 80%            | 100%      | 87%        | 49<br>86%        | 122<br>90%     | 167<br>89%   | 4<br>80%  | 131<br>89%  | 50<br>91%  |
| TOP BOX SCORE           | 122<br>60%    | 2092<br>60%  | 100%      | 56%        | 70%*       | 49%        | 61%         | 59%         | 100%         | 50%       | ~         | 60%            | 83%       | 65%        | 35<br>61%        | 79<br>59%      | 112<br>60%   | 2<br>40%  | 94<br>64%   | 28<br>51%  |
| NOT ANSWERED            | 13            | 259          | ~         | 2          | 3          | 5          | 3           | 6           | 1            | ~         | ~         | 1              | ~         | 1          | 4                | 6              | 9            | 1         | 10          | 3          |
| VALID CASES             | 202           | 3460         | 1         | 57         | 64         | 39         | 41          | 137         | 2            | 4         | ~         | 5              | 6         | 23         | 57               | 135            | 187          | 5         | 147         | 55         |
| NUMBER OF RESPONDENTS   | 215<br>100%   | 3719<br>100% | 1<br>100% | 59<br>100% | 67<br>100% | 44<br>100% | 44<br>100%  | 143<br>100% | 2<br>100%    | 5<br>100% | ~         | 6<br>100%      | 6<br>100% | 24<br>100% | 61<br>100%       | 141<br>100%    | 196<br>100%  | 6<br>100% | 157<br>100% | 58<br>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 |             |            |
|-----------------------|---------------|--------------|-----------|-------------|------------|------------|-------------|--------------|------------|---------------|----------------|------------|------------|-------------|------------------|-----------------------|--------------|-------------|------------|
|                       | INHE TOT CHLD | OHP TOT CHLD | <1        | 1-3         | 4-7        | 8-12       | 13 AND OVER | BLCK OR AFR- | AS- IAN    | NATV HAW/ PAC | AMER IND/ ALSK | MUL- OTHR  | TI         | HIS- IC     | NOT HIS- PAN- IC | EX & VERY GOOD & FAIR | GOOD & POOR  | NO CCC      | CCC        |
| Q7 NONE               | 96<br>29%     | 1770<br>31%  | 1<br>100% | 11<br>15%*  | 24<br>27%  | 34<br>39%* | 26<br>33%   | 56<br>27%    | 3<br>~ 43% | 3<br>~ 33%    | 8<br>50%       | 14<br>33%  | 33<br>32%  | 60<br>28%   | 89<br>29%        | 4<br>40%              | 79<br>32%*   | 17<br>20%*  |            |
| 1 TIME                | 96<br>29%     | 1587<br>28%  |           | 25<br>~ 33% | 27<br>30%  | 26<br>30%  | 18<br>23%   | 60<br>28%    | 4<br>~ 57% | 3<br>~ 33%    | 3<br>19%       | 9<br>21%   | 31<br>30%  | 63<br>29%   | 94<br>30%        |                       | 82<br>33%*   | 14<br>17%*  |            |
| 2                     | 63<br>19%     | 1212<br>21%  |           | 16<br>~ 21% | 17<br>19%  | 14<br>16%  | 16<br>21%   | 46<br>22%    | 1<br>33%   |               |                | 1<br>6%    | 11<br>26%  | 14<br>13%   | 47<br>22%        | 61<br>20%             | 1<br>10%     | 40<br>16%*  | 23<br>28%* |
| 3                     | 42<br>13%     | 601<br>10%   |           | 13<br>~ 17% | 15<br>17%  | 8<br>9%    | 6<br>8%     | 26<br>12%    | 2<br>67%   |               | 1<br>~ 11%     | 4<br>25%   | 3<br>7%    | 16<br>15%   | 24<br>11%        | 39<br>13%             | 1<br>10%     | 28<br>11%   | 14<br>17%  |
| 4                     | 12<br>4%      | 266<br>5%    |           | 4<br>~ 5%   | 3<br>3%    | 1<br>1%    | 4<br>5%     | 9<br>4%      |            |               | 1<br>~ 11%     | 2<br>~ 5%  | 4<br>4%    | 8<br>4%     | 12<br>4%         |                       | 9<br>4%      | 3<br>4%     |            |
| 5 TO 9                | 19<br>6%      | 243<br>4%    |           | 5<br>~ 7%   | 3<br>3%    | 3<br>3%    | 8<br>10%    | 11<br>5%     |            |               | 1<br>~ 11%     | 2<br>~ 5%  | 5<br>5%    | 11<br>5%    | 12<br>4%         | 4<br>40%              | 8<br>3%*     | 11<br>13%*  |            |
| 10 OR MORE TIMES      | 4<br>1%       | 84<br>1%     |           | 1<br>~ 1%   | 1<br>1%    | 2<br>2%    |             | 3<br>1%      |            |               |                | 1<br>~ 2%  | 1<br>1%    | 3<br>1%     | 4<br>1%          |                       | 3<br>1%      | 1<br>1%     |            |
| NOT ANSWERED          | 19            | 255          |           | 3           | 5          | 8          | 3           | 4            |            |               | 1              | 1          | 3          | 3           | 6                |                       | 17           | 2           |            |
| VALID CASES           | 332           | 5763         | 1         | 75          | 90         | 88         | 78          | 211          | 3          | 7             | 9              | 16         | 42         | 104         | 216              | 311                   | 10           | 249         | 83         |
| NUMBER OF RESPONDENTS | 351<br>100%   | 6018<br>100% | 1<br>100% | 78<br>100%  | 95<br>100% | 96<br>100% | 81<br>100%  | 215<br>100%  | 3<br>100%  | 7<br>100%     | 9<br>100%      | 17<br>100% | 43<br>100% | 107<br>100% | 219<br>100%      | 317<br>100%           | 10<br>100%   | 266<br>100% | 85<br>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 |            |
|-----------------------|---------------|--------------|-------------|------------|------------|------------|-------------|--------------|-------------|----------------|----------------|------------|------------|--------------|------------------|-----------------------|--------------|------------|
|                       | INHE TOT CHLD | OHP TOT CHLD | <1          | 1-3        | 4-7        | 8-12       | 13 AND OVER | BLCK OR AFR- | AS- IAN     | NATV HAW/ ILND | AMER IND/ NATV | MUL- OTHR  | TI         | HIS- PAN- IC | NOT HIS- PAN- IC | EX & VERY GOOD & FAIR | GOOD & POOR  | NO CCC     |
| Q8 #YES               | 142<br>61%    | 2722<br>69%* | ~ 42<br>66% | 48<br>75%* | 25<br>48%* | 27<br>53%  | 92<br>60%   | 3<br>100%~   | 1<br>25%~   | 3<br>~ 50%~    | 5<br>63%~      | 18<br>67%~ | 45<br>65%  | 90<br>59%    | 131<br>60%~      | 5<br>83%~             | 102<br>61%   | 40<br>63%  |
| NO                    | 89<br>39%     | 1206<br>31%* | ~ 22<br>34% | 16<br>25%* | 27<br>52%* | 24<br>47%  | 61<br>40%   | 3<br>~ 75%~  | 3<br>~ 50%~ | 3<br>38%~      | 9<br>33%~      | 24<br>35%  | 63<br>41%  | 86<br>40%~   | 1<br>17%~        | 65<br>39%             | 24<br>38%    |            |
| NOT ANSWERED          | 5             | 97           |             | 2          | 2          | 1          | 2           |              |             |                |                | 1          | 2          | 3            | 5                |                       | 3            | 2          |
| VALID CASES           | 231           | 3927         | 64          | 64         | 52         | 51         | 153         | 3            | 4           | 6              | 8              | 27         | 69         | 153          | 217              | 6                     | 167          | 64         |
| NUMBER OF RESPONDENTS | 236<br>100%   | 4024<br>100% | 64<br>100%  | 66<br>100% | 54<br>100% | 52<br>100% | 155<br>100% | 3<br>100%    | 4<br>100%   | 6<br>100%      | 8<br>100%      | 28<br>100% | 71<br>100% | 156<br>100%  | 222<br>100%      | 6<br>100%             | 170<br>100%  | 66<br>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     |                       |             |             |            |     |
|-------------------------|---------------|--------------|----|------------|------------|------------|-------------|---------------|-----------|-----------|--------------------|----------------|-----------|---------------|--------------|------------------|-----------------------|-------------|-------------|------------|-----|
|                         | INHE 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 | MUL- OTHR | TI            | HIS- PAN- IC | NOT HIS- PAN- IC | EX & VERY GOOD & FAIR | GOOD & POOR | NO CCC      | CCC        |     |
| Q9 NEVER                | 11<br>5%      | 99<br>3%     | ~  | 2%         | 3%         | 8%         | 8%          | 5%            | ~         | 1         | ~                  | 17%            | ~         | 4%            | 7%           | 6%               | 5%                    | 10%         | 1%          | 9%         | 2%  |
| SOMETIMES               | 15<br>6%      | 362<br>9%    | ~  | 5%         | 5%         | 11%        | 6%          | 11%           | ~         | ~         | ~                  | 13%            | 7%        | 2%            | 7%           | 7%               | 15%                   | ~           | 12%         | 3%         |     |
| USUALLY                 | 44<br>19%     | 854<br>22%   | ~  | 23%        | 12%        | 17%        | 23%         | 24%           | 1         | 2         | ~                  | 17%            | 38%       | 3%            | 11%          | 21%              | 15%                   | 41%         | 1%          | 29%        | 15% |
| ALWAYS                  | 163<br>70%    | 2627<br>67%  | ~  | 70%        | 80%*       | 64%        | 63%         | 113%          | 2         | 1         | ~                  | 67%            | 50%       | 4             | 4            | 21%              | 47%                   | 153%        | 4           | 118%       | 45% |
| #ALWAYS + USUALLY (NET) | 207<br>89%    | 3480<br>88%  | ~  | 94%        | 92%        | 81%        | 87%         | 137%          | 3         | 3         | ~                  | 83%            | 88%       | 5             | 7            | 24%              | 62%                   | 194%        | 5           | 147%       | 60% |
| TOP BOX SCORE           | 163<br>70%    | 2627<br>67%  | ~  | 70%        | 80%*       | 64%        | 63%         | 113%          | 2         | 1         | ~                  | 67%            | 50%       | 4             | 4            | 21%              | 47%                   | 153%        | 4           | 118%       | 45% |
| NOT ANSWERED            | 3             | 83           |    |            | 2          | 1          |             | 2             |           |           |                    |                |           | 1             |              | 3                | 3                     |             | 2           | 1          |     |
| VALID CASES             | 233           | 3941         |    | 64         | 64         | 53         | 52          | 153           | 3         | 4         |                    | 6              | 8         | 27            | 71           | 153              | 219                   | 6           | 168         | 65         |     |
| NUMBER OF RESPONDENTS   | 236<br>100%   | 4024<br>100% |    | 64<br>100% | 66<br>100% | 54<br>100% | 52<br>100%  | 155<br>100%   | 3<br>100% | 4<br>100% |                    | 6<br>100%      | 8<br>100% | 28<br>100%    | 71<br>100%   | 156<br>100%      | 222<br>100%           | 6<br>100%   | 170<br>100% | 66<br>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 |            |     |  |
|-----------------------|---------------|--------------|-------------|------------|------------|------------|-------------|--------------|-----------|--------------------|----------------|------------|------------|-------------|------------------|-----------------------|--------------|------------|-----|--|
|                       | INHE TOT CHLD | OHP TOT CHLD | <1          | 1-3        | 4-7        | 8-12       | 13 AND OVER | BLCK OR AFR- | AS- IAN   | NATV HAW/ PAC ILND | AMER IND/ ALSK | MUL- OTHR  | TI         | HIS- IC     | NOT HIS- PAN- IC | EX & VERY GOOD & FAIR | GOOD & POOR  | NO CCC     | CCC |  |
| Q10 YES               | 71<br>31%     | 1194<br>30%  | 18<br>~ 28% | 15<br>24%  | 14<br>27%  | 24<br>47%* | 50<br>33%   | 3<br>100%~   | ~         | 2<br>~ 33%         | 1<br>13%       | 8<br>30%   | 18<br>26%  | 49<br>32%   | 65<br>30%        | 3<br>50%              | 36<br>22%*   | 35<br>55%* |     |  |
| Q10 NO                | 159<br>69%    | 2727<br>70%  | 46<br>~ 72% | 48<br>76%  | 38<br>73%  | 27<br>53%* | 103<br>67%  | 4<br>~100%~  | ~         | 4<br>~ 67%         | 7<br>88%       | 19<br>70%  | 51<br>74%  | 104<br>68%  | 152<br>70%       | 3<br>50%              | 130<br>78%*  | 29<br>45%* |     |  |
| NOT ANSWERED          | 6             | 102          |             | 3          | 2          | 1          | 2           |              |           |                    |                | 1          | 2          | 3           | 5                |                       | 4            | 2          |     |  |
| VALID CASES           | 230           | 3922         | 64          | 63         | 52         | 51         | 153         | 3            | 4         | 6                  | 8              | 27         | 69         | 153         | 217              | 6                     | 166          | 64         |     |  |
| NUMBER OF RESPONDENTS | 236<br>100%   | 4024<br>100% | 64<br>100%  | 66<br>100% | 54<br>100% | 52<br>100% | 155<br>100% | 3<br>100%    | 4<br>100% | 6<br>100%          | 8<br>100%      | 28<br>100% | 71<br>100% | 156<br>100% | 222<br>100%      | 6<br>100%             | 170<br>100%  | 66<br>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 |        |     |
|-----------------------|---------------|--------------|-------|-------|-------|-------|-------------|-------|--------------|----------|-----------|----------------|-----------|---------|------------------|-----------------------|--------------|--------|-----|
|                       | INHE 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        | 9             | 40           | ~     | ~     | ~     | ~     | ~           | ~     | ~            | ~        | ~         | ~              | ~         | ~       | ~                | ~                     | ~            | ~      | ~   |
| A LITTLE              | 13%           | 110          | ~ 17% | ~ 13% | ~ 7%  | ~ 14% | ~ 14%       | ~     | ~            | ~        | ~         | ~              | ~ 18%     | ~ 13%   | ~ 12%            | ~ 33%                 | ~ 14%        | ~ 12%  |     |
| SOME                  | 22%           | 287          | ~ 33% | ~ 20% | ~ 29% | ~ 9%  | ~ 18%       | ~ 33% | ~            | ~ 50%    | ~ 100%    | ~ 29%          | ~ 29%     | ~ 19%   | ~ 22%            | ~                     | ~ 23%        | ~ 21%  |     |
| #A LOT                | 65%           | 660          | ~ 50% | ~ 67% | ~ 64% | ~ 77% | ~ 67%       | ~ 67% | ~            | ~ 50%    | ~         | ~ 71%          | ~ 53%     | ~ 69%   | ~ 66%            | ~ 67%                 | ~ 63%        | ~ 68%  |     |
| NOT ANSWERED          | 2             | 40           |       |       |       | 2     | 1           |       |              |          |           | 1              | 1         | 1       | 1                |                       | 1            | 1      |     |
| VALID CASES           | 69            | 1098         | 18    | 15    | 14    | 22    | 49          | 3     |              | 2        | 1         | 7              | 17        | 48      | 64               | 3                     | 35           | 34     |     |
| NUMBER OF RESPONDENTS | 71            | 1138         | 18    | 15    | 14    | 24    | 50          | 3     |              | 2        | 1         | 8              | 18        | 49      | 65               | 3                     | 36           | 35     |     |
|                       | 100%          | 100%         | 100%  | 100%  | 100%  | 100%  | 100%        | 100%  |              | 100%     | 100%      | 100%           | 100%      | 100%    | 100%             | 100%                  | 100%         | 100%   |     |

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

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

|                       |               |              | AGE        |            |            |            |             | RACE     |              |          |           |                | ETHNICITY |           | HEALTH STATUS    |                       | CCC SCREENER |           |          |
|-----------------------|---------------|--------------|------------|------------|------------|------------|-------------|----------|--------------|----------|-----------|----------------|-----------|-----------|------------------|-----------------------|--------------|-----------|----------|
|                       | INHE 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      |
| Q12 NOT AT ALL        | 15<br>21%     | 204<br>19%   | 6<br>~ 33% | 3<br>~ 20% | 3<br>~ 21% | 3<br>~ 13% | 13<br>26%   | 2<br>67% | ~            | ~        | ~         | ~              | ~         | 3<br>17%  | 12<br>24%        | 15<br>23%             | ~            | 9<br>25%  | 6<br>17% |
| A LITTLE              | 13<br>18%     | 171<br>16%   | 4<br>~ 22% | 1<br>7%    | 2<br>14%   | 6<br>25%   | 9<br>18%    | ~        | ~            | ~        | ~         | 2<br>~ 25%     | 3<br>17%  | 9<br>18%  | 11<br>17%        | 1<br>33%              | 5<br>14%     | 8<br>23%  |          |
| SOME                  | 17<br>24%     | 343<br>31%   | 4<br>~ 22% | 4<br>27%   | 4<br>29%   | 5<br>21%   | 11<br>22%   | ~        | ~            | 1<br>50% | 1<br>100% | 3<br>38%       | 5<br>28%  | 12<br>24% | 17<br>26%        | ~                     | 9<br>25%     | 8<br>23%  |          |
| #A LOT                | 26<br>37%     | 374<br>34%   | 4<br>~ 22% | 7<br>47%   | 5<br>36%   | 10<br>42%  | 17<br>34%   | 1<br>33% | ~            | ~        | 1<br>50%  | 3<br>38%       | 7<br>39%  | 16<br>33% | 22<br>34%        | 2<br>67%              | 13<br>36%    | 13<br>37% |          |
| NOT ANSWERED          |               | 47           |            |            |            |            |             |          |              |          |           |                |           |           |                  |                       |              |           |          |
| VALID CASES           | 71            | 1091         | 18         | 15         | 14         | 24         | 50          | 3        |              |          | 2         | 1              | 8         | 18        | 49               | 65                    | 3            | 36        | 35       |
| NUMBER OF RESPONDENTS | 71            | 1138         | 18         | 15         | 14         | 24         | 50          | 3        |              |          | 2         | 1              | 8         | 18        | 49               | 65                    | 3            | 36        | 35       |
|                       | 100%          | 100%         | 100%       | 100%       | 100%       | 100%       | 100%        | 100%     |              |          | 100%      | 100%           | 100%      | 100%      | 100%             | 100%                  | 100%         | 100%      | 100%     |

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



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

|                       |               |              | AGE         |             |             |             |             | RACE      |              |          |             |                | ETHNICITY |            | HEALTH STATUS    |                       | CCC SCREENER |            |            |
|-----------------------|---------------|--------------|-------------|-------------|-------------|-------------|-------------|-----------|--------------|----------|-------------|----------------|-----------|------------|------------------|-----------------------|--------------|------------|------------|
|                       | INHE TOT CHLD | OHP TOT CHLD | <1          | 1-3         | 4-7         | 8-12        | 13 AND OVER | WHITE     | BLCK OR AFR- | AMER IAN | NATV ILND   | AMER IND/ ALSK | MUL- TI   | HIS- IC    | NOT HIS- PAN- IC | EX & VERY GOOD & FAIR | GOOD & POOR  | NO CCC     | CCC        |
| Q13 #YES              | 56<br>79%     | 872<br>80%   | 13<br>~ 72% | 12<br>~ 80% | 13<br>~ 93% | 18<br>~ 75% | 38<br>76%   | 2<br>67%  |              |          | 2<br>~ 100% | 1<br>~ 100%    | 7<br>88%  | 17<br>94%  | 36<br>73%        | 51<br>78%             | 2<br>67%     | 30<br>83%  | 26<br>74%  |
| NO                    | 15<br>21%     | 225<br>20%   | 5<br>~ 28%  | 3<br>~ 20%  | 1<br>7%     | 6<br>25%    | 12<br>24%   | 1<br>33%  |              |          |             |                | 1<br>13%  | 1<br>6%    | 13<br>27%        | 14<br>22%             | 1<br>33%     | 6<br>17%   | 9<br>26%   |
| NOT ANSWERED          |               | 42           |             |             |             |             |             |           |              |          |             |                |           |            |                  |                       |              |            |            |
| VALID CASES           | 71            | 1096         | 18          | 15          | 14          | 24          | 50          | 3         |              |          | 2           | 1              | 8         | 18         | 49               | 65                    | 3            | 36         | 35         |
| NUMBER OF RESPONDENTS | 71<br>100%    | 1138<br>100% | 18<br>100%  | 15<br>100%  | 14<br>100%  | 24<br>100%  | 50<br>100%  | 3<br>100% |              |          | 2<br>100%   | 1<br>100%      | 8<br>100% | 18<br>100% | 49<br>100%       | 65<br>100%            | 3<br>100%    | 36<br>100% | 35<br>100% |

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

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

|                                |               |              | AGE |         |        |        |             | RACE    |              |         |                    |                | ETHNICITY |        | HEALTH STATUS |                  | CCC SCREENER          |             |        |         |        |
|--------------------------------|---------------|--------------|-----|---------|--------|--------|-------------|---------|--------------|---------|--------------------|----------------|-----------|--------|---------------|------------------|-----------------------|-------------|--------|---------|--------|
|                                | INHE TOT CHLD | OHP TOT CHLD | <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- PAN- IC  | NOT HIS- PAN- IC | EX & VERY GOOD & FAIR | GOOD & POOR | NO CCC | CCC     |        |
| Q14 WORST HEALTH CARE POSSIBLE | 4             | 0.1%         | ~   | ~       | ~      | ~      | ~           | ~       | ~            | ~       | ~                  | ~              | ~         | ~      | ~             | ~                | ~                     | ~           | ~      | ~       |        |
| 01                             | 5             | 0.1%         | ~   | ~       | ~      | ~      | ~           | ~       | ~            | ~       | ~                  | ~              | ~         | ~      | ~             | ~                | ~                     | ~           | ~      | ~       |        |
| 02                             | 15            | 0.4%         | ~   | ~       | ~      | ~      | ~           | ~       | ~            | ~       | ~                  | ~              | ~         | ~      | ~             | ~                | ~                     | ~           | ~      | ~       |        |
| 03                             | 2 33          | 0.9% 0.8%    | ~   | ~       | 1 2%   | ~      | 1 2%        | 2 1%    | ~            | ~       | ~                  | ~              | ~         | ~      | ~             | 2 1%             | 1 0.5%                | 1 17%       | ~      | 1 0.6%  | 1 2%   |
| 04                             | 1 53          | 0.4% 1%*     | ~   | ~       | ~      | 1 2%   | ~           | ~       | ~            | ~       | ~                  | ~              | ~         | 1 4%   | ~             | 1 ~0.7%          | 1 0.5%                | ~           | ~      | 1 2%    |        |
| 05                             | 5 141         | 2% 4%        | ~   | 1 2%    | ~      | 2 4%   | 2 4%        | 2 1%    | ~            | ~       | ~                  | 1 17%          | 1 13%     | 1 4%   | 1 1%          | 4 3%             | 5 2%                  | ~           | 3 2%   | 2 3%    |        |
| 06                             | 8 124         | 3% 3%        | ~   | 1 2%    | 2 3%   | 2 4%   | 3 6%        | 5 3%    | ~            | ~       | ~                  | ~              | 1 13%     | ~      | 3 4%          | 5 3%             | 7 3%                  | 1 17%       | ~      | 5 3%    | 3 5%   |
| 07                             | 18 316        | 8% 8%        | ~   | 2 3%*   | 6 10%  | 7 13%  | 3 6%        | 12 8%   | ~            | ~       | ~                  | ~              | ~         | 2 7%   | 5 7%          | 12 8%            | 17 8%                 | ~           | 14 9%  | 4 6%    |        |
| 08                             | 52 886        | 23% 23%      | ~   | 17 27%  | 13 21% | 10 19% | 12 24%      | 37 25%  | ~            | 1 25%   | ~                  | ~              | 1 13%     | 6 22%  | 14 20%        | 37 25%           | 50 23%                | 1 17%       | ~      | 34 21%  | 18 28% |
| 09                             | 49 849        | 21% 22%      | ~   | 20 31%* | 10 16% | 10 19% | 9 18%       | 27 18%  | 3 100%       | 2 50%   | ~                  | 2 33%          | 3 38%     | 4 15%  | 16 23%        | 30 20%           | 47 22%                | ~           | ~      | 40 24%  | 9 14%  |
| BEST HEALTH CARE POSSIBLE      | 94 1476       | 41% 38%      | ~   | 23 36%  | 31 49% | 20 38% | 20 40%      | 65 43%  | ~            | 1 25%   | ~                  | 3 50%          | 2 25%     | 13 48% | 32 45%        | 59 39%           | 88 41%                | 3 50%       | ~      | 67 41%  | 27 42% |
| #8-10 (NET)                    | 195 3211      | 85% 82%      | ~   | 60 94%* | 54 86% | 40 77% | 41 82%      | 129 86% | 3 100%       | 4 100%  | ~                  | 5 83%          | 6 75%     | 23 85% | 62 87%        | 126 84%          | 185 86%               | 4 67%       | ~      | 141 86% | 54 83% |

Continued

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

|                         |               |              | AGE         |            |            |            |             | RACE         |           |                    |                |            | ETHNICITY  |                  | HEALTH STATUS    |             | CCC SCREENER |            |
|-------------------------|---------------|--------------|-------------|------------|------------|------------|-------------|--------------|-----------|--------------------|----------------|------------|------------|------------------|------------------|-------------|--------------|------------|
|                         | INHE 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        |
| 9-10 (NET)              | 143<br>62%    | 2325<br>60%  | 43<br>~ 67% | 41<br>65%  | 30<br>58%  | 29<br>58%  | 92<br>61%   | 3<br>100%    | 3<br>75%  | 5<br>~ 83%         | 5<br>63%       | 17<br>63%  | 48<br>68%  | 89<br>59%        | 135<br>63%       | 3<br>50%    | 107<br>65%   | 36<br>55%  |
| NOT ANSWERED            | 7             | 122          |             | 3          | 2          | 2          | 5           |              |           |                    |                | 1          |            | 6                | 6                |             | 6            | 1          |
| VALID CASES             | 229           | 3902         | 64          | 63         | 52         | 50         | 150         | 3            | 4         | 6                  | 8              | 27         | 71         | 150              | 216              | 6           | 164          | 65         |
| NUMBER OF RESPONDENTS   | 236<br>100%   | 4024<br>100% | 64<br>100%  | 66<br>100% | 54<br>100% | 52<br>100% | 155<br>100% | 3<br>100%    | 4<br>100% | 6<br>100%          | 8<br>100%      | 28<br>100% | 71<br>100% | 156<br>100%      | 222<br>100%      | 6<br>100%   | 170<br>100%  | 66<br>100% |
| MEAN                    | 8.76          | 8.59         | 8.92        | 8.90       | 8.56       | 8.58       | 8.79        | 9.00         | 9.00      | 8.83               | 8.25           | 8.78       | 8.93       | 8.67             | 8.78             | 7.83        | 8.83         | 8.58       |
| p stat_(*=Sig @ p<=.05) |               | .057         | ~.211       | .339       | .241       | .309       | .624        | ~            | ~         | ~                  | ~              | ~          | ~.223      | .169             | ~                | ~           | ~.283        | .283       |

[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          |             |        |             |            |
|-------------------------|---------------|--------------|-----|------------|------------|------------|-------------|---------------|-----------|-----------|---------------|----------------|-----------|------------|---------------|------------------|-----------------------|-------------|--------|-------------|------------|
|                         | INHE 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         |            |
| Q15 NEVER               | 2<br>0.9%     | 70<br>2%     | ~   | 2%         | ~          | 2%         | ~           | ~             | ~         | ~         | ~             | ~              | ~         | 4%         | 1%            | 0.7%             | 0.9%                  | ~           | ~      | 0.6%        | 2%         |
| SOMETIMES               | 20<br>9%      | 378<br>10%   | ~   | 12%        | 10%        | 6%         | 6%          | 12%           | ~         | 25%       | ~             | 17%            | ~         | 4%         | 10%           | 8%               | 8%                    | 33%         | ~      | 10%         | 6%         |
| USUALLY                 | 73<br>32%     | 1179<br>30%  | ~   | 36%        | 22%*       | 36%        | 33%         | 28%           | 67%       | 50%       | ~             | 33%            | 50%       | 33%        | 32%           | 31%              | 32%                   | 33%         | ~      | 30%         | 37%        |
| ALWAYS                  | 136<br>59%    | 2256<br>58%  | ~   | 50%        | 68%        | 57%        | 61%         | 64%*          | 33%       | 25%       | ~             | 50%            | 50%       | 59%        | 56%           | 60%              | 59%                   | 33%         | ~      | 60%         | 55%        |
| #ALWAYS + USUALLY (NET) | 209<br>90%    | 3435<br>88%  | ~   | 86%        | 90%        | 92%        | 94%         | 92%           | 100%      | 75%       | ~             | 83%            | 100%      | 93%        | 89%           | 91%              | 91%                   | 67%         | ~      | 90%         | 92%        |
| TOP BOX SCORE           | 136<br>59%    | 2256<br>58%  | ~   | 50%        | 68%        | 57%        | 61%         | 64%*          | 33%       | 25%       | ~             | 50%            | 50%       | 59%        | 56%           | 60%              | 59%                   | 33%         | ~      | 60%         | 55%        |
| NOT ANSWERED            | 5             | 141          |     |            | 3          | 1          | 1           | 2             |           |           |               |                |           | 1          |               | 3                | 3                     |             |        | 4           | 1          |
| VALID CASES             | 231           | 3883         |     | 64         | 63         | 53         | 51          | 153           | 3         | 4         |               | 6              | 8         | 27         | 71            | 153              | 219                   | 6           |        | 166         | 65         |
| NUMBER OF RESPONDENTS   | 236<br>100%   | 4024<br>100% |     | 64<br>100% | 66<br>100% | 54<br>100% | 52<br>100%  | 155<br>100%   | 3<br>100% | 4<br>100% |               | 6<br>100%      | 8<br>100% | 28<br>100% | 71<br>100%    | 156<br>100%      | 222<br>100%           | 6<br>100%   |        | 170<br>100% | 66<br>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                 |            |             |            |
|-----------------------|---------------|--------------|------------|-------------|------------|------------|-------------|-------------|-----------|-----------|----------------|----------------|------------|------------|---------------|------------------|------------------------------|------------|-------------|------------|
|                       | INHE TOT CHLD | OHP TOT CHLD | <1         | 1-3         | 4-7        | 8-12       | 13 AND OVER | BLCK OR WHT | AFR- AMER | AS- IAN   | NATV HAW/ ILND | AMER IND/ ALSK | MUL- OTHR  | TI         | HIS- PAN- IC  | NOT HIS- PAN- IC | EX & VERY GOOD & FAIR & POOR | NO CCC     | CCC         |            |
| Q16 YES               | 227<br>68%    | 4005<br>69%  |            | 8<br>~ 11%* | 75<br>82%* | 72<br>81%* | 72<br>92%*  | 149<br>70%  | 1<br>33%~ | 4<br>57%~ |                | 6<br>67%~      | 8<br>50%~  | 30<br>70%~ | 59<br>57%*    | 157<br>72%*      | 211<br>67%~                  | 6<br>60%~  | 151<br>60%* | 76<br>89%* |
| NO                    | 108<br>32%    | 1827<br>31%  | 1<br>100%~ | 67<br>89%*  | 17<br>18%* | 17<br>19%* | 6<br>8%*    | 65<br>30%   | 2<br>67%~ | 3<br>43%~ |                | 3<br>~ 33%~    | 8<br>50%~  | 13<br>30%~ | 45<br>43%*    | 62<br>28%*       | 103<br>33%~                  | 4<br>40%~  | 99<br>40%*  | 9<br>11%*  |
| NOT ANSWERED          | 16            | 187          |            | 3           | 3          | 7          | 3           | 1           |           |           |                | 1              |            | 3          |               | 3                |                              | 16         |             |            |
| VALID CASES           | 335           | 5831         | 1          | 75          | 92         | 89         | 78          | 214         | 3         | 7         |                | 9              | 16         | 43         | 104           | 219              | 314                          | 10         | 250         | 85         |
| NUMBER OF RESPONDENTS | 351<br>100%   | 6018<br>100% | 1<br>100%  | 78<br>100%  | 95<br>100% | 96<br>100% | 81<br>100%  | 215<br>100% | 3<br>100% | 7<br>100% |                | 9<br>100%      | 17<br>100% | 43<br>100% | 107<br>100%   | 219<br>100%      | 317<br>100%                  | 10<br>100% | 266<br>100% | 85<br>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 |           |             |            |
|-----------------------|---------------|--------------|-----|-----------|------------|------------|-------------|--------------|------------|--------------------|----------------|-----------|-----------|------------|------------------|-----------------------|--------------|-----------|-------------|------------|
|                       | INHE TOT CHLD | OHP TOT CHLD | <1  | 1-3       | 4-7        | 8-12       | 13 AND OVER | BLCK OR AFR- | AS- IAN    | NATV HAW/ PAC ILND | AMER IND/ ALSK | MUL- OTHR | TI        | HIS- IC    | NOT HIS- PAN- IC | EX & VERY GOOD & FAIR | GOOD & POOR  | NO CCC    | CCC         |            |
| Q17 YES               | 23<br>11%     | 460<br>12%   | ~   | 13%~      | 7<br>10%   | 5<br>7%    | 10<br>14%   | 10<br>7%*    | ~          | ~                  | ~              | 33%~      | 14%~      | 13%~       | 14%              | 9%                    | 19<br>9%~    | 2<br>33%~ | 9<br>6%*    | 14<br>19%* |
| NO                    | 195<br>89%    | 3425<br>88%  | ~   | 88%~      | 7<br>90%   | 64<br>93%  | 65<br>86%   | 132<br>93%*  | 1<br>100%~ | 3<br>100%~         | ~              | 67%~      | 86%~      | 87%~       | 86%              | 91%                   | 183<br>91%~  | 4<br>67%~ | 135<br>94%* | 60<br>81%* |
| NOT ANSWERED          | 9             | 235          |     |           | 4          | 2          | 3           | 7            |            | 1                  |                | 1         |           | 1          | 8                | 9                     |              | 7         | 2           |            |
| VALID CASES           | 218           | 3885         |     | 8         | 71         | 70         | 69          | 142          | 1          | 3                  |                | 6         | 7         | 30         | 58               | 149                   | 202          | 6         | 144         | 74         |
| NUMBER OF RESPONDENTS | 227<br>100%   | 4120<br>100% |     | 8<br>100% | 75<br>100% | 72<br>100% | 72<br>100%  | 149<br>100%  | 1<br>100%  | 4<br>100%          |                | 6<br>100% | 8<br>100% | 30<br>100% | 59<br>100%       | 157<br>100%           | 211<br>100%  | 6<br>100% | 151<br>100% | 76<br>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 |        |     |
|-----------------------|---------------|--------------|-------|-------|-------|------|-------------|-------|--------------|----------|-----------|----------------|-----------|---------|------------------|-----------------------|--------------|--------|-----|
|                       | INHE TOT CHLD | OHP TOT CHLD | <1    | 1-3   | 4-7   | 8-12 | 13 AND OVER | WHITE | BLCK OR AFR- | AMER IAN | NATV ILND | AMER IND/ ALSK | MUL- TI   | HIS- IC | NOT HIS- PAN- IC | EX & VERY GOOD & FAIR | GOOD & POOR  | NO CCC | CCC |
| Q18 #YES              | 22<br>96%     | 368<br>88%   | 1     | 7     | 5     | 9    | 9           | ~     | ~            | ~        | 2         | 1              | 4         | 8       | 12               | 19                    | 1            | 9      | 13  |
|                       |               |              | ~100% | ~100% | ~100% | ~90% | 90%         | ~     | ~            | ~100%    | ~100%     | ~100%          | ~100%     | ~92%    | ~100%            | ~50%                  | ~100%        | ~93%   | ~   |
| NO                    | 1<br>4%       | 51<br>12%    | ~     | ~     | ~     | 10%  | 10%         | ~     | ~            | ~        | ~         | ~              | ~         | 8%      | ~50%             | ~                     | ~            | 1      | 7%  |
| NOT ANSWERED          |               | 1            |       |       |       |      |             |       |              |          |           |                |           |         |                  |                       |              |        |     |
| VALID CASES           | 23            | 419          | 1     | 7     | 5     | 10   | 10          |       |              | 2        | 1         | 4              | 8         | 13      | 19               | 2                     | 9            | 14     |     |
| NUMBER OF RESPONDENTS | 23            | 420          | 1     | 7     | 5     | 10   | 10          |       |              | 2        | 1         | 4              | 8         | 13      | 19               | 2                     | 9            | 14     |     |
|                       | 100%          | 100%         | 100%  | 100%  | 100%  | 100% | 100%        |       |              | 100%     | 100%      | 100%           | 100%      | 100%    | 100%             | 100%                  | 100%         | 100%   |     |

[ASKED IF Q16 = YES AND Q17 = YES]

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

|                       |               |              | AGE        |            |            |            |             | RACE        |              |            |           |                | ETHNICITY   |            | HEALTH STATUS    |                       | CCC SCREENER |             |             |            |
|-----------------------|---------------|--------------|------------|------------|------------|------------|-------------|-------------|--------------|------------|-----------|----------------|-------------|------------|------------------|-----------------------|--------------|-------------|-------------|------------|
|                       | INHE 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         |            |
| Q19 YES               | 9<br>3%       | 202<br>3%    |            | 4<br>~ 5%  | 1<br>1%    | 3<br>3%    | 1<br>1%     | 5<br>2%     | 1<br>33%~    |            |           |                | 1<br>~ 2%   | 2<br>2%    | 5<br>2%          | 7<br>2%~              |              | 7<br>3%     | 2<br>2%     |            |
| NO                    | 325<br>97%    | 5625<br>97%  | 1<br>100%~ | 71<br>95%  | 90<br>99%  | 87<br>97%  | 76<br>99%   | 208<br>98%  | 2<br>67%~    | 7<br>100%~ |           | 9<br>~100%     | 17<br>~100% | 42<br>98%~ | 103<br>98%       | 213<br>98%            | 307<br>98%~  | 10<br>100%~ | 242<br>97%  | 83<br>98%  |
| NOT ANSWERED          | 17            | 191          |            | 3          | 4          | 6          | 4           | 2           |              |            |           |                |             | 2          | 1                | 3                     |              | 17          |             |            |
| VALID CASES           | 334           | 5827         | 1          | 75         | 91         | 90         | 77          | 213         | 3            | 7          |           | 9              | 17          | 43         | 105              | 218                   | 314          | 10          | 249         | 85         |
| NUMBER OF RESPONDENTS | 351<br>100%   | 6018<br>100% | 1<br>100%  | 78<br>100% | 95<br>100% | 96<br>100% | 81<br>100%  | 215<br>100% | 3<br>100%    | 7<br>100%  |           | 9<br>100%      | 17<br>100%  | 43<br>100% | 107<br>100%      | 219<br>100%           | 317<br>100%  | 10<br>100%  | 266<br>100% | 85<br>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     |             |          |          |
|-------------------------|---------------|--------------|-----|-----------|-----------|----------|-------------|---------------|----------|----------|----------|-----------|-----------|-----------|---------------|-------------|------------------|-------------|----------|----------|
|                         | INHE TOT CHLD | OHP TOT CHLD | <1  | 1-3       | 4-7       | 8-12     | 13 AND OVER | BLCK OR WHITE | AMR- IAN | NATV PAC | AMR- IAN | IND/ ALSK | MUL- OTHR | TI        | HIS- IC       | NOT HIS- IC | EX & VERY GOOD & | FAIR & POOR | NO CCC   | CCC      |
| Q20 NEVER               | 3<br>33%      | 22<br>11%    | ~   | ~         | ~         | 2<br>67% | 1<br>100%   | 2<br>40%      | ~        | ~        | ~        | ~         | ~         | 1<br>100% | 3<br>60%      | 3<br>43%    | ~                | ~           | 2<br>29% | 1<br>50% |
| SOMETIMES               | 1<br>11%      | 27<br>13%    | ~   | ~         | ~         | 1<br>33% | ~           | ~             | ~        | ~        | ~        | ~         | ~         | ~         | ~             | ~           | ~                | ~           | 1<br>14% | ~        |
| USUALLY                 | 1<br>11%      | 51<br>24%    | ~   | 1<br>25%  | ~         | ~        | ~           | ~             | ~        | ~        | ~        | ~         | ~         | ~         | ~             | ~           | ~                | ~           | 1<br>14% | ~        |
| ALWAYS                  | 4<br>44%      | 109<br>52%   | ~   | 3<br>75%  | 1<br>100% | ~        | 3<br>60%    | 1<br>100%     | ~        | ~        | ~        | ~         | ~         | 2<br>100% | 2<br>40%      | 4<br>57%    | ~                | ~           | 3<br>43% | 1<br>50% |
| #ALWAYS + USUALLY (NET) | 5<br>56%      | 160<br>76%   | ~   | 4<br>100% | 1<br>100% | ~        | 3<br>60%    | 1<br>100%     | ~        | ~        | ~        | ~         | ~         | 2<br>100% | 2<br>40%      | 4<br>57%    | ~                | ~           | 4<br>57% | 1<br>50% |
| TOP BOX SCORE           | 4<br>44%      | 109<br>52%   | ~   | 3<br>75%  | 1<br>100% | ~        | 3<br>60%    | 1<br>100%     | ~        | ~        | ~        | ~         | ~         | 2<br>100% | 2<br>40%      | 4<br>57%    | ~                | ~           | 3<br>43% | 1<br>50% |
| NOT ANSWERED            |               | 12           |     |           |           |          |             |               |          |          |          |           |           |           |               |             |                  |             |          |          |
| VALID CASES             | 9             | 210          |     | 4         | 1         | 3        | 1           | 5             | 1        |          |          |           | 1         | 2         | 5             | 7           |                  |             | 7        | 2        |
| NUMBER OF RESPONDENTS   | 9             | 222          |     | 4         | 1         | 3        | 1           | 5             | 1        |          |          |           | 1         | 2         | 5             | 7           |                  |             | 7        | 2        |
|                         | 100%          | 100%         |     | 100%      | 100%      | 100%     | 100%        | 100%          | 100%     |          |          |           | 100%      | 100%      | 100%          | 100%        |                  |             | 100%     | 100%     |

[ASKED IF Q19 = YES]

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

|                       |               |              | AGE        |            |          |           |             | RACE      |              |         |           |                | ETHNICITY  |           | HEALTH STATUS    |                       | CCC SCREENER |          |           |
|-----------------------|---------------|--------------|------------|------------|----------|-----------|-------------|-----------|--------------|---------|-----------|----------------|------------|-----------|------------------|-----------------------|--------------|----------|-----------|
|                       | INHE TOT CHLD | OHP TOT CHLD | <1         | 1-3        | 4-7      | 8-12      | 13 AND OVER | WHITE     | BLCK OR AFR- | AS- IAN | NATV ILND | AMER IND/ ALSK | MUL- TI    | HIS- IC   | NOT HIS- PAN- IC | EX & VERY GOOD & FAIR | GOOD & POOR  | NO CCC   | CCC       |
| Q21 #YES              | 6<br>67%      | 178<br>86%   | 4<br>~100% | 1<br>~100% | 1<br>33% | 1<br>33%  | 3<br>60%    | 1<br>100% | ~            | ~       | ~         | ~              | 1<br>~100% | 2<br>100% | 3<br>60%         | 5<br>71%              | 1<br>29%     | 4<br>57% | 2<br>100% |
| NO                    | 3<br>33%      | 30<br>14%    | ~          | ~          | 2<br>67% | 1<br>100% | 2<br>40%    | ~         | ~            | ~       | ~         | ~              | ~          | 2<br>40%  | 2<br>29%         | 2<br>29%              | 3<br>43%     | ~        | ~         |
| NOT ANSWERED          |               | 14           |            |            |          |           |             |           |              |         |           |                |            |           |                  |                       |              |          |           |
| VALID CASES           | 9             | 208          | 4          | 1          | 3        | 1         | 5           | 1         |              |         |           |                | 1          | 2         | 5                | 7                     |              | 7        | 2         |
| NUMBER OF RESPONDENTS | 9             | 222          | 4          | 1          | 3        | 1         | 5           | 1         |              |         |           |                | 1          | 2         | 5                | 7                     |              | 7        | 2         |
|                       | 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 |             |            |
|-----------------------|---------------|--------------|-----------|------------|------------|------------|-------------|-------------|--------------|-----------|------------|----------------|------------|-------------|------------------|-----------------------|--------------|-------------|------------|
|                       | INHE 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                   | 25<br>8%      | 474<br>8%    | ~         | 5<br>7%    | 8<br>9%    | 7<br>8%    | 5<br>6%     | 16<br>8%    | ~            | ~         | 2<br>~ 22% | 4<br>~ 9%      | 10<br>10%  | 15<br>7%    | 23<br>7%         | 2<br>20%              | 7<br>3%*     | 18<br>21%*  |            |
| NO                    | 306<br>92%    | 5319<br>92%  | 1<br>100% | 69<br>93%  | 82<br>91%  | 82<br>92%  | 72<br>94%   | 195<br>92%  | 3<br>100%    | 7<br>100% | 7<br>~ 78% | 17<br>100%     | 39<br>91%  | 95<br>90%   | 201<br>93%       | 289<br>93%            | 8<br>80%     | 240<br>97%* | 66<br>79%* |
| NOT ANSWERED          | 20            | 225          |           | 4          | 5          | 7          | 4           | 4           |              |           |            |                | 2          | 3           | 5                |                       | 19           | 1           |            |
| VALID CASES           | 331           | 5793         | 1         | 74         | 90         | 89         | 77          | 211         | 3            | 7         | 9          | 17             | 43         | 105         | 216              | 312                   | 10           | 247         | 84         |
| NUMBER OF RESPONDENTS | 351<br>100%   | 6018<br>100% | 1<br>100% | 78<br>100% | 95<br>100% | 96<br>100% | 81<br>100%  | 215<br>100% | 3<br>100%    | 7<br>100% | 9<br>100%  | 17<br>100%     | 43<br>100% | 107<br>100% | 219<br>100%      | 317<br>100%           | 10<br>100%   | 266<br>100% | 85<br>100% |

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

|                         |               |              | AGE |      |      |      |             | RACE          |          |        |               |                | ETHNICITY |      | HEALTH STATUS |                | CCC SCREENER          |      |        |      |      |
|-------------------------|---------------|--------------|-----|------|------|------|-------------|---------------|----------|--------|---------------|----------------|-----------|------|---------------|----------------|-----------------------|------|--------|------|------|
|                         | INHE TOT CHLD | OHP TOT CHLD | <1  | 1-3  | 4-7  | 8-12 | 13 AND OVER | BLCK OR WHITE | AFR-AMER | AS-IAN | NATV HAW/ PAC | AMER IND/ ALSK | MUL-OTHR  | TI   | HIS-PAN-IC    | NOT HIS-PAN-IC | EX & VERY GOOD & FAIR | POOR | NO CCC | CCC  |      |
| Q23 NEVER               | 3<br>13%      | 60<br>14%    | ~   | ~    | ~    | 29%  | 25%         | 7%            | ~        | ~      | ~             | ~              | ~         | 50%  | 21%           | 3              | 2                     | 1    | 50%    | 3    | 18%  |
| SOMETIMES               | 3<br>13%      | 71<br>17%    | ~   | 20%  | 13%  | 14%  | ~           | 13%           | ~        | ~      | ~             | ~              | 25%       | 21%  | 3             | 3              | 14%                   | ~    | 14%    | 12%  |      |
| USUALLY                 | 6<br>25%      | 110<br>26%   | ~   | 20%  | 25%  | 14%  | 50%         | 27%           | ~        | ~      | ~             | 50%            | ~         | 30%  | 21%           | 6              | 3                     | 27%  | ~      | 14%  | 29%  |
| ALWAYS                  | 12<br>50%     | 179<br>43%   | ~   | 60%  | 63%  | 43%  | 25%         | 53%           | ~        | ~      | ~             | 50%            | 25%       | 70%  | 36%           | 11             | 11                    | 50%  | 50%    | 71%  | 41%  |
| #ALWAYS + USUALLY (NET) | 18<br>75%     | 289<br>69%   | ~   | 80%  | 88%  | 57%  | 75%         | 80%           | ~        | ~      | ~             | 100%           | 25%       | 100% | 57%           | 17             | 17                    | 77%  | 50%    | 86%  | 71%  |
| TOP BOX SCORE           | 12<br>50%     | 179<br>43%   | ~   | 60%  | 63%  | 43%  | 25%         | 53%           | ~        | ~      | ~             | 50%            | 25%       | 70%  | 36%           | 11             | 11                    | 50%  | 50%    | 71%  | 41%  |
| NOT ANSWERED            | 1             | 24           |     |      |      |      | 1           | 1             |          |        |               |                |           |      | 1             | 1              |                       |      |        |      | 1    |
| VALID CASES             | 24            | 420          |     | 5    | 8    | 7    | 4           | 15            |          |        |               | 2              | 4         | 10   | 14            | 22             | 2                     |      |        | 7    | 17   |
| NUMBER OF RESPONDENTS   | 25            | 444          |     | 5    | 8    | 7    | 5           | 16            |          |        |               | 2              | 4         | 10   | 15            | 23             | 2                     |      |        | 7    | 18   |
|                         | 100%          | 100%         |     | 100% | 100% | 100% | 100%        | 100%          |          |        |               | 100%           | 100%      | 100% | 100%          | 100%           | 100%                  |      |        | 100% | 100% |

[ASKED IF Q22 = YES]

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

|                       |               |              | AGE   |      |      |      |             | RACE             |         |                |                |           | ETHNICITY |              | HEALTH STATUS    |                              | CCC SCREENER |           |
|-----------------------|---------------|--------------|-------|------|------|------|-------------|------------------|---------|----------------|----------------|-----------|-----------|--------------|------------------|------------------------------|--------------|-----------|
|                       | INHE 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       |
| Q24 #YES              | 16<br>67%     | 291<br>69%   | ~100% | 50%  | 71%  | 50%  | 11<br>73%   | ~                | ~       | ~50%           | 1<br>50%       | 2<br>50%  | 7<br>70%  | 9<br>64%     | 15<br>68%        | 1<br>50%                     | 6<br>86%     | 10<br>59% |
| NO                    | 8<br>33%      | 132<br>31%   | ~     | ~50% | 29%  | 50%  | 4<br>27%    | ~                | ~       | ~50%           | 1<br>50%       | 2<br>50%  | 3<br>30%  | 5<br>36%     | 7<br>32%         | 1<br>50%                     | 1<br>14%     | 7<br>41%  |
| NOT ANSWERED          | 1             | 21           |       |      |      | 1    | 1           |                  |         |                |                |           |           | 1            | 1                |                              |              | 1         |
| VALID CASES           | 24            | 423          | 5     | 8    | 7    | 4    | 15          |                  |         | 2              | 4              | 10        | 14        | 22           | 2                | 7                            | 17           |           |
| NUMBER OF RESPONDENTS | 25            | 444          | 5     | 8    | 7    | 5    | 16          |                  |         | 2              | 4              | 10        | 15        | 23           | 2                | 7                            | 18           |           |
|                       | 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?

|                       |               |              | AGE       |            |            |            |             | RACE         |            |                |                |             | ETHNICITY  |                  | HEALTH STATUS    |             | CCC SCREENER |             |            |
|-----------------------|---------------|--------------|-----------|------------|------------|------------|-------------|--------------|------------|----------------|----------------|-------------|------------|------------------|------------------|-------------|--------------|-------------|------------|
|                       | INHE 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 & POOR | NO CCC       | CCC         |            |
| Q25 YES               | 40<br>12%     | 682<br>12%   | ~         | 3<br>4%*   | 11<br>12%  | 8<br>9%    | 18<br>23%*  | 27<br>13%    | ~          | ~              | 2<br>~ 22%~    | 6<br>~ 14%~ | 8<br>8%    | 30<br>14%        | 33<br>11%~       | 4<br>40%~   | 9<br>4%*     | 31<br>37%*  |            |
| NO                    | 289<br>88%    | 5109<br>88%  | 100%~     | 1<br>96%*  | 71<br>88%  | 79<br>91%  | 59<br>77%*  | 182<br>87%   | 3<br>100%~ | 7<br>100%~     | 7<br>~ 78%~    | 17<br>100%~ | 37<br>86%~ | 97<br>92%        | 184<br>86%       | 277<br>89%~ | 6<br>60%~    | 237<br>96%* | 52<br>63%* |
| NOT ANSWERED          | 22            | 227          |           | 4          | 5          | 9          | 4           | 6            |            |                |                |             | 2          | 5                | 7                |             | 20           | 2           |            |
| VALID CASES           | 329           | 5791         | 1         | 74         | 90         | 87         | 77          | 209          | 3          | 7              | 9              | 17          | 43         | 105              | 214              | 310         | 10           | 246         | 83         |
| NUMBER OF RESPONDENTS | 351<br>100%   | 6018<br>100% | 1<br>100% | 78<br>100% | 95<br>100% | 96<br>100% | 81<br>100%  | 215<br>100%  | 3<br>100%  | 7<br>100%      | 9<br>100%      | 17<br>100%  | 43<br>100% | 107<br>100%      | 219<br>100%      | 317<br>100% | 10<br>100%   | 266<br>100% | 85<br>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          |             |           |
|-------------------------|---------------|--------------|-----|-----------|----------|-----------|-------------|---------------|----------|--------|--------------|---------------|-----------|----------|---------------|----------------|-----------------------|-------------|-----------|
|                         | INHE 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    |
| Q26 NEVER               | 6<br>15%      | 90<br>14%    | ~   | ~         | 2<br>18% | ~         | 4<br>22%    | 4<br>15%      | ~        | ~      | ~            | 1<br>50%      | ~         | 1<br>14% | 5<br>17%      | 4<br>13%       | 2<br>50%              | 2<br>25%    | 4<br>13%  |
| SOMETIMES               | 6<br>15%      | 121<br>19%   | ~   | ~         | 3<br>27% | ~         | 3<br>17%    | 5<br>19%      | ~        | ~      | ~            | ~             | ~         | 1<br>14% | 5<br>17%      | 6<br>19%       | ~                     | 1<br>13%    | 5<br>16%  |
| USUALLY                 | 6<br>15%      | 156<br>24%   | ~   | 1<br>33%  | 1<br>9%  | 2<br>29%  | 2<br>11%    | 5<br>19%      | ~        | ~      | ~            | ~             | 1<br>17%  | ~        | 6<br>20%      | 5<br>16%       | 1<br>25%              | 1<br>13%    | 5<br>16%  |
| ALWAYS                  | 21<br>54%     | 284<br>44%   | ~   | 2<br>67%  | 5<br>45% | 5<br>71%  | 9<br>50%    | 13<br>48%     | ~        | ~      | ~            | 1<br>50%      | 5<br>83%  | 5<br>71% | 14<br>47%     | 17<br>53%      | 1<br>25%              | 4<br>50%    | 17<br>55% |
| #ALWAYS + USUALLY (NET) | 27<br>69%     | 440<br>68%   | ~   | 3<br>100% | 6<br>55% | 7<br>100% | 11<br>61%   | 18<br>67%     | ~        | ~      | ~            | 1<br>50%      | 6<br>100% | 5<br>71% | 20<br>67%     | 22<br>69%      | 2<br>50%              | 5<br>63%    | 22<br>71% |
| TOP BOX SCORE           | 21<br>54%     | 284<br>44%   | ~   | 2<br>67%  | 5<br>45% | 5<br>71%  | 9<br>50%    | 13<br>48%     | ~        | ~      | ~            | 1<br>50%      | 5<br>83%  | 5<br>71% | 14<br>47%     | 17<br>53%      | 1<br>25%              | 4<br>50%    | 17<br>55% |
| NOT ANSWERED            | 1             | 25           |     |           |          | 1         |             |               |          |        |              |               |           | 1        |               | 1              |                       | 1           |           |
| VALID CASES             | 39            | 651          |     | 3         | 11       | 7         | 18          | 27            |          |        |              | 2             | 6         | 7        | 30            | 32             | 4                     | 8           | 31        |
| NUMBER OF RESPONDENTS   | 40            | 676          |     | 3         | 11       | 8         | 18          | 27            |          |        |              | 2             | 6         | 8        | 30            | 33             | 4                     | 9           | 31        |
|                         | 100%          | 100%         |     | 100%      | 100%     | 100%      | 100%        | 100%          |          |        |              | 100%          | 100%      | 100%     | 100%          | 100%           | 100%                  | 100%        | 100%      |

[ASKED IF Q25 = YES]

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

|                       |               |              | AGE |           |          |          |             | RACE      |              |         |           |                | ETHNICITY |           | HEALTH STATUS    |                       | CCC SCREENER |           |     |
|-----------------------|---------------|--------------|-----|-----------|----------|----------|-------------|-----------|--------------|---------|-----------|----------------|-----------|-----------|------------------|-----------------------|--------------|-----------|-----|
|                       | INHE 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 |
| Q27 #YES              | 21<br>53%     | 347<br>53%   | ~   | 3<br>100% | 6<br>55% | 5<br>63% | 7<br>39%    | 14<br>52% | ~            | ~       | 1<br>50%  | 4<br>67%       | 4<br>50%  | 16<br>53% | 17<br>52%        | 2<br>50%              | 5<br>56%     | 16<br>52% |     |
| NO                    | 19<br>48%     | 304<br>47%   | ~   | ~         | 5<br>45% | 3<br>38% | 11<br>61%   | 13<br>48% | ~            | ~       | 1<br>50%  | 2<br>33%       | 4<br>50%  | 14<br>47% | 16<br>48%        | 2<br>50%              | 4<br>44%     | 15<br>48% |     |
| NOT ANSWERED          |               | 25           |     |           |          |          |             |           |              |         |           |                |           |           |                  |                       |              |           |     |
| VALID CASES           | 40            | 651          |     | 3         | 11       | 8        | 18          | 27        |              |         | 2         | 6              | 8         | 30        | 33               | 4                     | 9            | 31        |     |
| NUMBER OF RESPONDENTS | 40            | 676          |     | 3         | 11       | 8        | 18          | 27        |              |         | 2         | 6              | 8         | 30        | 33               | 4                     | 9            | 31        |     |
|                       | 100%          | 100%         |     | 100%      | 100%     | 100%     | 100%        | 100%      |              |         | 100%      | 100%           | 100%      | 100%      | 100%             | 100%                  | 100%         | 100%      |     |

[ASKED IF Q25 = YES]



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

|                       |               |              | AGE        |            |            |            |             | RACE         |           |                |                |           | ETHNICITY  |                  | HEALTH STATUS         |             | CCC SCREENER |            |             |            |
|-----------------------|---------------|--------------|------------|------------|------------|------------|-------------|--------------|-----------|----------------|----------------|-----------|------------|------------------|-----------------------|-------------|--------------|------------|-------------|------------|
|                       | INHE 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        |             |            |
| Q28 YES               | 74<br>23%     | 1072<br>19%  | ~          | 20<br>27%  | 24<br>27%  | 13<br>15%* | 17<br>22%   | 56<br>27%*   | 1<br>33%~ | ~              | 2<br>~         | 1<br>22%~ | 7<br>6%~   | 15<br>16%~       | 55<br>14%*            | 26%*        | 66<br>21%~   | 4<br>40%~  | 41<br>17%*  | 33<br>39%* |
| NO                    | 254<br>77%    | 4688<br>81%  | 1<br>100%~ | 53<br>73%  | 66<br>73%  | 75<br>85%* | 59<br>78%   | 152<br>73%*  | 2<br>67%~ | 7<br>100%~     | ~              | 7<br>78%~ | 16<br>94%~ | 36<br>84%~       | 90<br>86%*            | 158<br>74%* | 243<br>79%~  | 6<br>60%~  | 203<br>83%* | 51<br>61%* |
| NOT ANSWERED          | 23            | 257          |            | 5          | 5          | 8          | 5           | 7            |           |                |                |           |            | 2                | 6                     | 8           |              | 22         | 1           |            |
| VALID CASES           | 328           | 5761         | 1          | 73         | 90         | 88         | 76          | 208          | 3         | 7              |                | 9         | 17         | 43               | 105                   | 213         | 309          | 10         | 244         | 84         |
| NUMBER OF RESPONDENTS | 351<br>100%   | 6018<br>100% | 1<br>100%  | 78<br>100% | 95<br>100% | 96<br>100% | 81<br>100%  | 215<br>100%  | 3<br>100% | 7<br>100%      |                | 9<br>100% | 17<br>100% | 43<br>100%       | 107<br>100%           | 219<br>100% | 317<br>100%  | 10<br>100% | 266<br>100% | 85<br>100% |

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

|                       |               |              | AGE         |             |            |            |             | RACE      |              |          |           |                | ETHNICITY  |            | HEALTH STATUS    |                       | CCC SCREENER |            |            |
|-----------------------|---------------|--------------|-------------|-------------|------------|------------|-------------|-----------|--------------|----------|-----------|----------------|------------|------------|------------------|-----------------------|--------------|------------|------------|
|                       | INHE 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        |
| Q29 #YES              | 35<br>50%     | 609<br>56%   | 11<br>~ 58% | 10<br>~ 45% | 6<br>50%   | 8<br>47%   | 30<br>56%   | ~         | ~            | ~        | ~         | ~              | 4<br>~ 57% | 9<br>60%   | 26<br>49%        | 34<br>53%             | ~            | 22<br>56%  | 13<br>42%  |
| NO                    | 35<br>50%     | 471<br>44%   | 8<br>~ 42%  | 12<br>55%   | 6<br>50%   | 9<br>53%   | 24<br>44%   | 1<br>100% | ~            | ~        | 2<br>100% | 1<br>100%      | 3<br>43%   | 6<br>40%   | 27<br>51%        | 30<br>47%             | 4<br>100%    | 17<br>44%  | 18<br>58%  |
| NOT ANSWERED          | 4             | 35           | 1           | 2           | 1          |            | 2           |           |              |          |           |                |            | 2          | 2                |                       | 2            | 2          |            |
| VALID CASES           | 70            | 1080         | 19          | 22          | 12         | 17         | 54          | 1         |              |          | 2         | 1              | 7          | 15         | 53               | 64                    | 4            | 39         | 31         |
| NUMBER OF RESPONDENTS | 74<br>100%    | 1115<br>100% | 20<br>100%  | 24<br>100%  | 13<br>100% | 17<br>100% | 56<br>100%  | 1<br>100% |              |          | 2<br>100% | 1<br>100%      | 7<br>100%  | 15<br>100% | 55<br>100%       | 66<br>100%            | 4<br>100%    | 41<br>100% | 33<br>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 |             |            |
|-----------------------|---------------|--------------|------------|------------|------------|------------|-------------|-------------|--------------|-----------|------------|----------------|------------|-------------|------------------|----------------------------|--------------|-------------|------------|
|                       | INHE 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               | 300<br>92%    | 4998<br>86%* | 1<br>100%~ | 70<br>96%  | 87<br>98%* | 78<br>90%  | 64<br>84%*  | 195<br>93%  | 3<br>100%    | 7<br>100% | 8<br>~ 89% | 15<br>94%      | 42<br>98%  | 90<br>87%*  | 203<br>94%*      | 285<br>92%~                | 9<br>100%~   | 219<br>90%* | 81<br>96%* |
| NO                    | 26<br>8%      | 790<br>14%*  | ~          | 3<br>4%    | 2<br>2%*   | 9<br>10%   | 12<br>16%*  | 15<br>7%    | ~            | ~         | 1<br>~ 11% | 1<br>6%        | 1<br>2%    | 14<br>13%*  | 12<br>6%*        | 26<br>8%~                  | ~            | 23<br>10%*  | 3<br>4%*   |
| NOT ANSWERED          | 25            | 230          |            | 5          | 6          | 9          | 5           | 5           |              |           |            | 1              |            | 3           | 4                | 6                          | 1            | 24          | 1          |
| VALID CASES           | 326           | 5788         | 1          | 73         | 89         | 87         | 76          | 210         | 3            | 7         | 9          | 16             | 43         | 104         | 215              | 311                        | 9            | 242         | 84         |
| NUMBER OF RESPONDENTS | 351<br>100%   | 6018<br>100% | 1<br>100%  | 78<br>100% | 95<br>100% | 96<br>100% | 81<br>100%  | 215<br>100% | 3<br>100%    | 7<br>100% | 9<br>100%  | 17<br>100%     | 43<br>100% | 107<br>100% | 219<br>100%      | 317<br>100%                | 10<br>100%   | 266<br>100% | 85<br>100% |

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

|                       | INHE<br>TOT<br>CHLD | OHP<br>TOT<br>CHLD | AGE          |           |           |           |                   | RACE               |             |                     |                      |           |              | ETHNIC-<br>ITY     |                   | HEALTH<br>STATUS                  |                   | CCC<br>SCREENER |      |
|-----------------------|---------------------|--------------------|--------------|-----------|-----------|-----------|-------------------|--------------------|-------------|---------------------|----------------------|-----------|--------------|--------------------|-------------------|-----------------------------------|-------------------|-----------------|------|
|                       |                     |                    | <1           | 1-3       | 4-7       | 8-12      | 13<br>AND<br>OVER | BLCK<br>OR<br>AFR- | AMER<br>IAN | NATV<br>HAW/<br>PAC | AMER<br>IND/<br>ALSK | OTHR      | MUL-<br>TI   | HIS-<br>PAN-<br>IC | NOT<br>PAN-<br>IC | EX &<br>VERY<br>GOOD<br>&<br>GOOD | FAIR<br>&<br>POOR | NO<br>CCC       | CCC  |
| Q31<br>NONE           | 88<br>30%           | 1324<br>27%        | 14<br>~ 20%* | 25<br>29% | 27<br>35% | 22<br>35% | 54<br>28%         | 2<br>~ 29%~        | 2<br>~ 25%~ | 6<br>40%~           | 16<br>38%~           | 28<br>31% | 59<br>30%    | 86<br>31%~         | 2<br>22%~         | 71<br>33%*                        | 17<br>22%*        |                 |      |
| 1 TIME                | 84<br>28%           | 1651<br>34%*       | 1<br>100%~   | 20<br>29% | 25<br>29% | 24<br>31% | 14<br>23%         | 56<br>29%          | 4<br>~ 57%~ | 3<br>~ 38%~         | 4<br>27%~            | 6<br>14%~ | 23<br>26%    | 58<br>29%          | 80<br>28%~        | 2<br>22%~                         | 65<br>30%         | 19<br>24%       |      |
| 2                     | 72<br>24%           | 1029<br>21%        | 21<br>~ 30%  | 20<br>23% | 16<br>21% | 15<br>24% | 48<br>25%         | 2<br>67%~          | 1<br>14%~   | 3<br>~ 20%~         | 13<br>31%~           | 22<br>24% | 49<br>25%    | 68<br>24%~         | 3<br>33%~         | 48<br>22%                         | 24<br>30%         |                 |      |
| 3                     | 27<br>9%            | 462<br>9%          | 9<br>~ 13%   | 8<br>9%   | 6<br>8%   | 4<br>6%   | 16<br>8%          | 1<br>33%~          | ~           | 1<br>~ 13%~         | 2<br>13%~            | 3<br>7%~  | 11<br>12%    | 15<br>8%           | 25<br>9%~         | 1<br>11%~                         | 20<br>9%          | 7<br>9%         |      |
| 4                     | 13<br>4%            | 201<br>4%          | 2<br>~ 3%    | 6<br>7%   | 2<br>3%   | 3<br>5%   | 10<br>5%          | ~                  | ~           | 1<br>~ 13%~         | 1<br>~ 2%~           | 2<br>2%   | 11<br>6%     | 13<br>5%~          | ~                 | 8<br>4%                           | 5<br>6%           |                 |      |
| 5 TO 9                | 11<br>4%            | 173<br>4%          | 3<br>~ 4%    | 2<br>2%   | 2<br>3%   | 4<br>6%   | 7<br>4%           | ~                  | ~           | 1<br>~ 13%~         | 2<br>~ 5%~           | 3<br>3%   | 7<br>4%      | 8<br>3%~           | 1<br>11%~         | 4<br>2%*                          | 7<br>9%*          |                 |      |
| 10 OR MORE TIMES      | 1<br>0.3%           | 32<br>0.6%         | 1<br>~ 1%~   | ~         | ~         | ~         | ~                 | ~                  | ~           | ~                   | 1<br>~ 2%~           | 1<br>1%~  | 1<br>~ 0.4%~ | 1<br>~ 0.5%~       | 1<br>~            | 1<br>~                            | ~                 |                 |      |
| NOT ANSWERED          | 4                   | 181                |              |           | 1         | 1         | 2                 | 4                  |             |                     |                      |           | 4            | 4                  |                   | 2                                 | 2                 |                 |      |
| VALID CASES           | 296                 | 4872               | 1            | 70        | 86        | 77        | 62                | 191                | 3           | 7                   | 8                    | 15        | 42           | 90                 | 199               | 281                               | 9                 | 217             | 79   |
| NUMBER OF RESPONDENTS | 300                 | 5053               | 1            | 70        | 87        | 78        | 64                | 195                | 3           | 7                   | 8                    | 15        | 42           | 90                 | 203               | 285                               | 9                 | 219             | 81   |
|                       | 100%                | 100%               | 100%         | 100%      | 100%      | 100%      | 100%              | 100%               | 100%        | 100%                | 100%                 | 100%      | 100%         | 100%               | 100%              | 100%                              | 100%              | 100%            | 100% |

[ASKED IF Q30 = YES]

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

|                          |               |              | AGE   |      |      |      |             | RACE  |              |         |           |                | ETHNICITY |         | HEALTH STATUS    |                | CCC SCREENER |            |             |             |
|--------------------------|---------------|--------------|-------|------|------|------|-------------|-------|--------------|---------|-----------|----------------|-----------|---------|------------------|----------------|--------------|------------|-------------|-------------|
|                          | INHE 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         |             |
| Q31A ALWAYS              | 2<br>1%       | 68<br>2%     | ~     | 2%   | ~    | 2%   | ~           | 0.7%  | ~            | ~       | ~         | ~              | ~         | ~       | 2<br>3%          | 2<br>1%        | ~            | 2<br>1%    | ~           |             |
| USUALLY                  | 1<br>0.5%     | 51<br>1%     | ~     | ~    | 2%   | ~    | ~           | ~     | ~            | ~       | ~         | ~              | ~         | ~       | 1<br>2%          | 1<br>0.5%      | ~            | 1<br>0.7%  | ~           |             |
| SOMETIMES                | 15<br>7%      | 288<br>8%    | ~     | 4%   | 11%  | 10%  | 3%          | 2%*   | ~            | 20%*    | ~         | ~              | 22%*      | 4%*     | 11<br>18%*       | 3<br>2%*       | 13<br>7%*    | 1<br>14%*  | 14<br>10%*  | 1<br>2%*    |
| NEVER                    | 189<br>91%    | 3102<br>88%  | 100%* | 95%  | 87%  | 88%  | 97%*        | 97%*  | 100%*        | 80%*    | ~         | 100%*          | 78%*      | 96%*    | 47<br>77%*       | 137<br>98%*    | 178<br>92%*  | 6<br>86%*  | 128<br>88%* | 61<br>98%*  |
| #NEVER + SOMETIMES (NET) | 204<br>99%    | 3390<br>97%* | 100%* | 98%  | 98%  | 98%  | 100%*       | 99%   | 100%*        | 100%*   | ~         | 100%*          | 100%*     | 100%*   | 58<br>95%        | 140<br>100%*   | 191<br>98%*  | 7<br>100%* | 142<br>98%  | 62<br>100%* |
| TOP BOX SCORE            | 189<br>91%    | 3102<br>88%  | 100%* | 95%  | 87%  | 88%  | 97%*        | 97%*  | 100%*        | 80%*    | ~         | 100%*          | 78%*      | 96%*    | 47<br>77%*       | 137<br>98%*    | 178<br>92%*  | 6<br>86%*  | 128<br>88%* | 61<br>98%*  |
| NOT ANSWERED             | 1             | 31           |       |      |      |      | 1           | 1     |              |         |           |                |           |         | 1                |                |              | 1          |             |             |
| VALID CASES              | 207           | 3509         | 1     | 56   | 61   | 50   | 39          | 136   | 3            | 5       |           | 6              | 9         | 26      | 61               | 140            | 194          | 7          | 145         | 62          |
| NUMBER OF RESPONDENTS    | 208           | 3540         | 1     | 56   | 61   | 50   | 40          | 137   | 3            | 5       |           | 6              | 9         | 26      | 62               | 140            | 195          | 7          | 146         | 62          |
|                          | 100%          | 100%         | 100%  | 100% | 100% | 100% | 100%        | 100%  | 100%         | 100%    |           | 100%           | 100%      | 100%    | 100%             | 100%           | 100%         | 100%       | 100%        | 100%        |

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

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

|                         |               |              | AGE  |           |           |           |             | RACE            |            |                    |                |           | ETHNICITY |           | HEALTH STATUS    |                       | CCC SCREENER |            |            |            |           |
|-------------------------|---------------|--------------|------|-----------|-----------|-----------|-------------|-----------------|------------|--------------------|----------------|-----------|-----------|-----------|------------------|-----------------------|--------------|------------|------------|------------|-----------|
|                         | INHE TOT CHLD | OHP TOT CHLD | <1   | 1-3       | 4-7       | 8-12      | 13 AND OVER | BLK OR AFR- WHT | AS- IAN    | NATV HAW/ PAC ILND | AMER IND/ ALSK | MUL- OTHR | TI        | HIS- IC   | NOT HIS- PAN- IC | EX & VERY GOOD & FAIR | NO CCC       | CCC        |            |            |           |
| Q32 NEVER               | 2<br>1%       | 74<br>2%     | ~    | ~         | 2%        | 2%        | ~           | 1%              | ~          | ~                  | ~              | ~         | ~         | ~         | 2<br>1%          | 2<br>1%               | ~            | 1<br>0.7%  | 1<br>2%    |            |           |
| SOMETIMES               | 8<br>4%       | 183<br>5%    | ~    | 3<br>5%   | 1<br>2%   | 3<br>6%   | 1<br>3%     | 2<br>1%*        | ~          | 1<br>20%           | ~              | ~         | ~         | 3<br>12%  | 5<br>8%          | 3<br>2%               | 4<br>4%      | 6<br>4%    | 2<br>3%    |            |           |
| USUALLY                 | 27<br>13%     | 573<br>16%   | ~    | 6<br>11%  | 7<br>11%  | 8<br>16%  | 6<br>15%    | 16<br>12%       | ~          | ~                  | ~              | 3<br>33%  | 4<br>15%  | 12<br>19% | 15<br>11%        | 25<br>13%             | 2<br>29%     | 18<br>12%  | 9<br>15%   |            |           |
| ALWAYS                  | 171<br>82%    | 2676<br>76%* | 100% | 47<br>84% | 52<br>85% | 38<br>76% | 33<br>83%   | 117<br>85%      | 3<br>100%  | 4<br>80%           | ~              | 6<br>100% | 6<br>67%  | 19<br>73% | 45<br>73%*       | 120<br>86%            | 160<br>82%   | 5<br>71%   | 121<br>83% | 50<br>81%  |           |
| #ALWAYS + USUALLY (NET) | 198<br>95%    | 3249<br>93%  | 100% | 1<br>95%  | 53<br>97% | 59<br>97% | 46<br>92%   | 39<br>98%       | 133<br>97% | 3<br>100%          | 4<br>80%       | ~         | 6<br>100% | 9<br>100% | 23<br>88%        | 57<br>92%             | 135<br>96%   | 185<br>95% | 7<br>100%  | 139<br>95% | 59<br>95% |
| TOP BOX SCORE           | 171<br>82%    | 2676<br>76%* | 100% | 47<br>84% | 52<br>85% | 38<br>76% | 33<br>83%   | 117<br>85%      | 3<br>100%  | 4<br>80%           | ~              | 6<br>100% | 6<br>67%  | 19<br>73% | 45<br>73%*       | 120<br>86%            | 160<br>82%   | 5<br>71%   | 121<br>83% | 50<br>81%  |           |
| NOT ANSWERED            |               | 33           |      |           |           |           |             |                 |            |                    |                |           |           |           |                  |                       |              |            |            |            |           |
| VALID CASES             | 208           | 3507         | 1    | 56        | 61        | 50        | 40          | 137             | 3          | 5                  |                | 6         | 9         | 26        | 62               | 140                   | 195          | 7          | 146        | 62         |           |
| NUMBER OF RESPONDENTS   | 208           | 3540         | 1    | 56        | 61        | 50        | 40          | 137             | 3          | 5                  |                | 6         | 9         | 26        | 62               | 140                   | 195          | 7          | 146        | 62         |           |
|                         | 100%          | 100%         | 100% | 100%      | 100%      | 100%      | 100%        | 100%            | 100%       | 100%               |                | 100%      | 100%      | 100%      | 100%             | 100%                  | 100%         | 100%       | 100%       | 100%       |           |

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

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

|                         |               |              | AGE       |            |            |            |             | RACE          |           |           |               |                | ETHNICITY |            | HEALTH STATUS |                  | CCC SCREENER          |           |             |            |
|-------------------------|---------------|--------------|-----------|------------|------------|------------|-------------|---------------|-----------|-----------|---------------|----------------|-----------|------------|---------------|------------------|-----------------------|-----------|-------------|------------|
|                         | INHE 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<br>1%       | 29<br>0.8%   | ~         | ~          | 1<br>2%    | 1<br>2%    | 1<br>0.7%   | ~             | ~         | ~         | ~             | ~              | ~         | 1<br>4%    | ~             | 2<br>1%          | 2<br>1%               | ~         | 1<br>0.7%   | 1<br>2%    |
| SOMETIMES               | 6<br>3%       | 199<br>6%*   | ~         | 3<br>5%    | ~          | 1<br>2%    | 2<br>5%     | 3<br>2%       | ~         | ~         | ~             | ~              | ~         | 3<br>13%   | 1<br>2%       | 5<br>4%          | 5<br>3%               | 1<br>14%  | 3<br>2%     | 3<br>5%    |
| USUALLY                 | 33<br>16%     | 611<br>17%   | ~         | 10<br>18%  | 6<br>10%   | 11<br>22%  | 6<br>15%    | 18<br>13%     | 2<br>67%  | 1<br>20%  | ~             | 1<br>17%       | 4<br>44%  | 2<br>8%    | 14<br>23%     | 19<br>14%        | 32<br>17%             | 1<br>14%  | 27<br>19%   | 6<br>10%   |
| ALWAYS                  | 165<br>80%    | 2666<br>76%  | 100%      | 1<br>77%   | 43<br>88%* | 52<br>74%  | 37<br>80%   | 32<br>84%     | 1<br>33%  | 4<br>80%  | ~             | 5<br>83%       | 5<br>56%  | 18<br>75%  | 47<br>76%     | 112<br>81%       | 154<br>80%            | 5<br>71%  | 114<br>79%  | 51<br>84%  |
| #ALWAYS + USUALLY (NET) | 198<br>96%    | 3277<br>93%* | 100%      | 1<br>95%   | 53<br>98%  | 58<br>96%  | 48<br>95%   | 38<br>97%     | 3<br>100% | 5<br>100% | ~             | 6<br>100%      | 9<br>100% | 20<br>83%  | 61<br>98%     | 131<br>95%       | 186<br>96%            | 6<br>86%  | 141<br>97%  | 57<br>93%  |
| TOP BOX SCORE           | 165<br>80%    | 2666<br>76%  | 100%      | 1<br>77%   | 43<br>88%* | 52<br>74%  | 37<br>80%   | 32<br>84%     | 1<br>33%  | 4<br>80%  | ~             | 5<br>83%       | 5<br>56%  | 18<br>75%  | 47<br>76%     | 112<br>81%       | 154<br>80%            | 5<br>71%  | 114<br>79%  | 51<br>84%  |
| NOT ANSWERED            | 2             | 34           |           |            | 2          |            |             |               |           |           |               |                |           | 2          | 2             | 2                |                       | 1         | 1           |            |
| VALID CASES             | 206           | 3506         | 1         | 56         | 59         | 50         | 40          | 137           | 3         | 5         |               | 6              | 9         | 24         | 62            | 138              | 193                   | 7         | 145         | 61         |
| NUMBER OF RESPONDENTS   | 208<br>100%   | 3540<br>100% | 1<br>100% | 56<br>100% | 61<br>100% | 50<br>100% | 40<br>100%  | 137<br>100%   | 3<br>100% | 5<br>100% |               | 6<br>100%      | 9<br>100% | 26<br>100% | 62<br>100%    | 140<br>100%      | 195<br>100%           | 7<br>100% | 146<br>100% | 62<br>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          |             |             |            |           |
|-------------------------|---------------|--------------|-----------|------------|------------|------------|-------------|---------------|------------|-----------|---------------|----------------|-----------|------------|---------------|------------------|-----------------------|-------------|-------------|------------|-----------|
|                         | INHE 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        |           |
| Q34 NEVER               | 1<br>0.5%     | 22<br>0.6%   | ~         | ~          | ~          | ~          | 1<br>3%     | 1<br>0.7%     | ~          | ~         | ~             | ~              | ~         | ~          | 1<br>0.7%     | ~                | 1<br>14%              | ~           | 1<br>2%     |            |           |
| SOMETIMES               | 10<br>5%      | 152<br>4%    | ~         | 5<br>9%    | 1<br>2%    | 2<br>4%    | 2<br>5%     | 6<br>4%       | ~          | ~         | ~             | ~              | ~         | 4<br>16%   | 3<br>5%       | 7<br>5%          | 10<br>5%              | ~           | 6<br>4%     | 4<br>7%    |           |
| USUALLY                 | 21<br>10%     | 469<br>13%   | ~         | 6<br>11%   | 3<br>5%    | 6<br>12%   | 6<br>15%    | 14<br>10%     | 1<br>33%   | 1<br>20%  | ~             | 1<br>17%       | 2<br>22%  | 2<br>8%    | 6<br>10%      | 15<br>11%        | 21<br>11%             | ~           | 15<br>10%   | 6<br>10%   |           |
| ALWAYS                  | 174<br>84%    | 2859<br>82%  | 100%      | 1<br>80%   | 45<br>93%* | 55<br>84%  | 42<br>78%   | 31<br>78%     | 115<br>85% | 2<br>67%  | 4<br>80%      | ~              | 5<br>83%  | 7<br>78%   | 19<br>76%     | 53<br>85%        | 115<br>83%            | 162<br>84%  | 6<br>86%    | 124<br>86% | 50<br>82% |
| #ALWAYS + USUALLY (NET) | 195<br>95%    | 3328<br>95%  | 100%      | 1<br>91%   | 51<br>98%  | 58<br>96%  | 48<br>93%   | 37<br>93%     | 129<br>95% | 3<br>100% | 5<br>100%     | ~              | 6<br>100% | 9<br>100%  | 21<br>84%     | 59<br>95%        | 130<br>94%            | 183<br>95%  | 6<br>86%    | 139<br>96% | 56<br>92% |
| TOP BOX SCORE           | 174<br>84%    | 2859<br>82%  | 100%      | 1<br>80%   | 45<br>93%* | 55<br>84%  | 42<br>78%   | 31<br>78%     | 115<br>85% | 2<br>67%  | 4<br>80%      | ~              | 5<br>83%  | 7<br>78%   | 19<br>76%     | 53<br>85%        | 115<br>83%            | 162<br>84%  | 6<br>86%    | 124<br>86% | 50<br>82% |
| NOT ANSWERED            | 2             | 38           |           |            | 2          |            |             | 1             |            |           |               |                | 1         |            | 2             |                  | 2                     |             | 1           | 1          |           |
| VALID CASES             | 206           | 3502         | 1         | 56         | 59         | 50         | 40          | 136           | 3          | 5         |               | 6              | 9         | 25         | 62            | 138              | 193                   | 7           | 145         | 61         |           |
| NUMBER OF RESPONDENTS   | 208<br>100%   | 3540<br>100% | 1<br>100% | 56<br>100% | 61<br>100% | 50<br>100% | 40<br>100%  | 137<br>100%   | 3<br>100%  | 5<br>100% |               | 6<br>100%      | 9<br>100% | 26<br>100% | 62<br>100%    | 140<br>100%      | 195<br>100%           | 7<br>100%   | 146<br>100% | 62<br>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                 |            |            |            |
|-----------------------|---------------|--------------|--------------|------------|------------|------------|-------------|-------------|-----------|-----------|-------------|--------------------|------------|-----------|---------------|------------------|------------------------------|------------|------------|------------|
|                       | INHE TOT CHLD | OHP TOT CHLD | <1           | 1-3        | 4-7        | 8-12       | 13 AND OVER | BLCK OR WHT | AFR- AMER | AS- IAN   | NATV ILND   | AMER IND/ PAC ALSK | MUL- OTHR  | TI        | HIS- PAN- IC  | NOT HIS- PAN- IC | EX & VERY GOOD & FAIR & POOR | NO CCC     | CCC        |            |
| Q35 YES               | 132<br>64%    | 2353<br>68%  | 10<br>~ 18%* | 40<br>67%  | 44<br>90%~ | 38<br>95%~ | 89<br>65%   | 1<br>33%~   | 3<br>60%~ |           | 2<br>~ 33%~ | 5<br>56%~          | 16<br>64%~ | 39<br>64% | 87<br>63%     | 123<br>64%~      | 3<br>43%~                    | 83<br>58%* | 49<br>79%* |            |
| NO                    | 74<br>36%     | 1128<br>32%  | 1<br>100%~   | 46<br>82%* | 20<br>33%  | 5<br>10%~  | 2<br>5%~    | 47<br>35%   | 2<br>67%~ | 2<br>40%~ |             | 4<br>~ 67%~        | 4<br>44%~  | 9<br>36%~ | 22<br>36%     | 52<br>37%        | 70<br>36%~                   | 4<br>57%~  | 61<br>42%* | 13<br>21%* |
| NOT ANSWERED          | 2             | 60           |              |            | 1          | 1          | 1           |             |           |           |             |                    |            | 1         | 1             | 1                | 2                            |            | 2          |            |
| VALID CASES           | 206           | 3480         | 1            | 56         | 60         | 49         | 40          | 136         | 3         | 5         |             | 6                  | 9          | 25        | 61            | 139              | 193                          | 7          | 144        | 62         |
| NUMBER OF RESPONDENTS | 208           | 3540         | 1            | 56         | 61         | 50         | 40          | 137         | 3         | 5         |             | 6                  | 9          | 26        | 62            | 140              | 195                          | 7          | 146        | 62         |
|                       | 100%          | 100%         | 100%         | 100%       | 100%       | 100%       | 100%        | 100%        | 100%      | 100%      |             | 100%               | 100%       | 100%      | 100%          | 100%             | 100%                         | 100%       | 100%       | 100%       |

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

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 |           |           |         |
|--------------------------|---------------|--------------|-------------|-----------|-----------|-----------|-------------|-----------|--------------|---------|------------|----------------|------------|-----------|------------------|-----------------------|--------------|-----------|-----------|---------|
|                          | INHE 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              | 4<br>3%       | 43<br>2%     | ~           | ~         | 1<br>3%   | 1<br>2%   | 2<br>5%     | 2<br>2%   | ~            | ~       | ~          | ~              | 1<br>20%   | ~         | 2<br>5%          | 2<br>2%               | 4<br>3%      | ~         | 2<br>2%   | 2<br>4% |
| USUALLY                  | 2<br>2%       | 47<br>2%     | ~           | ~         | 1<br>3%   | 1<br>2%   | ~           | 1<br>1%   | ~            | ~       | ~          | ~              | ~          | ~         | 1<br>3%          | 1<br>1%               | 2<br>2%      | ~         | 1<br>1%   | 1<br>2% |
| SOMETIMES                | 9<br>7%       | 152<br>7%    | ~           | ~         | 5<br>13%  | 2<br>5%   | 2<br>5%     | 4<br>5%   | ~            | ~       | ~          | ~              | 1<br>20%   | 2<br>13%  | 5<br>13%         | 3<br>4%               | 8<br>7%      | ~         | 7<br>8%   | 2<br>4% |
| NEVER                    | 115<br>88%    | 2045<br>89%  | 10<br>~100% | 33<br>83% | 39<br>91% | 33<br>89% | 80<br>92%   | 1<br>100% | 3<br>100%    | ~       | 2<br>~100% | 3<br>60%       | 14<br>88%  | 31<br>79% | 79<br>93%        | 107<br>88%            | 3<br>100%    | 73<br>88% | 42<br>89% |         |
| #NEVER + SOMETIMES (NET) | 124<br>95%    | 2197<br>96%  | 10<br>~100% | 38<br>95% | 41<br>95% | 35<br>95% | 84<br>97%   | 1<br>100% | 3<br>100%    | ~       | 2<br>~100% | 4<br>80%       | 16<br>100% | 36<br>92% | 82<br>96%        | 115<br>95%            | 3<br>100%    | 80<br>96% | 44<br>94% |         |
| TOP BOX SCORE            | 115<br>88%    | 2045<br>89%  | 10<br>~100% | 33<br>83% | 39<br>91% | 33<br>89% | 80<br>92%   | 1<br>100% | 3<br>100%    | ~       | 2<br>~100% | 3<br>60%       | 14<br>88%  | 31<br>79% | 79<br>93%        | 107<br>88%            | 3<br>100%    | 73<br>88% | 42<br>89% |         |
| NOT ANSWERED             | 2             | 49           |             |           | 1         | 1         | 2           |           |              |         |            |                |            | 2         | 2                |                       |              | 2         |           |         |
| VALID CASES              | 130           | 2287         | 10          | 40        | 43        | 37        | 87          | 1         | 3            |         | 2          | 5              | 16         | 39        | 85               | 121                   | 3            | 83        | 47        |         |
| NUMBER OF RESPONDENTS    | 132           | 2336         | 10          | 40        | 44        | 38        | 89          | 1         | 3            |         | 2          | 5              | 16         | 39        | 87               | 123                   | 3            | 83        | 49        |         |
|                          | 100%          | 100%         | 100%        | 100%      | 100%      | 100%      | 100%        | 100%      | 100%         |         | 100%       | 100%           | 100%       | 100%      | 100%             | 100%                  | 100%         | 100%      | 100%      |         |

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

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 |           |            |            |
|-------------------------|---------------|--------------|-----|------------|------------|------------|-------------|------------------|-----------|--------------------|----------------|-----------|-----------|------------------|-----------------------|-------------|--------------|-----------|------------|------------|
|                         | INHE 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- TI   | HIS- IC   | NOT HIS- PAN- IC | EX & VERY GOOD & FAIR | GOOD & POOR | NO CCC       | CCC       |            |            |
| Q36 NEVER               | 3<br>2%       | 72<br>3%     | ~   | ~          | ~          | 5%         | 3%          | 2%               | ~         | ~                  | ~              | ~         | 6%        | ~                | 3%                    | 2%          | ~            | 1%        | 2%         |            |
| SOMETIMES               | 5<br>4%       | 148<br>6%    | ~   | 10%        | 3%         | 5%         | 3%          | 2%               | ~         | ~                  | ~              | 20%       | 6%        | 5%               | 3%                    | 3%          | 33%          | 4%        | 4%         |            |
| USUALLY                 | 24<br>18%     | 454<br>20%   | ~   | 20%        | 21%        | 21%        | 13%         | 15%              | 100%      | 33%                | ~              | 20%       | 25%       | 18%              | 17%                   | 17%         | 33%          | 18%       | 19%        |            |
| ALWAYS                  | 98<br>75%     | 1606<br>70%  | ~   | 70%        | 77%        | 70%        | 82%         | 81%              | ~         | 67%                | ~              | 100%      | 60%       | 63%              | 76%                   | 76%         | 77%          | 33%       | 77%        | 73%        |
| #ALWAYS + USUALLY (NET) | 122<br>94%    | 2060<br>90%  | ~   | 90%        | 97%        | 91%        | 95%         | 95%              | 100%      | 100%               | ~              | 100%      | 80%       | 88%              | 95%                   | 93%         | 94%          | 67%       | 95%        | 92%        |
| TOP BOX SCORE           | 98<br>75%     | 1606<br>70%  | ~   | 70%        | 77%        | 70%        | 82%         | 81%              | ~         | 67%                | ~              | 100%      | 60%       | 63%              | 76%                   | 76%         | 77%          | 33%       | 77%        | 73%        |
| NOT ANSWERED            | 2             | 56           |     |            | 1          | 1          |             | 1                |           |                    |                |           |           | 1                | 1                     | 2           |              | 1         | 1          |            |
| VALID CASES             | 130           | 2280         |     | 10         | 39         | 43         | 38          | 88               | 1         | 3                  |                | 2         | 5         | 16               | 38                    | 86          | 121          | 3         | 82         | 48         |
| NUMBER OF RESPONDENTS   | 132<br>100%   | 2336<br>100% |     | 10<br>100% | 40<br>100% | 44<br>100% | 38<br>100%  | 89<br>100%       | 1<br>100% | 3<br>100%          |                | 2<br>100% | 5<br>100% | 16<br>100%       | 39<br>100%            | 87<br>100%  | 123<br>100%  | 3<br>100% | 83<br>100% | 49<br>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          |             |            |           |          |
|-------------------------|---------------|--------------|-----------|-----------|-----------|-----------|-------------|---------------|-----------|-----------|---------------|----------------|-----------|-----------|---------------|------------------|-----------------------|-------------|------------|-----------|----------|
|                         | INHE 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       |          |
| Q37 NEVER               | 5<br>2%       | 98<br>3%     | ~         | ~         | 3<br>5%   | 1<br>2%   | 1<br>3%     | 2<br>1%       | ~         | ~         | ~             | ~              | 1<br>11%  | 1<br>4%   | 3<br>5%       | 2<br>1%          | 4<br>2%               | 1<br>14%    | 3<br>2%    | 2<br>3%   |          |
| SOMETIMES               | 18<br>9%      | 385<br>11%   | ~         | 5<br>9%   | 6<br>10%  | 5<br>10%  | 2<br>5%     | 7<br>5%*      | ~         | ~         | ~             | ~              | 3<br>33%  | 4<br>15%  | 11<br>18%*    | 7<br>5%*         | 17<br>9%              | 1<br>14%    | 14<br>10%  | 4<br>6%   |          |
| USUALLY                 | 44<br>21%     | 856<br>25%   | ~         | 14<br>25% | 12<br>20% | 10<br>20% | 8<br>20%    | 28<br>21%     | 2<br>67%  | 2<br>40%  | ~             | 1<br>17%       | 2<br>22%  | 4<br>15%  | 4<br>20%      | 15<br>22%        | 28<br>20%             | 43<br>22%   | ~          | 35<br>24% | 9<br>15% |
| ALWAYS                  | 140<br>68%    | 2135<br>61%  | 1<br>100% | 37<br>66% | 39<br>65% | 34<br>68% | 29<br>73%   | 99<br>73%*    | 1<br>33%  | 3<br>60%  | ~             | 5<br>83%       | 3<br>33%  | 17<br>65% | 32<br>52%*    | 103<br>74%*      | 130<br>67%            | 5<br>71%    | 93<br>64%  | 47<br>76% |          |
| #ALWAYS + USUALLY (NET) | 184<br>89%    | 2991<br>86%  | 1<br>100% | 51<br>91% | 51<br>85% | 44<br>88% | 37<br>93%   | 127<br>93%*   | 3<br>100% | 5<br>100% | ~             | 6<br>100%      | 5<br>56%  | 21<br>81% | 47<br>77%*    | 131<br>94%*      | 173<br>89%            | 5<br>71%    | 128<br>88% | 56<br>90% |          |
| TOP BOX SCORE           | 140<br>68%    | 2135<br>61%  | 1<br>100% | 37<br>66% | 39<br>65% | 34<br>68% | 29<br>73%   | 99<br>73%*    | 1<br>33%  | 3<br>60%  | ~             | 5<br>83%       | 3<br>33%  | 17<br>65% | 32<br>52%*    | 103<br>74%*      | 130<br>67%            | 5<br>71%    | 93<br>64%  | 47<br>76% |          |
| NOT ANSWERED            | 1             | 67           |           |           | 1         |           | 1           |               |           |           |               |                |           | 1         |               | 1                |                       | 1           |            |           |          |
| VALID CASES             | 207           | 3473         | 1         | 56        | 60        | 50        | 40          | 136           | 3         | 5         |               | 6              | 9         | 26        | 61            | 140              | 194                   | 7           | 145        | 62        |          |
| NUMBER OF RESPONDENTS   | 208           | 3540         | 1         | 56        | 61        | 50        | 40          | 137           | 3         | 5         |               | 6              | 9         | 26        | 62            | 140              | 195                   | 7           | 146        | 62        |          |
|                         | 100%          | 100%         | 100%      | 100%      | 100%      | 100%      | 100%        | 100%          | 100%      | 100%      |               | 100%           | 100%      | 100%      | 100%          | 100%             | 100%                  | 100%        | 100%       | 100%      |          |

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

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

|                       | AGE           |              |            |            |            |            |             | RACE        |              |           |            |            |            |            | ETHNICITY   |                  | HEALTH STATUS              |             | CCC SCREENER |  |
|-----------------------|---------------|--------------|------------|------------|------------|------------|-------------|-------------|--------------|-----------|------------|------------|------------|------------|-------------|------------------|----------------------------|-------------|--------------|--|
|                       | INHE 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  | IND/ OTHR  | MUL- TI    | HIS- IC     | NOT HIS- PAN- IC | EX & VERY GOOD & FAIR POOR | NO CCC      | CCC          |  |
| Q38 #YES              | 187<br>90%    | 2956<br>85%* | 1<br>100%~ | 55<br>98%* | 58<br>95%  | 42<br>84%  | 31<br>78%~  | 123<br>90%  | 3<br>100%    | 5<br>100% | 6<br>~100% | 8<br>89%~  | 24<br>92%~ | 55<br>89%  | 127<br>91%  | 176<br>90%~      | 6<br>86%~                  | 136<br>93%* | 51<br>82%*   |  |
| NO                    | 21<br>10%     | 518<br>15%*  | ~          | 1<br>2%*   | 3<br>5%    | 8<br>16%   | 9<br>23%~   | 14<br>10%   | ~            | ~         | ~          | 1<br>~11%~ | 2<br>8%~   | 7<br>11%   | 13<br>9%    | 19<br>10%~       | 1<br>14%~                  | 10<br>7%*   | 11<br>18%*   |  |
| NOT ANSWERED          |               | 66           |            |            |            |            |             |             |              |           |            |            |            |            |             |                  |                            |             |              |  |
| VALID CASES           | 208           | 3474         | 1          | 56         | 61         | 50         | 40          | 137         | 3            | 5         | 6          | 9          | 26         | 62         | 140         | 195              | 7                          | 146         | 62           |  |
| NUMBER OF RESPONDENTS | 208<br>100%   | 3540<br>100% | 1<br>100%  | 56<br>100% | 61<br>100% | 50<br>100% | 40<br>100%  | 137<br>100% | 3<br>100%    | 5<br>100% | 6<br>100%  | 9<br>100%  | 26<br>100% | 62<br>100% | 140<br>100% | 195<br>100%      | 7<br>100%                  | 146<br>100% | 62<br>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 |           |           |           |
|-----------------------|---------------|--------------|-----------|-------------|-----------|-----------|-------------|-----------|--------------|------------|------------|----------------|-----------|-----------|------------------|-----------------------|--------------|-----------|-----------|-----------|
|                       | INHE 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       |           |
| Q39 YES               | 90<br>43%     | 1340<br>39%  |           | 25<br>~ 45% | 23<br>38% | 19<br>38% | 23<br>58%   | 61<br>45% | 3<br>100%    | ~          | 1<br>~ 17% | 3<br>33%       | 11<br>42% | 26<br>42% | 62<br>44%        | 83<br>43%             | 5<br>71%     | 58<br>40% | 32<br>52% |           |
| Q39 NO                | 117<br>57%    | 2127<br>61%  | 1<br>100% | 31<br>55%   | 37<br>62% | 31<br>62% | 17<br>43%   | 76<br>55% |              | 5<br>~100% |            | 5<br>~ 83%     | 6<br>67%  | 15<br>58% | 36<br>58%        | 78<br>56%             | 112<br>57%   | 2<br>29%  | 87<br>60% | 30<br>48% |
| NOT ANSWERED          | 1             | 73           |           |             | 1         |           |             |           |              |            |            |                |           |           |                  |                       |              |           | 1         |           |
| VALID CASES           | 207           | 3467         | 1         | 56          | 60        | 50        | 40          | 137       | 3            | 5          |            | 6              | 9         | 26        | 62               | 140                   | 195          | 7         | 145       | 62        |
| NUMBER OF RESPONDENTS | 208           | 3540         | 1         | 56          | 61        | 50        | 40          | 137       | 3            | 5          |            | 6              | 9         | 26        | 62               | 140                   | 195          | 7         | 146       | 62        |
|                       | 100%          | 100%         | 100%      | 100%        | 100%      | 100%      | 100%        | 100%      | 100%         | 100%       |            | 100%           | 100%      | 100%      | 100%             | 100%                  | 100%         | 100%      | 100%      | 100%      |

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

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

|                         |               |              | AGE |      |      |      |             | RACE             |         |                    |                |         | ETHNICITY |                  | HEALTH STATUS         |             | CCC SCREENER |      |      |
|-------------------------|---------------|--------------|-----|------|------|------|-------------|------------------|---------|--------------------|----------------|---------|-----------|------------------|-----------------------|-------------|--------------|------|------|
|                         | INHE 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- TI | HIS- IC   | NOT HIS- PAN- IC | EX & VERY GOOD & FAIR | GOOD & POOR | NO CCC       | CCC  |      |
| Q40 NEVER               | 8<br>10%      | 102<br>8%    | ~   | 4%~  | 9%~  | 6%~  | 20%~        | 12%~             | ~       | ~                  | ~              | ~       | 10%~      | 5%~              | 12%~                  | 8%~         | 40%~         | 4%~  | 20%~ |
| SOMETIMES               | 8<br>10%      | 189<br>15%   | ~   | 16%~ | 14%~ | 6%~  | ~           | 7%~              | ~       | ~                  | ~              | 100%~   | 10%~      | 14%~             | 8%~                   | 10%~        | ~            | 15%~ | ~    |
| USUALLY                 | 23<br>27%     | 353<br>28%   | ~   | 28%~ | 27%~ | 24%~ | 30%~        | 27%~             | 33%~    | ~                  | ~              | ~       | 30%~      | 36%~             | 23%~                  | 27%~        | 20%~         | 24%~ | 33%~ |
| ALWAYS                  | 45<br>54%     | 630<br>49%   | ~   | 52%~ | 50%~ | 65%~ | 50%~        | 54%~             | 67%~    | ~                  | 100%~          | ~       | 50%~      | 45%~             | 57%~                  | 55%~        | 40%~         | 57%~ | 47%~ |
| #ALWAYS + USUALLY (NET) | 68<br>81%     | 983<br>77%   | ~   | 80%~ | 77%~ | 88%~ | 80%~        | 81%~             | 100%~   | ~                  | 100%~          | ~       | 80%~      | 82%~             | 80%~                  | 82%~        | 60%~         | 81%~ | 80%~ |
| TOP BOX SCORE           | 45<br>54%     | 630<br>49%   | ~   | 52%~ | 50%~ | 65%~ | 50%~        | 54%~             | 67%~    | ~                  | 100%~          | ~       | 50%~      | 45%~             | 57%~                  | 55%~        | 40%~         | 57%~ | 47%~ |
| NOT ANSWERED            | 6             | 48           |     |      | 1    | 2    | 3           | 2                |         |                    |                | 1       | 1         | 4                | 2                     | 6           |              | 4    | 2    |
| VALID CASES             | 84            | 1274         |     | 25   | 22   | 17   | 20          | 59               | 3       |                    | 1              | 2       | 10        | 22               | 60                    | 77          | 5            | 54   | 30   |
| NUMBER OF RESPONDENTS   | 90            | 1322         |     | 25   | 23   | 19   | 23          | 61               | 3       |                    | 1              | 3       | 11        | 26               | 62                    | 83          | 5            | 58   | 32   |
|                         | 100%          | 100%         |     | 100% | 100% | 100% | 100%        | 100%             | 100%    |                    | 100%           | 100%    | 100%      | 100%             | 100%                  | 100%        | 100%         | 100% | 100% |

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

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

|                                    |               |              | AGE  |     |     |      |             | RACE         |         |               |                |           | ETHNICITY |         | HEALTH STATUS    |                       | CCC SCREENER |        |      |      |     |
|------------------------------------|---------------|--------------|------|-----|-----|------|-------------|--------------|---------|---------------|----------------|-----------|-----------|---------|------------------|-----------------------|--------------|--------|------|------|-----|
|                                    | INHE TOT CHLD | OHP TOT CHLD | <1   | 1-3 | 4-7 | 8-12 | 13 AND OVER | BLCK OR AFR- | AS- IAN | NATV HAW/ PAC | AMER IND/ ALSK | MUL- OTHR | TI        | HIS- IC | NOT HIS- PAN- IC | EX & VERY GOOD & POOR | FAIR & POOR  | NO CCC | CCC  |      |     |
| Q41 WORST PERSONAL DOCTOR POSSIBLE | 7             | 0.1%         | ~    | ~   | ~   | ~    | ~           | ~            | ~       | ~             | ~              | ~         | ~         | ~       | ~                | ~                     | ~            | ~      | ~    |      |     |
| 01                                 | 2             | 17           | ~    | ~   | 2   | ~    | 2           | ~            | ~       | ~             | ~              | ~         | ~         | 2       | 2                | ~                     | 1            | 1      | ~    |      |     |
|                                    | 0.7%          | 0.4%         | ~    | ~   | 2%  | ~    | 1%          | ~            | ~       | ~             | ~              | ~         | ~         | ~       | 1%               | 0.7%                  | ~            | 0.5%   | 1%   |      |     |
| 02                                 | 17            | 0.3%         | ~    | ~   | ~   | ~    | ~           | ~            | ~       | ~             | ~              | ~         | ~         | ~       | ~                | ~                     | ~            | ~      | ~    |      |     |
| 03                                 | 1             | 21           | ~    | ~   | ~   | 1    | ~           | ~            | ~       | ~             | ~              | ~         | 1         | 1       | ~                | 1                     | ~            | 1      | ~    |      |     |
|                                    | 0.3%          | 0.4%         | ~    | ~   | ~   | 1%   | ~           | ~            | ~       | ~             | ~              | ~         | 2%        | ~       | 0.5%             | 0.4%                  | ~            | ~      | 1%   |      |     |
| 04                                 | 41            | 0.9%         | ~    | ~   | ~   | ~    | ~           | ~            | ~       | ~             | ~              | ~         | ~         | ~       | ~                | ~                     | ~            | ~      | ~    |      |     |
| 05                                 | 4             | 139          | ~    | ~   | ~   | ~    | 4           | 3            | ~       | ~             | ~              | ~         | 1         | 1       | 3                | 4                     | ~            | 3      | 1    |      |     |
|                                    | 1%            | 3%*          | ~    | ~   | ~   | ~    | 6%          | 2%           | ~       | ~             | ~              | ~         | 2%        | 1%      | 2%               | 1%                    | ~            | 1%     | 1%   |      |     |
| 06                                 | 6             | 111          | ~    | ~   | 1   | 4    | 1           | 5            | ~       | ~             | ~              | ~         | 1         | 1       | 5                | 6                     | ~            | 4      | 2    |      |     |
|                                    | 2%            | 2%           | ~    | ~   | 1%  | 5%   | 2%          | 3%           | ~       | ~             | ~              | ~         | 7%        | ~       | 1%               | 3%                    | 2%           | ~      | 2%   | 3%   |     |
| 07                                 | 15            | 320          | ~    | 4   | 1   | 7    | 3           | 7            | ~       | ~             | ~              | 1         | 2         | 4       | 5                | 10                    | 15           | ~      | 13   | 2    |     |
|                                    | 5%            | 7%           | ~    | 6%  | 1%* | 9%   | 5%          | 4%           | ~       | ~             | ~              | 13%       | 13%       | 10%     | 6%               | 5%                    | 5%           | ~      | 6%   | 3%   |     |
| 08                                 | 56            | 785          | ~    | 16  | 19  | 17   | 4           | 34           | 2       | 2             | ~              | 2         | 2         | 8       | 13               | 42                    | 54           | 1      | 48   | 8    |     |
|                                    | 19%           | 16%          | ~    | 23% | 22% | 22%  | 6%*         | 18%          | 67%     | 29%           | ~              | 25%       | 13%       | 19%     | 15%              | 21%                   | 19%          | 11%    | 22%* | 10%* |     |
| 09                                 | 52            | 988          | ~    | 14  | 13  | 14   | 11          | 34           | 1       | 2             | ~              | 4         | 5         | 20      | 32               | 50                    | 2            | 35     | 17   |      |     |
|                                    | 18%           | 21%          | ~    | 20% | 15% | 18%  | 18%         | 18%          | 33%     | 29%           | ~              | ~         | 27%       | 12%     | 22%              | 16%                   | 18%          | 22%    | 16%  | 21%  |     |
| BEST PERSONAL DOCTOR POSSIBLE      | 158           | 2358         | 100% | 36  | 49  | 33   | 39          | 106          | ~       | 3             | ~              | 5         | 6         | 23      | 49               | 104                   | 148          | 6      | 110  | 48   |     |
|                                    | 54%           | 49%          | 100% | ~   | 51% | 58%  | 43%*        | 63%          | 55%     | ~             | 43%            | ~         | 63%       | 40%     | 55%              | 55%                   | 52%          | 53%    | 67%  | 51%  | 60% |
| #8-10 (NET)                        | 266           | 4130         | 100% | 66  | 81  | 64   | 54          | 174          | 3       | 7             | ~              | 7         | 12        | 36      | 82               | 178                   | 252          | 9      | 193  | 73   |     |
|                                    | 90%           | 86%*         | 100% | ~   | 94% | 95%* | 84%         | 87%          | 91%     | 100%          | ~              | 100%      | ~         | 88%     | 80%              | 86%                   | 92%          | 90%    | 100% | 90%  | 91% |

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 |             |            |      |
|-------------------------|---------------|--------------|-----------|------------|------------|------------|-------------|-------------|--------------|-----------|-----------|----------------|------------|------------|------------------|------------------|--------------|-------------|------------|------|
|                         | INHE TOT CHLD | OHP TOT CHLD | <1        | 1-3        | 4-7        | 8-12       | 13 AND OVER | WHITE       | BLCK OR AFR- | AS- IAN   | NATV ILND | AMER IND/ ALSK | MUL- TI    | HIS- IC    | NOT HIS- PAN- IC | EX & VERY GOOD & | FAIR & POOR  | NO CCC      | CCC        |      |
| 9-10 (NET)              | 210<br>71%    | 3346<br>70%  | 1<br>100% | 50<br>71%  | 62<br>73%  | 47<br>62%* | 50<br>81%*  | 140<br>73%  | 1<br>33%     | 5<br>71%  | 5<br>~    | 10<br>63%      | 28<br>67%  | 69<br>78%  | 136<br>68%       | 198<br>71%       | 8<br>89%     | 145<br>68%* | 65<br>81%* |      |
| NOT ANSWERED            | 6             | 249          |           |            | 2          | 2          | 2           | 4           |              |           |           |                |            | 1          | 4                | 5                |              | 5           | 1          |      |
| VALID CASES             | 294           | 4804         | 1         | 70         | 85         | 76         | 62          | 191         | 3            | 7         | 8         | 15             | 42         | 89         | 199              | 280              | 9            | 214         | 80         |      |
| NUMBER OF RESPONDENTS   | 300<br>100%   | 5053<br>100% | 1<br>100% | 70<br>100% | 87<br>100% | 78<br>100% | 64<br>100%  | 195<br>100% | 3<br>100%    | 7<br>100% | 8<br>100% | 15<br>100%     | 42<br>100% | 90<br>100% | 203<br>100%      | 285<br>100%      | 9<br>100%    | 219<br>100% | 81<br>100% |      |
| MEAN                    | 9.05          | 8.87         | 10.0      | 9.17       | 9.11       | 8.79       | 9.16        | 9.08        | 8.33         | 9.14      | 9.13      | 8.80           | 8.93       | 9.21       | 8.96             | 9.03             | 9.56         | 9.02        | 9.15       |      |
| p stat_(*=Sig @ p<=.05) |               | .023*        | ~         | .317       | .708       | .056       | .507        | .673        | ~            | ~         | ~         | ~              | ~          | ~          | .141             | .070             | ~            | ~           | .507       | .507 |

[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 |      |      |
|-----------------------|---------------|--------------|-------|--------|------|------|-------------|------------------|---------|----------------|----------------|--------------|--------------|------------------|-----------------------|-------------|--------------|------|------|
|                       | INHE 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               | 79            | 1181         |       | 8      | 19   | 20   | 32          | 58               |         |                | 2              | 1            | 11           | 17               | 57                    | 70          | 5            | 17   | 62   |
|                       | 27%           | 24%          |       | ~ 11%* | 22%  | 26%  | 52%*        | 30%              | ~       | ~              | ~ 25%~         | 7%~          | 26%~         | 19%*             | 28%                   | 25%~        | 56%~         | 8%*  | 78%* |
| NO                    | 216           | 3655         | 1     | 62     | 66   | 57   | 30          | 134              | 3       | 7              | 6              | 14           | 31           | 73               | 143                   | 212         | 4            | 198  | 18   |
|                       | 73%           | 76%          | 100%~ | 89%*   | 78%  | 74%  | 48%*        | 70%              | 100%~   | 100%~          | ~ 75%~         | 93%~         | 74%~         | 81%*             | 72%                   | 75%~        | 44%~         | 92%* | 23%* |
| NOT ANSWERED          | 5             | 217          |       |        | 2    | 1    | 2           | 3                |         |                |                |              |              | 3                | 3                     |             |              | 4    | 1    |
| VALID CASES           | 295           | 4836         | 1     | 70     | 85   | 77   | 62          | 192              | 3       | 7              | 8              | 15           | 42           | 90               | 200                   | 282         | 9            | 215  | 80   |
| NUMBER OF RESPONDENTS | 300           | 5053         | 1     | 70     | 87   | 78   | 64          | 195              | 3       | 7              | 8              | 15           | 42           | 90               | 203                   | 285         | 9            | 219  | 81   |
|                       | 100%          | 100%         | 100%  | 100%   | 100% | 100% | 100%        | 100%             | 100%    | 100%           | 100%           | 100%         | 100%         | 100%             | 100%                  | 100%        | 100%         | 100% | 100% |

[ASKED IF Q30 = YES]

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

|                       |               |              | AGE        |             |             |             |             | RACE  |              |         |             |                | ETHNICITY    |            | HEALTH STATUS    |                       | CCC SCREENER |           |           |
|-----------------------|---------------|--------------|------------|-------------|-------------|-------------|-------------|-------|--------------|---------|-------------|----------------|--------------|------------|------------------|-----------------------|--------------|-----------|-----------|
|                       | INHE 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       |
| Q43 #YES              | 69<br>88%     | 1018<br>86%  | 7<br>~ 88% | 16<br>~ 84% | 19<br>~ 95% | 27<br>~ 87% | 50<br>86%   |       |              |         | 2<br>~ 100% | 1<br>~ 100%    | 10<br>~ 100% | 13<br>81%  | 51<br>89%        | 61<br>88%             | 4<br>80%     | 15<br>88% | 54<br>89% |
| NO                    | 9<br>12%      | 160<br>14%   | 1<br>~ 13% | 3<br>~ 16%  | 1<br>~ 5%   | 4<br>~ 13%  | 8<br>14%    |       |              |         |             |                |              | 3<br>~ 19% | 6<br>~ 11%       | 8<br>12%              | 1<br>20%     | 2<br>12%  | 7<br>11%  |
| NOT ANSWERED          | 1             | 36           |            |             |             | 1           |             |       |              |         |             |                | 1            |            | 1                |                       |              |           | 1         |
| VALID CASES           | 78            | 1178         | 8          | 19          | 20          | 31          | 58          |       |              | 2       | 1           | 10             | 16           | 57         | 69               | 5                     | 17           | 61        |           |
| NUMBER OF RESPONDENTS | 79            | 1214         | 8          | 19          | 20          | 32          | 58          |       |              | 2       | 1           | 11             | 17           | 57         | 70               | 5                     | 17           | 62        |           |
|                       | 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 |           |           |
|-----------------------|---------------|--------------|------------|-------------|-------------|-------------|-------------|-------|--------------|---------|------------|------------|-------------|-----------|------------------|-----------------------|--------------|-----------|-----------|
|                       | INHE TOT CHLD | OHP TOT CHLD | <1         | 1-3         | 4-7         | 8-12        | 13 AND OVER | WHITE | BLCK OR AFR- | AS- IAN | NATV ILND  | AMER ALSK  | MUL- TI     | HIS- IC   | NOT HIS- PAN- IC | EX & VERY GOOD & FAIR | GOOD & POOR  | NO CCC    | CCC       |
| Q44 #YES              | 68<br>87%     | 992<br>85%   | 7<br>~ 88% | 15<br>~ 83% | 18<br>~ 90% | 28<br>~ 88% | 51<br>88%   | ~     | ~            | ~       | 1<br>~100% | 1<br>~100% | 10<br>~ 91% | 13<br>81% | 50<br>88%        | 60<br>87%             | 4<br>80%     | 15<br>88% | 53<br>87% |
| NO                    | 10<br>13%     | 179<br>15%   | 1<br>~ 13% | 3<br>~ 17%  | 2<br>~ 10%  | 4<br>~ 13%  | 7<br>12%    | ~     | ~            | ~       | ~          | ~          | 1<br>9%     | 3<br>19%  | 7<br>12%         | 9<br>13%              | 1<br>20%     | 2<br>12%  | 8<br>13%  |
| NOT ANSWERED          | 1             | 43           |            | 1           |             |             |             |       |              | 1       |            |            | 1           |           | 1                |                       |              | 1         |           |
| VALID CASES           | 78            | 1171         | 8          | 18          | 20          | 32          | 58          |       |              | 1       | 1          | 11         | 16          | 57        | 69               | 5                     | 17           | 61        |           |
| NUMBER OF RESPONDENTS | 79            | 1214         | 8          | 19          | 20          | 32          | 58          |       |              | 2       | 1          | 11         | 17          | 57        | 70               | 5                     | 17           | 62        |           |
|                       | 100%          | 100%         | 100%       | 100%        | 100%        | 100%        | 100%        |       |              | 100%    | 100%       | 100%       | 100%        | 100%      | 100%             | 100%                  | 100%         | 100%      | 100%      |

[ASKED IF Q30 = YES AND Q42 = YES]

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

|                       |               |              | AGE  |           |            |            |             | RACE         |             |                    |                |              | ETHNICITY  |                  | HEALTH STATUS         |             | CCC SCREENER |            |             |            |
|-----------------------|---------------|--------------|------|-----------|------------|------------|-------------|--------------|-------------|--------------------|----------------|--------------|------------|------------------|-----------------------|-------------|--------------|------------|-------------|------------|
|                       | INHE TOT CHLD | OHP TOT CHLD | <1   | 1-3       | 4-7        | 8-12       | 13 AND OVER | BLCK OR AFR- | AS- IAN     | NATV HAW/ PAC ILND | AMER IND/ ALSK | MUL- OTHR TI | HIS- IC    | NOT HIS- PAN- IC | EX & VERY GOOD & FAIR | GOOD & POOR | NO CCC       | CCC        |             |            |
| Q45 YES               | 47<br>14%     | 817<br>14%   | ~    | 6<br>8%*  | 14<br>16%  | 12<br>14%  | 15<br>19%   | 32<br>15%    | ~           | ~                  | ~              | 1<br>11%     | 2<br>12%   | 3<br>7%          | 13<br>12%             | 30<br>14%   | 41<br>13%    | 3<br>33%   | 23<br>10%*  | 24<br>28%* |
| NO                    | 280<br>86%    | 4882<br>86%  | 100% | 1<br>92%* | 67<br>84%  | 73<br>86%  | 76<br>81%   | 63<br>85%    | 3<br>100%   | 7<br>100%          | ~              | 8<br>89%     | 15<br>88%  | 39<br>93%        | 92<br>88%             | 187<br>86%  | 273<br>87%   | 6<br>67%   | 219<br>90%* | 61<br>72%* |
| NOT ANSWERED          | 24            | 319          |      | 5         | 8          | 8          | 3           | 3            |             |                    |                |              |            | 1                | 2                     | 2           | 3            | 1          | 24          |            |
| VALID CASES           | 327           | 5699         | 100% | 1<br>100% | 73<br>100% | 87<br>100% | 88<br>100%  | 78<br>100%   | 212<br>100% | 3<br>100%          | 7<br>100%      | 9<br>100%    | 17<br>100% | 42<br>100%       | 105<br>100%           | 217<br>100% | 314<br>100%  | 9<br>100%  | 242<br>100% | 85<br>100% |
| NUMBER OF RESPONDENTS | 351<br>100%   | 6018<br>100% | 100% | 1<br>100% | 78<br>100% | 95<br>100% | 96<br>100%  | 81<br>100%   | 215<br>100% | 3<br>100%          | 7<br>100%      | 9<br>100%    | 17<br>100% | 43<br>100%       | 107<br>100%           | 219<br>100% | 317<br>100%  | 10<br>100% | 266<br>100% | 85<br>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          |             |            |           |
|-------------------------|---------------|--------------|-----|-----------|------------|-----------|-------------|---------------|-----------|---------|---------------|----------------|-----------|-----------|---------------|------------------|-----------------------|-------------|------------|-----------|
|                         | INHE 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       |
| Q46 NEVER               | 2<br>4%       | 42<br>5%     | ~   | ~         | ~          | ~         | 2<br>14%    | 1<br>3%       | ~         | ~       | ~             | ~              | ~         | ~         | 2<br>7%       | 1<br>2%          | 1<br>3%               | ~           | 2<br>8%    | ~         |
| SOMETIMES               | 1<br>2%       | 149<br>19%   | ~   | ~         | ~          | 1<br>8%   | ~           | ~             | ~         | ~       | ~             | ~              | ~         | ~         | ~             | 1<br>2%          | ~                     | ~           | 1<br>4%    | ~         |
| USUALLY                 | 13<br>28%     | 195<br>25%   | ~   | 3<br>50%  | 4<br>29%   | 5<br>42%  | 1<br>7%     | 9<br>28%      | ~         | ~       | ~             | ~              | 1<br>50%  | 1<br>33%  | 3<br>23%      | 10<br>33%        | 12<br>29%             | 1<br>33%    | 6<br>27%   | 7<br>29%  |
| ALWAYS                  | 30<br>65%     | 401<br>51%   | ~   | 3<br>50%  | 10<br>71%  | 6<br>50%  | 11<br>79%   | 22<br>69%     | ~         | ~       | ~             | 1<br>100%      | 1<br>50%  | 2<br>67%  | 10<br>77%     | 18<br>60%        | 27<br>66%             | 1<br>33%    | 16<br>73%  | 14<br>58% |
| #ALWAYS + USUALLY (NET) | 43<br>93%     | 596<br>76%   | ~   | 6<br>100% | 14<br>100% | 11<br>92% | 12<br>86%   | 31<br>97%     | ~         | ~       | ~             | 1<br>100%      | 2<br>100% | 3<br>100% | 13<br>100%    | 28<br>93%        | 39<br>95%             | 2<br>67%    | 22<br>100% | 21<br>88% |
| TOP BOX SCORE           | 30<br>65%     | 401<br>51%   | ~   | 3<br>50%  | 10<br>71%  | 6<br>50%  | 11<br>79%   | 22<br>69%     | ~         | ~       | ~             | 1<br>100%      | 1<br>50%  | 2<br>67%  | 10<br>77%     | 18<br>60%        | 27<br>66%             | 1<br>33%    | 16<br>73%  | 14<br>58% |
| NOT ANSWERED            | 1             | 26           |     |           |            | 1         |             |               |           |         |               |                |           |           |               |                  |                       |             | 1          |           |
| VALID CASES             | 46            | 787          |     | 6         | 14         | 12        | 14          | 32            |           |         |               | 1              | 2         | 3         | 13            | 30               | 41                    | 3           | 22         | 24        |
| NUMBER OF RESPONDENTS   | 47            | 813          |     | 6         | 14         | 12        | 15          | 32            |           |         |               | 1              | 2         | 3         | 13            | 30               | 41                    | 3           | 23         | 24        |
|                         | 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          |             |            |            |
|-----------------------|---------------|--------------|----|------|-----------|-----------|-------------|---------------|-----------|--------|---------------|----------------|------------|-----------|---------------|------------------|-----------------------|-------------|------------|------------|
|                       | INHE TOT CHLD | OHP TOT CHLD | <1 | 1-3  | 4-7       | 8-12      | 13 AND OVER | BLCK OR WHITE | AFR-AMER  | AS-IAN | NATV HAW/ PAC | AMER IND/ ALSK | OTHR       | MUL- TI   | HIS- PAN- IC  | NOT HIS- PAN- IC | EX & VERY GOOD & POOR | FAIR & POOR | NO CCC     | CCC        |
| Q47 NONE              | 3<br>7%       | 60<br>8%     | ~  | 17%~ | 1<br>8%~  | ~         | 1<br>7%~    | 2<br>6%~      | ~         | ~      | ~             | ~              | ~          | ~         | 1<br>8%~      | 2<br>7%~         | 3<br>7%~              | ~           | 1<br>5%~   | 2<br>8%~   |
| 1 SPECIALIST          | 30<br>67%     | 510<br>64%   | ~  | 50%~ | 3<br>69%~ | 9<br>83%~ | 10<br>57%~  | 8<br>66%~     | ~         | ~      | ~             | 1<br>100%~     | 2<br>100%~ | 1<br>33%~ | 11<br>85%~    | 17<br>57%~       | 28<br>68%~            | 1<br>33%~   | 16<br>76%~ | 14<br>58%~ |
| 2                     | 7<br>16%      | 153<br>19%   | ~  | 33%~ | 2<br>15%~ | 2<br>8%~  | 1<br>14%~   | 2<br>16%~     | 5<br>16%~ | ~      | ~             | ~              | ~          | 2<br>67%~ | 1<br>8%~      | 6<br>20%~        | 7<br>17%~             | ~           | 3<br>14%~  | 4<br>17%~  |
| 3                     | 4<br>9%       | 36<br>5%     | ~  | ~    | ~         | 1<br>8%~  | 3<br>21%~   | 3<br>9%~      | ~         | ~      | ~             | ~              | ~          | ~         | ~             | 4<br>13%~        | 2<br>5%~              | 2<br>67%~   | ~          | 4<br>17%~  |
| 4                     | 1<br>2%       | 16<br>2%     | ~  | ~    | 1<br>8%~  | ~         | ~           | 1<br>3%~      | ~         | ~      | ~             | ~              | ~          | ~         | ~             | 1<br>3%~         | 1<br>2%~              | ~           | 1<br>5%~   | ~          |
| 5 OR MORE SPECIALISTS |               | 17<br>2%     | ~  | ~    | ~         | ~         | ~           | ~             | ~         | ~      | ~             | ~              | ~          | ~         | ~             | ~                | ~                     | ~           | ~          | ~          |
| NOT ANSWERED          | 2             | 21           |    |      | 1         |           | 1           |               |           |        |               |                |            |           |               |                  |                       |             | 2          |            |
| VALID CASES           | 45            | 792          |    | 6    | 13        | 12        | 14          | 32            |           |        |               | 1              | 2          | 3         | 13            | 30               | 41                    | 3           | 21         | 24         |
| NUMBER OF RESPONDENTS | 47            | 813          |    | 6    | 14        | 12        | 15          | 32            |           |        |               | 1              | 2          | 3         | 13            | 30               | 41                    | 3           | 23         | 24         |
|                       | 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?

|                                     | INHE<br>TOT<br>CHLD | OHP<br>TOT<br>CHLD | AGE |          |          |          |                   | RACE               |            |                      |                      |            | ETHNIC-<br>ITY     |                           | HEALTH<br>STATUS                  |                   | CCC<br>SCREENER |           |           |
|-------------------------------------|---------------------|--------------------|-----|----------|----------|----------|-------------------|--------------------|------------|----------------------|----------------------|------------|--------------------|---------------------------|-----------------------------------|-------------------|-----------------|-----------|-----------|
|                                     |                     |                    | <1  | 1-3      | 4-7      | 8-12     | 13<br>AND<br>OVER | BLCK<br>OR<br>AFR- | AS-<br>IAN | NATV<br>HAW/<br>ILND | AMER<br>IND/<br>NATV | MUL-<br>TI | HIS-<br>PAN-<br>IC | NOT<br>HIS-<br>PAN-<br>IC | EX &<br>VERY<br>GOOD<br>&<br>GOOD | FAIR<br>&<br>POOR | NO<br>CCC       | CCC       |           |
| Q48<br>WORST SPECIALIST<br>POSSIBLE |                     | 3<br>0.4%          | ~   | ~        | ~        | ~        | ~                 | ~                  | ~          | ~                    | ~                    | ~          | ~                  | ~                         | ~                                 | ~                 | ~               | ~         |           |
| 01                                  | 1<br>2%             | 2<br>0.3%          | ~   | ~        | 1<br>8%  | ~        | 1<br>3%           | ~                  | ~          | ~                    | ~                    | ~          | 1<br>8%            | ~                         | 1<br>3%                           | ~                 | ~               | 1<br>5%   |           |
| 02                                  |                     | 1<br>0.1%          | ~   | ~        | ~        | ~        | ~                 | ~                  | ~          | ~                    | ~                    | ~          | ~                  | ~                         | ~                                 | ~                 | ~               | ~         |           |
| 03                                  |                     | 2<br>0.3%          | ~   | ~        | ~        | ~        | ~                 | ~                  | ~          | ~                    | ~                    | ~          | ~                  | ~                         | ~                                 | ~                 | ~               | ~         |           |
| 04                                  |                     | 5<br>0.6%          | ~   | ~        | ~        | ~        | ~                 | ~                  | ~          | ~                    | ~                    | ~          | ~                  | ~                         | ~                                 | ~                 | ~               | ~         |           |
| 05                                  |                     | 22<br>3%           | ~   | ~        | ~        | ~        | ~                 | ~                  | ~          | ~                    | ~                    | ~          | ~                  | ~                         | ~                                 | ~                 | ~               | ~         |           |
| 06                                  | 2<br>5%             | 34<br>5%           | ~   | ~        | 1<br>8%  | ~        | 1<br>8%           | 1<br>3%            | ~          | ~                    | ~                    | ~          | ~                  | 2<br>7%                   | 1<br>3%                           | 1<br>3%           | ~               | 2<br>9%   |           |
| 07                                  | 2<br>5%             | 53<br>8%           | ~   | ~        | ~        | 1<br>8%  | 1<br>8%           | 2<br>7%            | ~          | ~                    | ~                    | ~          | 1<br>8%            | 1<br>4%                   | 2<br>5%                           | ~                 | 2<br>10%        | ~         |           |
| 08                                  | 5<br>12%            | 121<br>17%         | ~   | 1<br>20% | 1<br>8%  | 1<br>8%  | 2<br>15%          | 4<br>13%           | ~          | ~                    | ~                    | ~          | 1<br>8%            | 4<br>14%                  | 3<br>8%                           | 2<br>67%          | 1<br>5%         | 4<br>18%  |           |
| 09                                  | 10<br>24%           | 144<br>20%         | ~   | ~        | 2<br>17% | 5<br>42% | 3<br>23%          | 7<br>23%           | ~          | ~                    | 1<br>100%            | ~          | 3<br>25%           | 6<br>21%                  | 10<br>26%                         | ~                 | 7<br>35%        | 3<br>14%  |           |
| BEST SPECIALIST<br>POSSIBLE         | 22<br>52%           | 324<br>45%         | ~   | 4<br>80% | 7<br>58% | 5<br>42% | 6<br>46%          | 15<br>50%          | ~          | ~                    | ~                    | ~          | 2<br>100%          | 3<br>100%                 | 6<br>50%                          | 15<br>54%         | 21<br>55%       | 10<br>50% | 12<br>55% |

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 |           |
|-------------------------|---------------|--------------|------------|-----------|-----------|-----------|-------------|-------------|---------|----------------|----------------|-----------|-----------|--------------|------------------|-----------------------|--------------|-----------|
|                         | INHE 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    |
| #8-10 (NET)             | 37<br>88%     | 589<br>83%   | 5<br>~100% | 10<br>83% | 11<br>92% | 11<br>85% | 26<br>87%   | ~           | ~       | 1<br>~100%     | 2<br>100%      | 3<br>100% | 10<br>83% | 25<br>89%    | 34<br>89%        | 2<br>67%              | 18<br>90%    | 19<br>86% |
| 9-10 (NET)              | 32<br>76%     | 468<br>66%   | 4<br>~80%  | 9<br>75%  | 10<br>83% | 9<br>69%  | 22<br>73%   | ~           | ~       | 1<br>~100%     | 2<br>100%      | 3<br>100% | 9<br>75%  | 21<br>75%    | 31<br>82%        | 17<br>85%             | 15<br>68%    |           |
| NOT ANSWERED            |               | 9            |            |           |           |           |             |             |         |                |                |           |           |              |                  |                       |              |           |
| VALID CASES             | 42            | 712          | 5          | 12        | 12        | 13        | 30          |             |         | 1              | 2              | 3         | 12        | 28           | 38               | 3                     | 20           | 22        |
| NUMBER OF RESPONDENTS   | 42            | 721          | 5          | 12        | 12        | 13        | 30          |             |         | 1              | 2              | 3         | 12        | 28           | 38               | 3                     | 20           | 22        |
|                         | 100%          | 100%         | 100%       | 100%      | 100%      | 100%      | 100%        |             |         | 100%           | 100%           | 100%      | 100%      | 100%         | 100%             | 100%                  | 100%         | 100%      |
| MEAN                    | 8.98          | 8.75         | 9.60       | 8.58      | 9.17      | 8.92      | 8.87        |             |         | 9.00           | 10.0           | 10.0      | 8.58      | 9.11         | 9.08             | 7.33                  | 9.25         | 8.73      |
| 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 |             |            |
|-----------------------|---------------|--------------|------------|-------------|------------|------------|-------------|-------------------|-----------|--------------------|---------------------|--------------|--------------|------------------|-----------------------|-------------|--------------|-------------|------------|
|                       | INHE TOT CHLD | OHP TOT CHLD | <1         | 1-3         | 4-7        | 8-12       | 13 AND OVER | BLCK OR AFR- Whte | AS- IAN   | NATV HAW/ PAC ILND | AMER IND/ ALSK NATV | MUL- OTHR TI | HIS- PAN- IC | NOT HIS- PAN- IC | EX & VERY GOOD & POOR | FAIR & POOR | NO CCC       | CCC         |            |
| Q49 YES               | 73<br>23%     | 1474<br>26%  |            | 13<br>~ 18% | 25<br>29%  | 18<br>21%  | 17<br>22%   | 45<br>21%         | 1<br>33%~ | 2<br>33%~          | 2<br>~ 22%~         | 6<br>35%~    | 9<br>21%~    | 32<br>31%*       | 41<br>19%*            | 70<br>22%~  | 2<br>20%~    | 56<br>24%   | 17<br>20%  |
| NO                    | 250<br>77%    | 4149<br>74%  | 1<br>100%~ | 60<br>82%   | 61<br>71%  | 68<br>79%  | 60<br>78%   | 168<br>79%        | 2<br>67%~ | 4<br>67%~          | 7<br>~ 78%~         | 11<br>65%~   | 34<br>79%~   | 72<br>69%*       | 176<br>81%*           | 242<br>78%~ | 8<br>80%~    | 182<br>76%  | 68<br>80%  |
| NOT ANSWERED          | 28            | 395          |            | 5           | 9          | 10         | 4           | 2                 |           | 1                  |                     |              |              | 3                | 2                     | 5           |              | 28          |            |
| VALID CASES           | 323           | 5623         | 1          | 73          | 86         | 86         | 77          | 213               | 3         | 6                  | 9                   | 17           | 43           | 104              | 217                   | 312         | 10           | 238         | 85         |
| NUMBER OF RESPONDENTS | 351<br>100%   | 6018<br>100% | 1<br>100%  | 78<br>100%  | 95<br>100% | 96<br>100% | 81<br>100%  | 215<br>100%       | 3<br>100% | 7<br>100%          | 9<br>100%           | 17<br>100%   | 43<br>100%   | 107<br>100%      | 219<br>100%           | 317<br>100% | 10<br>100%   | 266<br>100% | 85<br>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 |           |           |           |
|-------------------------|---------------|--------------|-----|-----------|-----------|-----------|-------------|-----------|--------------|-----------|-----------|----------------|-----------|-----------|------------------|-----------------------|--------------|-----------|-----------|-----------|
|                         | INHE 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       |           |
| Q50 NEVER               | 2<br>3%       | 37<br>3%     | ~   | ~         | 1<br>4%   | ~         | 1<br>6%     | 2<br>4%   | ~            | ~         | ~         | ~              | ~         | ~         | 2<br>5%          | 2<br>3%               | ~            | 2<br>4%   | ~         |           |
| SOMETIMES               | 10<br>14%     | 224<br>17%   | ~   | 3<br>23%  | 1<br>4%   | 3<br>18%  | 3<br>19%    | 8<br>18%  | ~            | ~         | ~         | ~              | ~         | 3<br>10%  | 7<br>17%         | 9<br>13%              | 1<br>50%     | 8<br>15%  | 2<br>13%  |           |
| USUALLY                 | 21<br>30%     | 391<br>30%   | ~   | 6<br>46%  | 8<br>33%  | 6<br>35%  | 1<br>6%     | 12<br>27% | 1<br>100%    | ~         | ~         | 1<br>50%       | 2<br>40%  | 3<br>33%  | 11<br>38%        | 10<br>24%             | 20<br>30%    | 1<br>50%  | 17<br>31% | 4<br>25%  |
| ALWAYS                  | 37<br>53%     | 645<br>50%   | ~   | 4<br>31%  | 14<br>58% | 8<br>47%  | 11<br>69%   | 23<br>51% | 2<br>100%    | ~         | 1<br>50%  | 3<br>60%       | 6<br>67%  | 15<br>52% | 22<br>54%        | 36<br>54%             | ~            | 27<br>50% | 10<br>63% |           |
| #ALWAYS + USUALLY (NET) | 58<br>83%     | 1037<br>80%  | ~   | 10<br>77% | 22<br>92% | 14<br>82% | 12<br>75%   | 35<br>78% | 1<br>100%    | 2<br>100% | ~         | 2<br>100%      | 5<br>100% | 9<br>100% | 26<br>90%        | 32<br>78%             | 56<br>84%    | 1<br>50%  | 44<br>81% | 14<br>88% |
| TOP BOX SCORE           | 37<br>53%     | 645<br>50%   | ~   | 4<br>31%  | 14<br>58% | 8<br>47%  | 11<br>69%   | 23<br>51% | 2<br>100%    | ~         | 1<br>50%  | 3<br>60%       | 6<br>67%  | 15<br>52% | 22<br>54%        | 36<br>54%             | ~            | 27<br>50% | 10<br>63% |           |
| NOT ANSWERED            | 3             | 44           |     |           | 1         | 1         | 1           |           |              |           |           |                | 1         | 3         |                  | 3                     |              | 2         | 1         |           |
| VALID CASES             | 70            | 1297         |     | 13        | 24        | 17        | 16          | 45        | 1            | 2         |           | 2              | 5         | 9         | 29               | 41                    | 67           | 2         | 54        | 16        |
| NUMBER OF RESPONDENTS   | 73            | 1341         |     | 13        | 25        | 18        | 17          | 45        | 1            | 2         |           | 2              | 6         | 9         | 32               | 41                    | 70           | 2         | 56        | 17        |
|                         | 100%          | 100%         |     | 100%      | 100%      | 100%      | 100%        | 100%      | 100%         | 100%      |           | 100%           | 100%      | 100%      | 100%             | 100%                  | 100%         | 100%      | 100%      | 100%      |

[ASKED IF Q49 = YES]

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

|                         |               |              | AGE |           |           |            |             | RACE             |           |                    |                |           | ETHNICITY |                  | HEALTH STATUS         |             | CCC SCREENER |           |           |      |
|-------------------------|---------------|--------------|-----|-----------|-----------|------------|-------------|------------------|-----------|--------------------|----------------|-----------|-----------|------------------|-----------------------|-------------|--------------|-----------|-----------|------|
|                         | INHE 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- TI   | HIS- IC   | NOT HIS- PAN- IC | EX & VERY GOOD & FAIR | GOOD & POOR | NO CCC       | CCC       |           |      |
| Q51 NEVER               | 1<br>1%       | 31<br>2%     | ~   | ~         | ~         | ~          | 1<br>6%     | 1<br>2%          | ~         | ~                  | ~              | ~         | ~         | 1<br>2%          | 1<br>1%               | ~           | 1<br>2%      | ~         |           |      |
| SOMETIMES               | 5<br>7%       | 120<br>9%    | ~   | 2<br>15%  | 1<br>4%   | ~          | 2<br>12%    | 3<br>7%          | ~         | ~                  | ~              | ~         | 3<br>10%  | 2<br>5%          | 5<br>7%               | ~           | 4<br>7%      | 1<br>6%   |           |      |
| USUALLY                 | 17<br>24%     | 278<br>21%   | ~   | 3<br>23%  | 8<br>32%  | 4<br>24%   | 2<br>12%    | 10<br>22%        | 1<br>100% | ~                  | ~              | 1<br>20%  | 3<br>33%  | 6<br>19%         | 11<br>27%             | 17<br>25%   | ~            | 11<br>20% | 6<br>35%  |      |
| ALWAYS                  | 49<br>68%     | 871<br>67%   | ~   | 8<br>62%  | 16<br>64% | 13<br>76%  | 12<br>71%   | 31<br>69%        | 2<br>100% | ~                  | 2<br>100%      | 4<br>80%  | 6<br>67%  | 22<br>71%        | 27<br>66%             | 46<br>67%   | 2<br>100%    | 39<br>71% | 10<br>59% |      |
| #ALWAYS + USUALLY (NET) | 66<br>92%     | 1149<br>88%  | ~   | 11<br>85% | 24<br>96% | 17<br>100% | 14<br>82%   | 41<br>91%        | 1<br>100% | 2<br>100%          | ~              | 2<br>100% | 5<br>100% | 9<br>90%         | 38<br>93%             | 63<br>91%   | 2<br>100%    | 50<br>91% | 16<br>94% |      |
| TOP BOX SCORE           | 49<br>68%     | 871<br>67%   | ~   | 8<br>62%  | 16<br>64% | 13<br>76%  | 12<br>71%   | 31<br>69%        | 2<br>100% | ~                  | 2<br>100%      | 4<br>80%  | 6<br>67%  | 22<br>71%        | 27<br>66%             | 46<br>67%   | 2<br>100%    | 39<br>71% | 10<br>59% |      |
| NOT ANSWERED            | 1             | 41           |     |           |           | 1          |             |                  |           |                    | 1              |           | 1         |                  | 1                     |             | 1            |           |           |      |
| VALID CASES             | 72            | 1300         |     | 13        | 25        | 17         | 17          | 45               | 1         | 2                  |                | 2         | 5         | 9                | 31                    | 41          | 69           | 2         | 55        | 17   |
| NUMBER OF RESPONDENTS   | 73            | 1341         |     | 13        | 25        | 18         | 17          | 45               | 1         | 2                  |                | 2         | 6         | 9                | 32                    | 41          | 70           | 2         | 56        | 17   |
|                         | 100%          | 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 |             |            |
|-----------------------|---------------|--------------|-------------|------------|------------|------------|-------------|------------------|------------|----------------|----------------|------------|------------|--------------|------------------|-----------------------|--------------|-------------|------------|
|                       | INHE 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        |
| Q52 YES               | 104<br>33%    | 1596<br>29%  | 18<br>~ 25% | 35<br>41%  | 29<br>33%  | 22<br>29%  | 59<br>28%*  | 2<br>~ 33%       | 3<br>~ 33% | 8<br>50%       | 18<br>44%      | 37<br>37%  | 65<br>30%  | 100<br>32%   | 3<br>33%         | 74<br>31%             | 30<br>36%    |             |            |
| NO                    | 215<br>67%    | 3983<br>71%  | 1<br>100%   | 53<br>75%  | 50<br>59%  | 58<br>67%  | 53<br>71%   | 154<br>72%*      | 3<br>100%  | 4<br>67%       | 6<br>~ 67%     | 8<br>50%   | 23<br>56%  | 64<br>63%    | 151<br>70%       | 209<br>68%            | 6<br>67%     | 162<br>69%  | 53<br>64%  |
| NOT ANSWERED          | 32            | 439          | 7           | 10         | 9          | 6          | 2           | 1                |            |                | 1              | 2          | 6          | 3            | 8                | 1                     | 30           | 2           |            |
| VALID CASES           | 319           | 5579         | 1           | 71         | 85         | 87         | 75          | 213              | 3          | 6              | 9              | 16         | 41         | 101          | 216              | 309                   | 9            | 236         | 83         |
| NUMBER OF RESPONDENTS | 351<br>100%   | 6018<br>100% | 1<br>100%   | 78<br>100% | 95<br>100% | 96<br>100% | 81<br>100%  | 215<br>100%      | 3<br>100%  | 7<br>100%      | 9<br>100%      | 17<br>100% | 43<br>100% | 107<br>100%  | 219<br>100%      | 317<br>100%           | 10<br>100%   | 266<br>100% | 85<br>100% |

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

|                         | INHE TOT CHLD | OHP TOT CHLD | 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/ PAC | AMER IND/ ALSK | MUL- OTHR  | TI         | HIS- PAN- IC | NOT HIS- PAN- IC | EX & VERY GOOD & FAIR & POOR | NO CCC       | CCC         |             |            |
| PQ53 NEVER              |               | 65<br>1%     | ~         | ~          | ~          | ~          | ~           | ~             | ~          | ~         | ~             | ~              | ~          | ~          | ~            | ~                | ~                            | ~            | ~           |             |            |
| SOMETIMES               | 17<br>5%      | 282<br>5%    | ~         | 3<br>4%    | 8<br>10%   | 4<br>5%    | 2<br>3%     | 8<br>4%       | ~          | ~         | ~             | ~              | ~          | ~          | 6<br>15%     | 6<br>6%          | 11<br>5%                     | 17<br>6%     | 11<br>5%    | 6<br>7%     |            |
| USUALLY                 | 42<br>13%     | 520<br>9%*   | ~         | 7<br>10%   | 12<br>14%  | 9<br>11%   | 14<br>19%   | 26<br>12%     | ~          | 2<br>33%  | ~             | 3<br>33%       | 2<br>13%   | 3<br>7%    | 11<br>11%    | 29<br>13%        | 39<br>13%                    | 3<br>33%     | 25<br>11%*  | 17<br>21%*  |            |
| ALWAYS                  | 256<br>81%    | 4656<br>84%  | 100%~     | 1<br>86%   | 61<br>76%  | 64<br>85%  | 72<br>88%   | 58<br>78%     | 177<br>84% | 3<br>100% | 4<br>67%      | 6<br>~         | 14<br>88%  | 32<br>78%  | 81<br>83%    | 175<br>81%       | 249<br>82%                   | 6<br>67%     | 197<br>85%* | 59<br>72%*  |            |
| #ALWAYS + USUALLY (NET) | 298<br>95%    | 5175<br>94%  | 100%~     | 1<br>96%   | 68<br>90%  | 76<br>95%  | 81<br>97%   | 72<br>96%     | 203<br>96% | 3<br>100% | 6<br>100%     | ~              | 9<br>100%  | 16<br>100% | 35<br>85%    | 92<br>94%        | 204<br>95%                   | 288<br>94%   | 9<br>100%   | 222<br>95%  | 76<br>93%  |
| TOP BOX SCORE           | 256<br>81%    | 4656<br>84%  | 100%~     | 1<br>86%   | 61<br>76%  | 64<br>85%  | 72<br>88%   | 58<br>78%     | 177<br>84% | 3<br>100% | 4<br>67%      | ~              | 6<br>88%   | 14<br>78%  | 32<br>83%    | 81<br>81%        | 175<br>81%                   | 249<br>82%   | 6<br>67%    | 197<br>85%* | 59<br>72%* |
| NOT ANSWERED            | 4             | 67           |           |            | 1          | 2          | 1           | 2             |            |           |               |                |            |            | 3            | 1                | 4                            |              | 3           | 1           |            |
| VALID CASES             | 315           | 5523         | 1         | 71         | 84         | 85         | 74          | 211           | 3          | 6         |               | 9              | 16         | 41         | 98           | 215              | 305                          | 9            | 233         | 82          |            |
| NUMBER OF RESPONDENTS   | 319<br>100%   | 5590<br>100% | 1<br>100% | 71<br>100% | 85<br>100% | 87<br>100% | 75<br>100%  | 213<br>100%   | 3<br>100%  | 6<br>100% |               | 9<br>100%      | 16<br>100% | 41<br>100% | 101<br>100%  | 216<br>100%      | 309<br>100%                  | 9<br>100%    | 236<br>100% | 83<br>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 |              |              |             |              |             |
|--------------------------------|---------------|--------------|-----------|------------|------------|------------|-------------|--------------|-------------|---------------|----------------|-----------|-----------|-------------|------------------|----------------|--------------|--------------|--------------|-------------|--------------|-------------|
|                                | INHE TOT CHLD | OHP TOT CHLD | <1        | 1-3        | 4-7        | 8-12       | 13 AND OVER | BLCK OR AFR- | AS- IAN     | NATV HAW/ PAC | AMER IND/ ALSK | MUL- OTHR | TI        | HIS- IC     | NOT HIS- PAN- IC | EX & VERY GOOD | FAIR & POOR  | NO CCC       | CCC          |             |              |             |
| Q54 WORST HEALTH PLAN POSSIBLE | 2<br>0.6%     | 18<br>0.3%   | ~         | ~          | 1%<br>~    | 1%<br>~    | 1%<br>0.9%  | ~            | ~           | ~             | ~              | ~         | ~         | 1<br>0.9%   | 1<br>0.5%        | 2<br>0.6%      | ~            | 1<br>~       | 1<br>1%      |             |              |             |
| 01                             | 1<br>0.3%     | 11<br>0.2%   | ~         | ~          | ~          | 1%<br>~    | ~           | ~            | ~           | ~             | ~              | ~         | 1<br>2%   | 1<br>~0.5%  | 1<br>0.3%        | ~              | ~            | 1<br>~       | 1<br>1%      |             |              |             |
| 02                             | 1<br>0.3%     | 27<br>0.5%   | ~         | ~          | ~          | ~          | 1%<br>~     | ~            | ~           | ~             | ~              | ~         | 1<br>2%   | 1<br>~0.9%  | 1<br>~0.3%       | ~              | ~            | 1<br>~0.4%   | ~            |             |              |             |
| 03                             | 1<br>0.3%     | 40<br>0.7%   | ~         | ~          | 1%<br>~    | ~          | ~           | ~            | ~           | ~             | ~              | ~         | ~         | 1<br>~0.5%  | 1<br>0.3%        | ~              | ~            | 1<br>~0.4%   | ~            |             |              |             |
| 04                             | 4<br>1%       | 53<br>0.9%   | ~         | ~          | 1%<br>1%   | 1%<br>3%   | 2<br>3%     | 3<br>1%      | ~           | ~             | ~              | ~         | 1<br>2%   | 1<br>~0.9%  | 3<br>1%          | 4<br>1%        | ~            | 3<br>1%      | 1<br>1%      |             |              |             |
| 05                             | 18<br>6%      | 288<br>5%    | ~         | 1%<br>1%*  | 2%<br>2%   | 8%<br>9%   | 7%<br>9%    | 17%<br>8%*   | ~           | ~             | ~              | ~         | 1<br>2%   | 1<br>~0.9%* | 17%<br>8%*       | 17%<br>5%~     | 1%<br>10%~   | 13%<br>5%    | 5%<br>6%     |             |              |             |
| 06                             | 14<br>4%      | 265<br>5%    | 100%<br>~ | 3%<br>4%   | 2%<br>2%   | 4%<br>5%   | 4%<br>5%    | 10%<br>5%    | ~           | ~             | ~              | 22%<br>~  | 1%<br>6%~ | 1%<br>2%~   | 13%<br>0.9%*     | 6%<br>6%*      | 13%<br>4%~   | 1%<br>10%~   | 9%<br>4%     | 5%<br>6%    |              |             |
| 07                             | 33<br>10%     | 565<br>10%   | ~         | 11%<br>11% | 9%<br>9%   | 8%<br>9%   | 9%<br>12%   | 24%<br>11%   | ~           | 1%<br>~       | 1%<br>~        | ~         | 11%<br>~  | 5%<br>~     | 3%<br>3%*        | 30%<br>14%*    | 32%<br>10%~  | 1%<br>10%~   | 23%<br>10%   | 10%<br>12%  |              |             |
| 08                             | 62<br>19%     | 980<br>18%   | ~         | 19%<br>19% | 23%<br>23% | 21%<br>21% | 13%<br>13%  | 41%<br>19%   | 1%<br>33%~  | ~             | ~              | ~         | 22%<br>~  | 2%<br>12%~  | 2%<br>21%~       | 9%<br>19%      | 20%<br>19%   | 62%<br>20%~  | ~            | 43%<br>18%  | 19%<br>23%   |             |
| 09                             | 59<br>18%     | 1008<br>18%  | ~         | 21%<br>21% | 18%<br>18% | 16%<br>16% | 14%<br>18%  | 39%<br>18%   | 2%<br>67%~  | 1%<br>17%~    | ~              | ~         | 11%<br>~  | 1%<br>18%~  | 3%<br>12%~       | 5%<br>16%      | 17%<br>19%   | 41%<br>19%   | 59%<br>19%~  | ~           | 43%<br>18%   | 16%<br>20%  |
| BEST HEALTH PLAN POSSIBLE      | 127<br>39%    | 2334<br>42%  | ~         | 43%<br>43% | 41%<br>41% | 37%<br>37% | 37%<br>37%  | 74%<br>35%*  | ~           | 4%<br>~       | ~              | ~         | 33%<br>~  | 3%<br>65%~  | 11%<br>65%~      | 19%<br>44%~    | 61%<br>58%*  | 66%<br>31%*  | 119%<br>38%~ | 7%<br>70%~  | 103%<br>43%* | 24%<br>29%* |
| #8-10 (NET)                    | 248<br>77%    | 4322<br>77%  | ~         | 83%<br>83% | 83%<br>83% | 74%<br>74% | 68%<br>68%  | 154%<br>73%* | 3%<br>100%~ | 5%<br>83%~    | ~              | ~         | 6%<br>~   | 16%<br>94%~ | 33%<br>77%~      | 98%<br>92%*    | 148%<br>69%* | 240%<br>77%~ | 7%<br>70%~   | 189%<br>79% | 59%<br>72%   |             |

Continued

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

|                         |               |              | AGE         |            |            |            |             | RACE         |           |                    |                |            | ETHNICITY  |                  | HEALTH STATUS    |             | CCC SCREENER |             |            |
|-------------------------|---------------|--------------|-------------|------------|------------|------------|-------------|--------------|-----------|--------------------|----------------|------------|------------|------------------|------------------|-------------|--------------|-------------|------------|
|                         | INHE 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         |            |
| 9-10 (NET)              | 186<br>58%    | 3342<br>60%  | 46<br>~ 64% | 52<br>60%  | 46<br>53%  | 42<br>55%  | 113<br>54%* | 2<br>67%~    | 5<br>83%~ | 4<br>~ 44%~        | 14<br>82%~     | 24<br>56%~ | 78<br>74%* | 107<br>50%*      | 178<br>57%~      | 7<br>70%~   | 146<br>61%   | 40<br>49%   |            |
| NOT ANSWERED            | 29            | 430          | 6           | 8          | 10         | 5          | 4           | 1            |           |                    |                |            | 1          | 5                | 6                |             | 26           | 3           |            |
| VALID CASES             | 322           | 5588         | 1           | 72         | 87         | 86         | 76          | 211          | 3         | 6                  | 9              | 17         | 43         | 106              | 214              | 311         | 10           | 240         | 82         |
| NUMBER OF RESPONDENTS   | 351<br>100%   | 6018<br>100% | 1<br>100%   | 78<br>100% | 95<br>100% | 96<br>100% | 81<br>100%  | 215<br>100%  | 3<br>100% | 7<br>100%          | 9<br>100%      | 17<br>100% | 43<br>100% | 107<br>100%      | 219<br>100%      | 317<br>100% | 10<br>100%   | 266<br>100% | 85<br>100% |
| MEAN                    | 8.46          | 8.52         | 6.00        | 8.83       | 8.61       | 8.31       | 8.13        | 8.28         | 8.67      | 9.33               | 8.22           | 9.35       | 8.37       | 9.07             | 8.16             | 8.44        | 8.80         | 8.57        | 8.12       |
| p stat_(*=Sig @ p<=.05) |               | .504         | ~.014*      | .360       | .393       | .113       | .010*       | ~            | ~         | ~                  | ~              | ~          | ~          | ~.000*           | .000*            | ~           | ~            | ~.067       | .067       |



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

|                       | INHE<br>TOT<br>CHLD | OHP<br>TOT<br>CHLD | AGE         |            |            |            |                   | RACE               |             |                             |                              |                    |            | ETHNIC-<br>ITY            |                                   | HEALTH<br>STATUS  |            | CCC<br>SCREENER |            |
|-----------------------|---------------------|--------------------|-------------|------------|------------|------------|-------------------|--------------------|-------------|-----------------------------|------------------------------|--------------------|------------|---------------------------|-----------------------------------|-------------------|------------|-----------------|------------|
|                       |                     |                    | <1          | 1-3        | 4-7        | 8-12       | 13<br>AND<br>OVER | BLCK<br>OR<br>AFR- | AS-<br>IAN  | NATV<br>HAW/<br>PAC<br>ILND | AMER<br>IND/<br>ALSK<br>NATV | MUL-<br>OTHR<br>TI | HIS-<br>IC | NOT<br>HIS-<br>PAN-<br>IC | EX &<br>VERY<br>GOOD<br>&<br>GOOD | FAIR<br>&<br>POOR | NO<br>CCC  | CCC             |            |
| Q55<br>YES            | 128<br>39%          | 2224<br>39%        | 36<br>~ 49% | 30<br>35%  | 29<br>33%  | 33<br>42%  | 91<br>43%         | 3<br>100%~         | ~           | 4<br>~ 44%                  | 5<br>29%~                    | 15<br>35%~         | 34<br>32%  | 92<br>42%                 | 122<br>39%~                       | 5<br>50%~         | 70<br>29%* | 58<br>68%*      |            |
| NO                    | 198<br>61%          | 3434<br>61%        | 1<br>100%~  | 37<br>51%  | 56<br>65%  | 59<br>67%  | 45<br>58%         | 122<br>57%         | 7<br>~100%~ | ~                           | 5<br>~ 56%                   | 12<br>71%~         | 28<br>65%~ | 72<br>68%                 | 126<br>58%                        | 193<br>61%~       | 5<br>50%~  | 171<br>71%*     | 27<br>32%* |
| NOT ANSWERED          | 25                  | 359                | 5           | 9          | 8          | 3          | 2                 |                    |             |                             |                              |                    | 1          | 1                         | 2                                 |                   | 25         |                 |            |
| VALID CASES           | 326                 | 5659               | 1           | 73         | 86         | 88         | 78                | 213                | 3           | 7                           | 9                            | 17                 | 43         | 106                       | 218                               | 315               | 10         | 241             | 85         |
| NUMBER OF RESPONDENTS | 351<br>100%         | 6018<br>100%       | 1<br>100%   | 78<br>100% | 95<br>100% | 96<br>100% | 81<br>100%        | 215<br>100%        | 3<br>100%   | 7<br>100%                   | 9<br>100%                    | 17<br>100%         | 43<br>100% | 107<br>100%               | 219<br>100%                       | 317<br>100%       | 10<br>100% | 266<br>100%     | 85<br>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 |           |            |           |
|-------------------------|---------------|--------------|-----|------------|------------|------------|-------------|------------|--------------|---------|-----------|----------------|-----------|------------|------------------|----------------|--------------|-----------|------------|-----------|
|                         | INHE 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               | 2<br>2%       | 36<br>2%     | ~   | ~          | ~          | 3%         | 3%          | 1%~        | ~            | ~       | ~         | ~              | 7%~       | ~          | 2%~              | 2%~            | ~            | ~         | 3%         |           |
| SOMETIMES               | 16<br>12%     | 208<br>9%    | ~   | 4<br>11%~  | 3<br>10%~  | 3<br>10%~  | 6<br>18%~   | 8<br>9%~   | 1<br>33%~    | ~       | ~         | 1<br>25%~      | 1<br>20%~ | 1<br>7%~   | 8<br>24%~        | 8<br>9%~       | 15<br>12%~   | 1<br>20%~ | 7<br>10%~  | 9<br>16%  |
| USUALLY                 | 20<br>16%     | 522<br>24%*  | ~   | 6<br>17%~  | 6<br>20%~  | 2<br>7%~   | 6<br>18%~   | 13<br>14%~ | ~            | ~       | ~         | 1<br>25%~      | ~         | 3<br>20%~  | 3<br>9%~         | 17<br>18%~     | 19<br>16%~   | 1<br>20%~ | 10<br>14%~ | 10<br>17% |
| ALWAYS                  | 90<br>70%     | 1443<br>65%  | ~   | 26<br>72%~ | 21<br>70%~ | 23<br>79%~ | 20<br>61%~  | 69<br>76%~ | 2<br>67%~    | ~       | ~         | 2<br>50%~      | 4<br>80%~ | 10<br>67%~ | 23<br>68%~       | 65<br>71%~     | 86<br>70%~   | 3<br>60%~ | 53<br>76%~ | 37<br>64% |
| #ALWAYS + USUALLY (NET) | 110<br>86%    | 1964<br>89%  | ~   | 32<br>89%~ | 27<br>90%~ | 25<br>86%~ | 26<br>79%~  | 82<br>90%~ | 2<br>67%~    | ~       | ~         | 3<br>75%~      | 4<br>80%~ | 13<br>87%~ | 26<br>76%~       | 82<br>89%~     | 105<br>86%~  | 4<br>80%~ | 63<br>90%~ | 47<br>81% |
| TOP BOX SCORE           | 90<br>70%     | 1443<br>65%  | ~   | 26<br>72%~ | 21<br>70%~ | 23<br>79%~ | 20<br>61%~  | 69<br>76%~ | 2<br>67%~    | ~       | ~         | 2<br>50%~      | 4<br>80%~ | 10<br>67%~ | 23<br>68%~       | 65<br>71%~     | 86<br>70%~   | 3<br>60%~ | 53<br>76%~ | 37<br>64% |
| NOT ANSWERED            |               | 47           |     |            |            |            |             |            |              |         |           |                |           |            |                  |                |              |           |            |           |
| VALID CASES             | 128           | 2208         |     | 36         | 30         | 29         | 33          | 91         | 3            |         |           | 4              | 5         | 15         | 34               | 92             | 122          | 5         | 70         | 58        |
| NUMBER OF RESPONDENTS   | 128           | 2255         |     | 36         | 30         | 29         | 33          | 91         | 3            |         |           | 4              | 5         | 15         | 34               | 92             | 122          | 5         | 70         | 58        |
|                         | 100%          | 100%         |     | 100%       | 100%       | 100%       | 100%        | 100%       | 100%         |         |           | 100%           | 100%      | 100%       | 100%             | 100%           | 100%         | 100%      | 100%       | 100%      |

[ASKED IF Q55 = YES]

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

|                       |               |              | AGE |      |      |      |             | RACE             |           |                |                |           | ETHNICITY |              | HEALTH STATUS    |                              | CCC SCREENER |           |           |           |
|-----------------------|---------------|--------------|-----|------|------|------|-------------|------------------|-----------|----------------|----------------|-----------|-----------|--------------|------------------|------------------------------|--------------|-----------|-----------|-----------|
|                       | INHE 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       |           |           |
| Q57 #YES              | 69<br>54%     | 1308<br>61%  | ~   | 44%~ | 53%~ | 57%~ | 64%~        | 50<br>56%~       | 1<br>33%~ | ~              | ~              | 50%~      | ~         | 67%~         | 16<br>47%~       | 52<br>57%~                   | 65<br>54%~   | 3<br>60%~ | 34<br>49% | 35<br>61% |
| NO                    | 58<br>46%     | 853<br>39%   | ~   | 56%~ | 47%~ | 43%~ | 36%~        | 40<br>44%~       | 2<br>67%~ | ~              | ~              | 50%~      | 100%~     | 5<br>33%~    | 18<br>53%~       | 39<br>43%~                   | 56<br>46%~   | 2<br>40%~ | 36<br>51% | 22<br>39% |
| NOT ANSWERED          | 1             | 94           |     |      |      | 1    |             | 1                |           |                |                |           |           |              | 1                | 1                            |              |           |           | 1         |
| VALID CASES           | 127           | 2161         |     | 36   | 30   | 28   | 33          | 90               | 3         |                | 4              | 5         | 15        | 34           | 91               | 121                          | 5            | 70        | 57        |           |
| NUMBER OF RESPONDENTS | 128           | 2255         |     | 36   | 30   | 29   | 33          | 91               | 3         |                | 4              | 5         | 15        | 34           | 92               | 122                          | 5            | 70        | 58        |           |
|                       | 100%          | 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 |             |            |
|-------------------------------------|---------------|--------------|-------------|------------|------------|---------------|-------------|-------------|------------|---------------|----------------|-------------|-------------|--------------|------------------|-----------------------|--------------|-------------|------------|
|                                     | INHE TOT CHLD | OHP TOT CHLD | <1          | 1-3        | 4-7        | 8-12 AND OVER | BLCK OR WHT | AFR- AMER   | AS- IAN    | NATV HAW/ PAC | AMER IND/ ALSK | OTHR        | MUL- TI     | HIS- PAN- IC | NOT HIS- PAN- IC | EX & VERY GOOD & POOR | FAIR & POOR  | NO CCC      | CCC        |
| Q58 EXCELLENT                       | 147<br>45%    | 2291<br>40%  | 38<br>~ 52% | 41<br>47%  | 43<br>49%  | 25<br>32%*    | 97<br>45%   | 1<br>33%~   | 6<br>86%~  | 3<br>~ 33%~   | 7<br>41%~      | 21<br>50%~  | 46<br>43%   | 100<br>46%   | 147<br>46%~      | 125<br>~ 51%*         | 22<br>26%*   |             |            |
| VERY GOOD                           | 119<br>36%    | 2006<br>35%  | 24<br>~ 33% | 35<br>40%  | 28<br>32%  | 32<br>42%     | 80<br>37%   | 1<br>33%~   | 1<br>14%~  | 5<br>~ 56%~   | 6<br>35%~      | 15<br>36%~  | 35<br>33%   | 84<br>38%    | 119<br>38%~      | 82<br>~ 34%           | 37<br>44%    |             |            |
| GOOD                                | 51<br>16%     | 1106<br>20%* | 1<br>100%~  | 8<br>11%   | 11<br>12%  | 15<br>17%     | 16<br>21%   | 30<br>14%   | 1<br>33%~  | 1<br>~        | 4<br>~ 11%~    | 6<br>24%~   | 22<br>21%   | 28<br>13%    | 51<br>16%~       | 32<br>~ 13%           | 19<br>23%    |             |            |
| FAIR                                | 10<br>3%      | 239<br>4%    | 3<br>~ 4%   | 1<br>1%    | 2<br>2%    | 4<br>5%       | 8<br>4%     | ~           | ~          | ~             | ~              | ~           | 3<br>3%     | 7<br>3%      | 10<br>~100%~     | 4<br>2%               | 6<br>7%      |             |            |
| POOR                                |               | 17<br>0.3%~  | ~           | ~          | ~          | ~             | ~           | ~           | ~          | ~             | ~              | ~           | ~           | ~            | ~                | ~                     | ~            | ~           | ~          |
| #EXCELLENT + VERY GOOD + GOOD (NET) | 317<br>97%    | 5403<br>95%  | 1<br>100%~  | 70<br>96%  | 87<br>99%  | 86<br>98%     | 73<br>95%   | 207<br>96%  | 3<br>100%~ | 7<br>100%~    | 9<br>~100%~    | 17<br>100%~ | 42<br>100%~ | 103<br>97%   | 212<br>97%       | 317<br>100%~          | 239<br>~ 98% | 78<br>93%   |            |
| NOT ANSWERED                        | 24            | 359          | 5           | 7          | 8          | 4             |             |             |            |               |                | 1           | 1           |              |                  | 23                    | 1            |             |            |
| VALID CASES                         | 327           | 5659         | 1           | 73         | 88         | 88            | 77          | 215         | 3          | 7             | 9              | 17          | 42          | 106          | 219              | 317                   | 10           | 243         | 84         |
| NUMBER OF RESPONDENTS               | 351<br>100%   | 6018<br>100% | 1<br>100%   | 78<br>100% | 95<br>100% | 96<br>100%    | 81<br>100%  | 215<br>100% | 3<br>100%  | 7<br>100%     | 9<br>100%      | 17<br>100%  | 43<br>100%  | 107<br>100%  | 219<br>100%      | 317<br>100%           | 10<br>100%   | 266<br>100% | 85<br>100% |

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

|                                     | AGE           |              |              |            |            |            | RACE        |               |             |           |               |                | ETHNICITY   |            | HEALTH STATUS |                  | CCC SCREENER          |             |             |            |
|-------------------------------------|---------------|--------------|--------------|------------|------------|------------|-------------|---------------|-------------|-----------|---------------|----------------|-------------|------------|---------------|------------------|-----------------------|-------------|-------------|------------|
|                                     | INHE 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                           | 140<br>43%    | 2506<br>44%  | 45<br>~ 62%* | 38<br>43%  | 37<br>42%  | 20<br>26%* | 93<br>43%   | 1<br>33%~     | 2<br>29%~   |           | 3<br>~ 33%~   | 11<br>65%~     | 16<br>37%~  | 46<br>43%  | 93<br>42%     | 139<br>44%~      | 1<br>10%~             | 127<br>52%* | 13<br>15%*  |            |
| VERY GOOD                           | 98<br>30%     | 1630<br>29%  | 1<br>100%~   | 20<br>27%  | 28<br>32%  | 27<br>31%  | 22<br>28%   | 62<br>29%     | 2<br>67%~   | 4<br>57%~ |               | 5<br>~ 56%~    | 4<br>24%~   | 10<br>23%~ | 38<br>36%     | 60<br>27%        | 98<br>31%~            | 79<br>~ 33% | 19<br>22%   |            |
| GOOD                                | 61<br>19%     | 1044<br>18%  | 6<br>~ 8%*   | 14<br>16%  | 14<br>16%  | 27<br>35%* | 39<br>18%   |               |             |           |               | 2<br>~ 12%~    | 12<br>28%~  | 17<br>16%  | 43<br>20%     | 57<br>18%~       | 3<br>30%~             | 33<br>14%*  | 28<br>33%*  |            |
| FAIR                                | 24<br>7%      | 420<br>7%    | 2<br>~ 3%*   | 8<br>9%    | 8<br>9%    | 6<br>8%    | 18<br>8%    |               |             |           | 1<br>~ 11%~   |                | 5<br>~ 12%~ | 6<br>6%    | 18<br>8%      | 20<br>6%~        | 4<br>40%~             | 4<br>2%*    | 20<br>24%*  |            |
| POOR                                | 5<br>2%       | 74<br>1%     |              |            |            | 2<br>4%    | 3<br>1%     |               | 1<br>~ 14%~ |           |               |                |             |            | 5<br>~ 2%~    | 3<br>0.9%~       | 2<br>20%~             |             | 5<br>~ 6%~  |            |
| #EXCELLENT + VERY GOOD + GOOD (NET) | 299<br>91%    | 5181<br>91%  | 1<br>100%~   | 71<br>97%* | 80<br>91%  | 78<br>89%  | 69<br>88%   | 194<br>90%    | 3<br>100%~  | 6<br>86%~ |               | 8<br>~ 89%~    | 17<br>100%~ | 38<br>88%~ | 101<br>94%    | 196<br>89%       | 294<br>93%~           | 4<br>40%~   | 239<br>98%* | 60<br>71%* |
| NOT ANSWERED                        | 23            | 344          |              | 5          | 7          | 8          | 3           |               |             |           |               |                |             |            |               |                  |                       |             | 23          |            |
| VALID CASES                         | 328           | 5674         | 1            | 73         | 88         | 88         | 78          | 215           | 3           | 7         |               | 9              | 17          | 43         | 107           | 219              | 317                   | 10          | 243         | 85         |
| NUMBER OF RESPONDENTS               | 351<br>100%   | 6018<br>100% | 1<br>100%    | 78<br>100% | 95<br>100% | 96<br>100% | 81<br>100%  | 215<br>100%   | 3<br>100%   | 7<br>100% |               | 9<br>100%      | 17<br>100%  | 43<br>100% | 107<br>100%   | 219<br>100%      | 317<br>100%           | 10<br>100%  | 266<br>100% | 85<br>100% |

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

|                       | INHE<br>TOT<br>CHLD | OHP<br>TOT<br>CHLD | AGE   |           |            |            |                   | RACE               |             |                             |                      |                    | ETHNIC-<br>ITY |                           | HEALTH<br>STATUS                  |                   | CCC<br>SCREENER |             |             |             |            |
|-----------------------|---------------------|--------------------|-------|-----------|------------|------------|-------------------|--------------------|-------------|-----------------------------|----------------------|--------------------|----------------|---------------------------|-----------------------------------|-------------------|-----------------|-------------|-------------|-------------|------------|
|                       |                     |                    | <1    | 1-3       | 4-7        | 8-12       | 13<br>AND<br>OVER | BLCK<br>OR<br>AFR- | AS-<br>IAN  | NATV<br>HAW/<br>PAC<br>ILND | AMER<br>IND/<br>ALSK | MUL-<br>OTHR<br>TI | HIS-<br>IC     | NOT<br>HIS-<br>PAN-<br>IC | EX &<br>VERY<br>GOOD<br>&<br>GOOD | FAIR<br>&<br>POOR | NO<br>CCC       | CCC         |             |             |            |
| Q60<br>YES            | 67<br>20%           | 1197<br>21%        | ~     | 6<br>8%*  | 17<br>20%  | 19<br>22%  | 25<br>32%*        | 48<br>22%          | ~           | ~                           | ~                    | 2<br>22%~          | 11<br>~        | 16<br>26%~                | 49<br>~                           | 15%<br>22%        | 62<br>20%~      | 4<br>40%~   | 11<br>5%*   | 56<br>66%*  |            |
| NO                    | 260<br>80%          | 4478<br>79%        | 100%~ | 1<br>92%* | 67<br>80%  | 70<br>78%  | 69<br>68%*        | 53<br>78%          | 3<br>100%~  | 7<br>100%~                  | ~                    | 7<br>78%~          | 17<br>100%~    | 32<br>74%~                | 90<br>85%                         | 170<br>78%        | 254<br>80%~     | 6<br>60%~   | 231<br>95%* | 29<br>34%*  |            |
| NOT ANSWERED          | 24                  | 343                |       | 5         | 8          | 8          | 3                 | 1                  |             |                             |                      |                    |                | 1                         |                                   |                   | 1               |             | 24          |             |            |
| VALID CASES           | 327                 | 5675               | 1     | 73        | 87         | 88         | 78                | 214                | 3           | 7                           |                      | 9                  | 17             | 43                        | 106                               | 219               | 316             | 10          | 242         | 85          |            |
| NUMBER OF RESPONDENTS | 351<br>100%         | 6018<br>100%       | 100%  | 1<br>100% | 78<br>100% | 95<br>100% | 96<br>100%        | 81<br>100%         | 215<br>100% | 3<br>100%                   | 7<br>100%            |                    | 9<br>100%      | 17<br>100%                | 43<br>100%                        | 107<br>100%       | 219<br>100%     | 317<br>100% | 10<br>100%  | 266<br>100% | 85<br>100% |

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

|                       | AGE           |              |    |           |            | RACE       |             |                  |         |                |                | ETHNICITY   |            | HEALTH STATUS |                  | CCC SCREENER                 |           |            |
|-----------------------|---------------|--------------|----|-----------|------------|------------|-------------|------------------|---------|----------------|----------------|-------------|------------|---------------|------------------|------------------------------|-----------|------------|
|                       | INHE TOT CHLD | OHP TOT CHLD | <1 | 1-3       | 4-7        | 8-12       | 13 AND OVER | BLCK OR AFR- WHT | AS- IAN | NATV HAW/ ILND | AMER IND/ ALSK | MUL- OTHR   | TI         | HIS- PAN- IC  | NOT HIS- PAN- IC | EX & VERY GOOD & FAIR & POOR | NO CCC    | CCC        |
| Q61 YES               | 57<br>88%     | 945<br>79%*  | ~  | 4<br>80%~ | 14<br>82%~ | 17<br>94%~ | 22<br>88%~  | 41<br>85%~       | ~       | ~              | 2<br>~100%~    | 9<br>~100%~ | 13<br>87%~ | 42<br>88%~    | 52<br>87%~       | 4<br>100%~                   | 4<br>40%~ | 53<br>96%~ |
| NO                    | 8<br>12%      | 248<br>21%*  | ~  | 1<br>20%~ | 3<br>18%~  | 1<br>6%~   | 3<br>12%~   | 7<br>15%~        | ~       | ~              | ~              | ~           | 2<br>13%~  | 6<br>13%~     | 8<br>13%~        | ~                            | 6<br>60%~ | 2<br>4%~   |
| NOT ANSWERED          | 2             | 41           |    | 1         |            | 1          |             |                  |         |                |                | 2           | 1          | 1             | 2                |                              | 1         | 1          |
| VALID CASES           | 65            | 1192         |    | 5         | 17         | 18         | 25          | 48               |         | 2              | 9              | 15          | 48         | 60            | 4                | 10                           | 55        |            |
| NUMBER OF RESPONDENTS | 67            | 1233         |    | 6         | 17         | 19         | 25          | 48               |         | 2              | 11             | 16          | 49         | 62            | 4                | 11                           | 56        |            |
|                       | 100%          | 100%         |    | 100%      | 100%       | 100%       | 100%        | 100%             |         | 100%           | 100%           | 100%        | 100%       | 100%          | 100%             | 100%                         | 100%      | 100%       |

[ASKED IF Q60 = YES]

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

|                       |               |              | AGE        |           |           |           |             | RACE             |         |                |                |            | ETHNICITY |              | HEALTH STATUS    |                       | CCC SCREENER |        |
|-----------------------|---------------|--------------|------------|-----------|-----------|-----------|-------------|------------------|---------|----------------|----------------|------------|-----------|--------------|------------------|-----------------------|--------------|--------|
|                       | INHE 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 |
| Q62 YES               | 51<br>93%     | 867<br>92%   | 3<br>~ 75% | 13<br>93% | 15<br>94% | 20<br>95% | 38<br>95%   | ~                | ~       | 2<br>~100%     | 7<br>~ 88%     | 10<br>83%  | 39<br>95% | 46<br>92%    | 4<br>100%        | 51<br>~100%           |              |        |
| NO                    | 4<br>7%       | 75<br>8%     | 1<br>~ 25% | 1<br>7%   | 1<br>6%   | 1<br>5%   | 2<br>5%     | ~                | ~       | ~              | ~              | 1<br>~ 13% | 2<br>17%  | 2<br>5%      | 4<br>8%          | 4<br>~100%            |              |        |
| NOT ANSWERED          | 2             | 13           |            |           | 1         | 1         | 1           |                  |         |                |                | 1          | 1         | 1            | 2                |                       |              | 2      |
| VALID CASES           | 55            | 942          | 4          | 14        | 16        | 21        | 40          |                  |         | 2              | 8              | 12         | 41        | 50           | 4                | 4                     | 51           |        |
| NUMBER OF RESPONDENTS | 57            | 955          | 4          | 14        | 17        | 22        | 41          |                  |         | 2              | 9              | 13         | 42        | 52           | 4                | 4                     | 53           |        |
|                       | 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 |             |            |             |            |
|-----------------------|---------------|--------------|-------|-----------|------------|------------|-------------|------------|--------------|------------|----------------|----------------|------------|------------|------------------|-----------------------|--------------|-------------|------------|-------------|------------|
|                       | INHE TOT CHLD | OHP TOT CHLD | <1    | 1-3       | 4-7        | 8-12       | 13 AND OVER | WHITE      | 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        |             |            |
| Q63 YES               | 46<br>14%     | 872<br>15%   | ~     | 3<br>4%*  | 12<br>14%  | 19<br>22%* | 12<br>16%   | 29<br>14%  | 1<br>~       | 14%~       | 2<br>~         | 1<br>6%~       | 10<br>23%~ | 10<br>10%  | 35<br>16%        | 43<br>14%~            | 2<br>20%~    | 3<br>1%*    | 43<br>51%* |             |            |
| NO                    | 279<br>86%    | 4772<br>85%  | 100%~ | 1<br>96%* | 70<br>86%  | 74<br>78%* | 69<br>84%   | 65<br>86%  | 184<br>86%   | 3<br>100%~ | 6<br>86%~      | 7<br>~         | 16<br>78%~ | 33<br>94%~ | 77%~             | 95<br>90%             | 183<br>84%   | 271<br>86%~ | 8<br>80%~  | 238<br>99%* | 41<br>49%* |
| NOT ANSWERED          | 26            | 374          |       | 5         | 9          | 8          | 4           | 2          |              |            |                |                |            | 2          | 1                | 3                     |              | 25          | 1          |             |            |
| VALID CASES           | 325           | 5644         | 1     | 73        | 86         | 88         | 77          | 213        | 3            | 7          |                | 9              | 17         | 43         | 105              | 218                   | 314          | 10          | 241        | 84          |            |
| NUMBER OF RESPONDENTS | 351<br>100%   | 6018<br>100% | 100%  | 1<br>100% | 78<br>100% | 95<br>100% | 96<br>100%  | 81<br>100% | 215<br>100%  | 3<br>100%  | 7<br>100%      |                | 9<br>100%  | 17<br>100% | 43<br>100%       | 107<br>100%           | 219<br>100%  | 317<br>100% | 10<br>100% | 266<br>100% | 85<br>100% |

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

|                       | AGE           |              |       |          |          | RACE       |             |                   |         |                |                | ETHNICITY    |              | HEALTH STATUS    |                       | CCC SCREENER |            |        |
|-----------------------|---------------|--------------|-------|----------|----------|------------|-------------|-------------------|---------|----------------|----------------|--------------|--------------|------------------|-----------------------|--------------|------------|--------|
|                       | INHE 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    |
| Q64 YES               | 37<br>84%     | 716<br>83%   | ~100% | 3<br>58% | 7<br>88% | 15<br>100% | 12<br>86%   | 24<br>~           | ~       | 2<br>~100%     | 9<br>~90%      | 7<br>78%     | 29<br>85%    | 35<br>83%        | 1<br>100%             | ~            | 37<br>~90% |        |
| NO                    | 7<br>16%      | 150<br>17%   | ~     | ~        | 5<br>42% | 2<br>12%   | 4<br>~14%   | 1<br>~100%        | ~       | 1<br>~100%     | 1<br>10%       | 2<br>22%     | 5<br>15%     | 7<br>17%         | ~                     | ~100%        | 3<br>10%   | 4<br>~ |
| NOT ANSWERED          | 2             | 15           |       |          |          | 2          | 1           |                   |         |                |                | 1            | 1            | 1                | 1                     |              |            | 2      |
| VALID CASES           | 44            | 866          |       | 3        | 12       | 17         | 12          | 28                | 1       | 2              | 1              | 10           | 9            | 34               | 42                    | 1            | 3          | 41     |
| NUMBER OF RESPONDENTS | 46            | 881          |       | 3        | 12       | 19         | 12          | 29                | 1       | 2              | 1              | 10           | 10           | 35               | 43                    | 2            | 3          | 43     |
|                       | 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 |       |
|-----------------------|---------------|--------------|-----|-------|-------|-------|-------------|-------------------|---------|----------------|---------------------|--------------|--------------|------------------|-----------------------|-------------|--------------|-------|
|                       | INHE TOT CHLD | OHP TOT CHLD | <1  | 1-3   | 4-7   | 8-12  | 13 AND OVER | BLCK OR AFR- Whte | AS- IAN | NATV HAW/ ILND | AMER IND/ ALSK NATV | MUL- OTHR TI | HIS- PAN- IC | NOT HIS- PAN- IC | EX & VERY GOOD & POOR | FAIR & POOR | NO CCC       | CCC   |
| Q65 YES               | 37            | 679          |     | 3     | 7     | 15    | 12          | 24                |         |                | 2                   | 9            | 7            | 29               | 35                    | 1           |              | 37    |
|                       | 100%          | 96%          |     | ~100% | ~100% | ~100% | ~100%       | ~100%             | ~       | ~              | ~100%               | ~100%        | ~100%        | ~100%            | ~100%                 | ~100%       | ~            | ~100% |
| NO                    |               | 29           |     |       |       |       |             |                   |         |                |                     |              |              |                  |                       |             |              |       |
|                       |               | 4%           |     | ~     | ~     | ~     | ~           | ~                 | ~       | ~              | ~                   | ~            | ~            | ~                | ~                     | ~           | ~            | ~     |
| NOT ANSWERED          |               | 17           |     |       |       |       |             |                   |         |                |                     |              |              |                  |                       |             |              |       |
| VALID CASES           | 37            | 708          |     | 3     | 7     | 15    | 12          | 24                |         | 2              | 9                   | 7            | 29           | 35               | 1                     |             | 37           |       |
| NUMBER OF RESPONDENTS | 37            | 725          |     | 3     | 7     | 15    | 12          | 24                |         | 2              | 9                   | 7            | 29           | 35               | 1                     |             | 37           |       |
|                       | 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 |            |             |            |
|-----------------------|---------------|--------------|------------|------------|------------|------------|-------------|-------------|--------------|-------------|--------------------|----------------|--------------|------------|------------------|-----------------------|--------------|------------|-------------|------------|
|                       | INHE TOT CHLD | OHP TOT CHLD | <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 & FAIR | GOOD & POOR  | NO CCC     | CCC         |            |
| Q66 YES               | 41<br>13%     | 674<br>12%   |            | 2<br>~ 3%* | 8<br>9%    | 13<br>15%  | 18<br>23%*  | 27<br>13%   |              | 1<br>~ 14%~ |                    | 1<br>~ 11%~    | 2<br>12%~    | 7<br>16%~  | 9<br>9%          | 31<br>14%             | 36<br>11%~   | 4<br>44%~  | 6<br>2%*    | 35<br>41%* |
| NO                    | 284<br>87%    | 4980<br>88%  | 1<br>100%~ | 70<br>97%* | 79<br>91%  | 75<br>85%  | 59<br>77%*  | 187<br>87%  | 3<br>100%~   | 6<br>86%~   |                    | 8<br>~ 89%~    | 15<br>88%~   | 36<br>84%~ | 95<br>91%        | 188<br>86%            | 279<br>89%~  | 5<br>56%~  | 234<br>98%* | 50<br>59%* |
| NOT ANSWERED          | 26            | 364          |            | 6          | 8          | 8          | 4           | 1           |              |             |                    |                |              | 3          |                  | 2                     | 1            | 26         |             |            |
| VALID CASES           | 325           | 5654         | 1          | 72         | 87         | 88         | 77          | 214         | 3            | 7           |                    | 9              | 17           | 43         | 104              | 219                   | 315          | 9          | 240         | 85         |
| NUMBER OF RESPONDENTS | 351<br>100%   | 6018<br>100% | 1<br>100%  | 78<br>100% | 95<br>100% | 96<br>100% | 81<br>100%  | 215<br>100% | 3<br>100%    | 7<br>100%   |                    | 9<br>100%      | 17<br>100%   | 43<br>100% | 107<br>100%      | 219<br>100%           | 317<br>100%  | 10<br>100% | 266<br>100% | 85<br>100% |

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

|                       |               |              | AGE   |       |       |       |             | RACE              |         |                    |                |           | ETHNICITY |              | HEALTH STATUS    |                       | CCC SCREENER |        |
|-----------------------|---------------|--------------|-------|-------|-------|-------|-------------|-------------------|---------|--------------------|----------------|-----------|-----------|--------------|------------------|-----------------------|--------------|--------|
|                       | INHE TOT CHLD | OHP TOT CHLD | <1    | 1-3   | 4-7   | 8-12  | 13 AND OVER | BLCK OR AFR- Whte | AS- IAN | NATV HAW/ PAC ILND | AMER IND/ ALSK | MUL- OTHR | TI        | HIS- PAN- IC | NOT HIS- PAN- IC | EX & VERY GOOD & POOR | FAIR & POOR  | NO CCC |
| Q67 YES               | 35<br>88%     | 505<br>79%   | 1     | 6     | 12    | 16    | 24          | 1                 | 1       | 6                  | 6              | 28        | 6         | 28           | 30               | 4                     | 1            | 34     |
|                       |               |              | ~ 50% | ~ 75% | ~ 92% | ~ 94% | ~ 92%       | ~ 100%            | ~ 100%  | ~ 86%              | 67%            | 93%       | 86%       | 100%         | 20%              | 97%                   |              |        |
| NO                    | 5<br>13%      | 133<br>21%   | 1     | 2     | 1     | 1     | 2           |                   |         | 2                  | 1              | 3         | 2         | 5            |                  | 4                     | 1            |        |
|                       |               |              | ~ 50% | ~ 25% | 8%    | 6%    | 8%          | ~                 | ~       | ~ 100%             | 14%            | 33%       | 7%        | 14%          | ~                | 80%                   | 3%           |        |
| NOT ANSWERED          | 1             | 30           |       |       |       | 1     | 1           |                   |         |                    |                |           | 1         | 1            |                  | 1                     |              |        |
| VALID CASES           | 40            | 638          | 2     | 8     | 13    | 17    | 26          | 1                 | 1       | 2                  | 7              | 9         | 30        | 35           | 4                | 5                     | 35           |        |
| NUMBER OF RESPONDENTS | 41            | 668          | 2     | 8     | 13    | 18    | 27          | 1                 | 1       | 2                  | 7              | 9         | 31        | 36           | 4                | 6                     | 35           |        |
|                       | 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          |             |        |       |
|-----------------------|---------------|--------------|-------|-------|-------|-------|-------------|-------------------|---------|----------------|----------------|-----------|-------|---------------|------------------|-----------------------|-------------|--------|-------|
|                       | INHE 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               | 34            | 510          | 1     | 6     | 12    | 15    | 23          | 1                 | 1       | 6              | 6              | 27        | 29    | 4             | 34               |                       |             |        |       |
|                       | 100%          | 96%          | ~100% | ~100% | ~100% | ~100% | ~100%       | ~100%             | ~100%   | ~100%          | ~100%          | ~100%     | ~100% | ~100%         | ~100%            | ~100%                 | ~100%       | ~100%  | ~100% |
| NO                    |               | 19           | ~     | ~     | ~     | ~     | ~           | ~                 | ~       | ~              | ~              | ~         | ~     | ~             | ~                | ~                     | ~           | ~      | ~     |
|                       |               | 4%           |       |       |       |       |             |                   |         |                |                |           |       |               |                  |                       |             |        |       |
| NOT ANSWERED          | 1             | 5            |       |       |       | 1     | 1           |                   |         |                |                |           | 1     | 1             | 1                |                       |             |        |       |
| VALID CASES           | 34            | 529          | 1     | 6     | 12    | 15    | 23          | 1                 | 1       | 6              | 6              | 27        | 29    | 4             | 34               |                       |             |        |       |
| NUMBER OF RESPONDENTS | 35            | 534          | 1     | 6     | 12    | 16    | 24          | 1                 | 1       | 6              | 6              | 28        | 30    | 4             | 1                | 34                    |             |        |       |
|                       | 100%          | 100%         | 100%  | 100%  | 100%  | 100%  | 100%        | 100%              | 100%    | 100%           | 100%           | 100%      | 100%  | 100%          | 100%             | 100%                  | 100%        | 100%   | 100%  |

[ASKED IF Q66 = YES AND Q67 = YES]

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

|                       |               |              | AGE        |            |            |            |             | RACE             |             |                |                |            | ETHNICITY  |              | HEALTH STATUS    |                       | CCC SCREENER |             |            |
|-----------------------|---------------|--------------|------------|------------|------------|------------|-------------|------------------|-------------|----------------|----------------|------------|------------|--------------|------------------|-----------------------|--------------|-------------|------------|
|                       | INHE 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        |
| Q69 YES               | 36<br>11%     | 583<br>10%   |            | 4<br>~ 5%* | 11<br>13%  | 12<br>14%  | 9<br>12%    | 24<br>11%        | 1<br>~ 14%~ | 2<br>~ 22%~    | 2<br>12%~      | 2<br>5%~   | 11<br>10%  | 25<br>11%    | 34<br>11%~       | 2<br>20%~             | 10<br>4%*    | 26<br>31%*  |            |
| NO                    | 290<br>89%    | 5081<br>90%  | 1<br>100%~ | 69<br>95%* | 76<br>87%  | 75<br>86%  | 69<br>88%   | 189<br>89%       | 3<br>100%~  | 6<br>86%~      | 7<br>~ 78%~    | 15<br>88%~ | 41<br>95%~ | 95<br>90%    | 193<br>89%       | 281<br>89%~           | 8<br>80%~    | 231<br>96%* | 59<br>69%* |
| NOT ANSWERED          | 25            | 354          |            | 5          | 8          | 9          | 3           | 2                |             |                |                |            | 1          | 1            | 2                |                       | 25           |             |            |
| VALID CASES           | 326           | 5664         | 1          | 73         | 87         | 87         | 78          | 213              | 3           | 7              | 9              | 17         | 43         | 106          | 218              | 315                   | 10           | 241         | 85         |
| NUMBER OF RESPONDENTS | 351<br>100%   | 6018<br>100% | 1<br>100%  | 78<br>100% | 95<br>100% | 96<br>100% | 81<br>100%  | 215<br>100%      | 3<br>100%   | 7<br>100%      | 9<br>100%      | 17<br>100% | 43<br>100% | 107<br>100%  | 219<br>100%      | 317<br>100%           | 10<br>100%   | 266<br>100% | 85<br>100% |

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

|                       | AGE           |              |    |      |      | RACE |             |                  |            |                | ETHNICITY      |           | HEALTH STATUS |              | CCC SCREENER     |                              |           |           |          |
|-----------------------|---------------|--------------|----|------|------|------|-------------|------------------|------------|----------------|----------------|-----------|---------------|--------------|------------------|------------------------------|-----------|-----------|----------|
|                       | INHE TOT CHLD | OHP TOT CHLD | <1 | 1-3  | 4-7  | 8-12 | 13 AND OVER | BLCK OR AFR- WHT | AS- IAN    | NATV HAW/ ILND | AMER IND/ ALSK | MUL- OTHR | TI            | HIS- PAN- IC | NOT HIS- PAN- IC | EX & VERY GOOD & FAIR & POOR | NO CCC    | CCC       |          |
| Q70 YES               | 21<br>62%     | 317<br>61%   | ~  | 25%  | 60%  | 58%  | 88%         | 14<br>64%        | 1<br>~100% | 2<br>~100%     | 1<br>~         | 50%       | 5<br>45%      | 16<br>70%    | 20<br>63%        | 1<br>50%                     | 1<br>11%  | 20<br>80% |          |
| NO                    | 13<br>38%     | 205<br>39%   | ~  | 75%  | 40%  | 42%  | 13%         | 8<br>36%         | ~          | ~              | ~              | 100%      | 2<br>50%      | 1<br>55%     | 6<br>30%         | 7<br>38%                     | 12<br>50% | 1<br>89%  | 5<br>20% |
| NOT ANSWERED          | 2             | 42           |    |      | 1    | 1    | 2           |                  |            |                |                |           |               | 2            | 2                |                              | 1         | 1         |          |
| VALID CASES           | 34            | 522          |    | 4    | 10   | 12   | 8           | 22               | 1          | 2              | 2              | 2         | 11            | 23           | 32               | 2                            | 9         | 25        |          |
| NUMBER OF RESPONDENTS | 36            | 564          |    | 4    | 11   | 12   | 9           | 24               | 1          | 2              | 2              | 2         | 11            | 25           | 34               | 2                            | 10        | 26        |          |
|                       | 100%          | 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                 |            |     |
|-----------------------|---------------|--------------|------------|-----------|-----------|-----------|-------------|-------------------|------------|--------------------|---------------------|--------------|---------------|------------------|------------------------------|------------|-----|
|                       | INHE TOT CHLD | OHP TOT CHLD | <1         | 1-3       | 4-7       | 8-12      | 13 AND OVER | BLCK OR AFR- Whte | AS- IAN    | NATV HAW/ PAC ILND | AMER IND/ ALSK NATV | MUL- OTHR TI | HIS- PAN- IC  | NOT HIS- PAN- IC | EX & VERY GOOD & FAIR & POOR | NO CCC     | CCC |
| Q71 YES               | 20<br>95%     | 315<br>96%   | 1<br>~100% | 5<br>83%  | 7<br>100% | 7<br>100% | 14<br>100%  | 1<br>~100%        | 2<br>~100% | 1<br>~100%         | 4<br>80%            | 16<br>100%   | 19<br>95%     | 1<br>100%        | 20<br>100%                   |            |     |
| NO                    | 1<br>5%       | 14<br>4%     | ~          | 1<br>17%  | ~         | ~         | ~           | ~                 | ~          | ~                  | ~                   | 1<br>20%     | 1<br>5%       | 1<br>100%        | ~                            | ~          | ~   |
| NOT ANSWERED          |               | 6            |            |           |           |           |             |                   |            |                    |                     |              |               |                  |                              |            |     |
| VALID CASES           | 21            | 330          | 1          | 6         | 7         | 7         | 14          | 1                 | 2          | 1                  | 5                   | 16           | 20            | 1                | 1                            | 20         |     |
| NUMBER OF RESPONDENTS | 21<br>100%    | 336<br>100%  | 1<br>100%  | 6<br>100% | 7<br>100% | 7<br>100% | 14<br>100%  | 1<br>100%         | 2<br>100%  | 1<br>100%          | 5<br>100%           | 16<br>100%   | 20<br>100%    | 1<br>100%        | 1<br>100%                    | 20<br>100% |     |

[ASKED IF Q69 = YES AND Q70 = YES]

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

|                       |               |              | AGE       |            |            |            |             | RACE        |              |           |                |                | ETHNICITY  |             | HEALTH STATUS    |                       | CCC SCREENER |              |            |
|-----------------------|---------------|--------------|-----------|------------|------------|------------|-------------|-------------|--------------|-----------|----------------|----------------|------------|-------------|------------------|-----------------------|--------------|--------------|------------|
|                       | INHE TOT CHLD | OHP TOT CHLD | <1        | 1-3        | 4-7        | 8-12       | 13 AND OVER | WHITE       | 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        |
| Q72 YES               | 47<br>15%     | 799<br>14%   | ~         | 2<br>3%*   | 13<br>15%  | 12<br>14%  | 20<br>26%*  | 34<br>16%   | 1<br>~ 14%~  |           | 2<br>~ 22%~    | 8<br>~ 19%~    | 10<br>10%  | 37<br>17%*  | 41<br>13%~       | 5<br>50%~             | 1<br>0.4%*   | 46<br>55%*   |            |
| NO                    | 277<br>85%    | 4843<br>86%  | 100%~     | 71<br>97%* | 73<br>85%  | 74<br>86%  | 58<br>74%*  | 179<br>84%  | 3<br>100%~   | 6<br>86%~ | 7<br>~ 78%~    | 17<br>100%~    | 34<br>81%~ | 95<br>90%   | 180<br>83%*      | 272<br>87%~           | 5<br>50%~    | 240<br>100%~ | 37<br>45%* |
| NOT ANSWERED          | 27            | 376          |           | 5          | 9          | 10         | 3           | 2           |              |           |                |                | 1          | 2           | 2                | 4                     |              | 25           | 2          |
| VALID CASES           | 324           | 5642         | 1         | 73         | 86         | 86         | 78          | 213         | 3            | 7         | 9              | 17             | 42         | 105         | 217              | 313                   | 10           | 241          | 83         |
| NUMBER OF RESPONDENTS | 351<br>100%   | 6018<br>100% | 1<br>100% | 78<br>100% | 95<br>100% | 96<br>100% | 81<br>100%  | 215<br>100% | 3<br>100%    | 7<br>100% | 9<br>100%      | 17<br>100%     | 43<br>100% | 107<br>100% | 219<br>100%      | 317<br>100%           | 10<br>100%   | 266<br>100%  | 85<br>100% |

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

|                       | AGE           |              |    |     |     | RACE |             |               |           |         | ETHNICITY      |                | HEALTH STATUS |    | CCC SCREENER |                  |                       |             |        |        |        |      |        |        |        |      |      |      |        |       |
|-----------------------|---------------|--------------|----|-----|-----|------|-------------|---------------|-----------|---------|----------------|----------------|---------------|----|--------------|------------------|-----------------------|-------------|--------|--------|--------|------|--------|--------|--------|------|------|------|--------|-------|
|                       | INHE 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 | MUL- OTHR     | TI | HIS- PAN- IC | NOT HIS- PAN- IC | EX & VERY GOOD & POOR | FAIR & POOR | NO CCC | CCC    |        |      |        |        |        |      |      |      |        |       |
| Q73 YES               | 44            | 744          | 1  | 12  | 11  | 20   | 32          | 1             | 2         | 8       | 9              | 35             | 39            | 4  | 44           | 96%              | 94%                   | ~ 50%       | ~ 92%  | ~ 100% | ~ 100% | 97%  | ~ 100% | ~ 100% | ~ 100% | 90%  | 97%  | 95%  | ~ 100% | ~ 98% |
| NO                    | 2             | 48           | 1  | 1   |     |      | 1           |               |           |         |                |                |               |    |              | 4%               | 6%                    | ~ 50%       | 8%     |        |        | 3%   |        |        |        | 10%  | 3%   | 5%   | ~ 100% | 2%    |
| NOT ANSWERED          | 1             | 31           |    |     | 1   |      | 1           |               |           |         |                |                |               |    |              |                  |                       |             |        |        |        |      |        |        |        |      |      |      |        |       |
| VALID CASES           | 46            | 793          | 2  | 13  | 11  | 20   | 33          | 1             | 2         | 8       | 10             | 36             | 41            | 4  | 45           | 100%             | 100%                  | 100%        | 100%   | 100%   | 100%   | 100% | 100%   | 100%   | 100%   | 100% | 100% | 100% | 100%   | 100%  |
| NUMBER OF RESPONDENTS | 47            | 824          | 2  | 13  | 12  | 20   | 34          | 1             | 2         | 8       | 10             | 37             | 41            | 5  | 46           | 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 |             |            |           |
|-----------------------|---------------|--------------|-------------|------------|-------------|-------------|-------------|------------------|--------------|--------------------|----------------|--------------|--------------|------------------|----------------------------|------------------|--------------|-------------|------------|-----------|
|                       | INHE TOT CHLD | OHP TOT CHLD | <1          | 1-3        | 4-7         | 8-12        | 13 AND OVER | BLCK OR AFR- WHT | AS- AMER IAN | NATV HAW/ PAC ILND | AMER IND/ ALSK | MUL- OTHR TI | HIS- PAN- IC | NOT HIS- PAN- IC | EX & VERY GOOD & FAIR POOR | GOOD & FAIR POOR | NO CCC       | CCC         |            |           |
| NQ74                  |               |              |             |            |             |             |             |                  |              |                    |                |              |              |                  |                            |                  |              |             |            |           |
| LESS THAN 1 YEAR OLD  | 1<br>0.3%     | 27<br>0.4%   | 1<br>100%   | ~          | ~           | ~           | ~           | ~                | ~            | ~                  | 1<br>11%       | ~            | ~            | 1<br>0.5%        | 1<br>0.3%                  | ~                | 1<br>0.4%    | ~           |            |           |
| 1 TO 3 YEARS OLD      | 78<br>22%     | 1125<br>19%  | 78<br>~100% | ~          | ~           | ~           | ~           | 44<br>20%        | 2<br>67%     | ~                  | 3<br>33%       | 5<br>29%     | 12<br>28%    | 25<br>23%        | 48<br>22%                  | 70<br>22%        | 3<br>30%     | 73<br>27%*  | 5<br>6%*   |           |
| 4 TO 7 YEARS OLD      | 95<br>27%     | 1651<br>27%  | ~           | ~          | 95<br>~100% | ~           | ~           | 62<br>29%        | 2<br>~29%    | ~                  | 1<br>11%       | 3<br>18%     | 11<br>26%    | 37<br>35%*       | 51<br>23%*                 | 87<br>27%        | 1<br>10%     | 75<br>28%   | 20<br>24%  |           |
| 8 TO 12 YEARS OLD     | 96<br>27%     | 1813<br>30%  | ~           | ~          | ~           | 96<br>~100% | ~           | 55<br>26%        | 1<br>33%     | 3<br>43%           | ~              | 3<br>33%     | 5<br>29%     | 11<br>26%        | 26<br>24%                  | 61<br>28%        | 86<br>27%    | 2<br>20%    | 71<br>27%  | 25<br>29% |
| 13 OR OLDER           | 81<br>23%     | 1402<br>23%  | ~           | ~          | ~           | 81<br>~100% | ~           | 54<br>25%        | 2<br>~29%    | ~                  | 1<br>11%       | 4<br>24%     | 9<br>21%     | 19<br>18%        | 58<br>26%*                 | 73<br>23%        | 4<br>40%     | 46<br>17%*  | 35<br>41%* |           |
| VALID CASES           | 351           | 6018         | 1           | 78         | 95          | 96          | 81          | 215              | 3            | 7                  | 9              | 17           | 43           | 107              | 219                        | 317              | 10           | 266         | 85         |           |
| NUMBER OF RESPONDENTS | 351<br>100%   | 6018<br>100% | 1<br>100%   | 78<br>100% | 95<br>100%  | 96<br>100%  | 81<br>100%  | 215<br>100%      | 3<br>100%    | 7<br>100%          | 9<br>100%      | 17<br>100%   | 43<br>100%   | 107<br>100%      | 219<br>100%                | 317<br>100%      | 10<br>100%   | 266<br>100% | 85<br>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 |             |            |
|-----------------------|---------------|--------------|-----------|------------|------------|------------|-------------|------------------|-----------|--------------------|---------------------|--------------|--------------|------------------|-----------------------|-------------|--------------|-------------|------------|
|                       | INHE TOT CHLD | OHP TOT CHLD | <1        | 1-3        | 4-7        | 8-12       | 13 AND OVER | BLCK OR AFR- WHT | AS- IAN   | NATV HAW/ PAC ILND | AMER IND/ ALSK NATV | MUL- OTHR TI | HIS- PAN- IC | NOT HIS- PAN- IC | EX & VERY GOOD & POOR | FAIR & POOR | NO CCC       | CCC         |            |
| NQ75 MALE             | 188<br>54%    | 3120<br>52%  | 1<br>100% | 39<br>50%  | 53<br>56%  | 54<br>56%  | 41<br>51%   | 123<br>57%       | 2<br>67%  | 4<br>57%           | 7<br>78%            | 7<br>41%     | 23<br>53%    | 58<br>54%        | 121<br>55%            | 172<br>54%  | 7<br>70%     | 136<br>51%  | 52<br>61%  |
| FEMALE                | 163<br>46%    | 2898<br>48%  |           | 39<br>50%  | 42<br>44%  | 42<br>44%  | 40<br>49%   | 92<br>43%        | 1<br>33%  | 3<br>43%           | 2<br>22%            | 10<br>59%    | 20<br>47%    | 49<br>46%        | 98<br>45%             | 145<br>46%  | 3<br>30%     | 130<br>49%  | 33<br>39%  |
| VALID CASES           | 351           | 6018         | 1         | 78         | 95         | 96         | 81          | 215              | 3         | 7                  | 9                   | 17           | 43           | 107              | 219                   | 317         | 10           | 266         | 85         |
| NUMBER OF RESPONDENTS | 351<br>100%   | 6018<br>100% | 1<br>100% | 78<br>100% | 95<br>100% | 96<br>100% | 81<br>100%  | 215<br>100%      | 3<br>100% | 7<br>100%          | 9<br>100%           | 17<br>100%   | 43<br>100%   | 107<br>100%      | 219<br>100%           | 317<br>100% | 10<br>100%   | 266<br>100% | 85<br>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 |             |             |            |
|------------------------|---------------|--------------|------------|-------------|------------|------------|-------------|------------------|-----------|----------------|----------------|-------------|------------|--------------|------------------|------------------------------|--------------|-------------|-------------|------------|
|                        | INHE 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     | 107<br>33%    | 2443<br>43%* |            | 25<br>~ 34% | 37<br>42%* | 26<br>30%  | 19<br>25%   | 36<br>17%*       | 1<br>33%~ |                | 3<br>~ 33%~    | 16<br>94%~  | 20<br>47%~ | 107<br>100%~ |                  | 103<br>33%~                  | 3<br>30%~    | 89<br>37%*  | 18<br>22%*  |            |
| NOT HISPANIC OR LATINO | 219<br>67%    | 3183<br>57%* | 1<br>100%~ | 48<br>66%   | 51<br>58%* | 61<br>70%  | 58<br>75%   | 179<br>83%*      | 2<br>67%~ | 7<br>100%~     |                | 6<br>~ 67%~ | 1<br>6%~   | 23<br>53%~   | 219<br>~100%~    | 212<br>67%~                  | 7<br>70%~    | 154<br>63%* | 65<br>78%*  |            |
| NOT ANSWERED           | 25            | 391          |            | 5           | 7          | 9          | 4           |                  |           |                |                |             |            |              | 2                |                              | 23           | 2           |             |            |
| VALID CASES            | 326           | 5627         | 1          | 73          | 88         | 87         | 77          | 215              | 3         | 7              |                | 9           | 17         | 43           | 107              | 219                          | 315          | 10          | 243         | 83         |
| NUMBER OF RESPONDENTS  | 351<br>100%   | 6018<br>100% | 1<br>100%  | 78<br>100%  | 95<br>100% | 96<br>100% | 81<br>100%  | 215<br>100%      | 3<br>100% | 7<br>100%      |                | 9<br>100%   | 17<br>100% | 43<br>100%   | 107<br>100%      | 219<br>100%                  | 317<br>100%  | 10<br>100%  | 266<br>100% | 85<br>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- | AS- IAN     | NATV HAW/ PAC ILND | AMER IND/ ALSK | MUL- OTHR   | TI          | HIS- PAN- IC | HIS- PAN- IC | NOT GOOD & POOR | VERY FAIR & POOR | NO CCC      | CCC          |            |
| Q77.1                 | INHE TOT CHLD |              |             |            |            |             |              |             |                    |                |             |             |              |              |                 |                  |             |              |            |
| YES                   | 257<br>73%    | 3921<br>65%* | 56<br>~ 72% | 73<br>77%  | 65<br>68%  | 63<br>78%   | 215<br>100%~ | ~           | ~                  | ~              | ~           | 42<br>~ 98% | 55<br>51%*   | 202<br>92%*  | 248<br>78%~     | 8<br>80%~        | 182<br>68%* | 75<br>88%*   |            |
| NO                    | 94<br>27%     | 2097<br>35%* | 1<br>100%~  | 22<br>28%  | 22<br>23%  | 31<br>32%   | 18<br>22%    | 3<br>~100%  | 7<br>~100%         | 9<br>~100%     | 17<br>~100% | 1<br>2%~    | 52<br>49%*   | 17<br>8%*    | 69<br>22%~      | 2<br>20%~        | 84<br>32%*  | 10<br>12%*   |            |
| VALID CASES           | 351           | 6018         | 1           | 78         | 95         | 96          | 81           | 215         | 3                  | 7              | 9           | 17          | 43           | 107          | 219             | 317              | 10          | 266          | 85         |
| NUMBER OF RESPONDENTS | 351<br>100%   | 6018<br>100% | 1<br>100%   | 78<br>100% | 95<br>100% | 96<br>100%  | 81<br>100%   | 215<br>100% | 3<br>100%          | 7<br>100%      | 9<br>100%   | 17<br>100%  | 43<br>100%   | 107<br>100%  | 219<br>100%     | 317<br>100%      | 10<br>100%  | 266<br>100%  | 85<br>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- PAN- IC | NOT HIS- PAN- IC | EX & VERY GOOD & FAIR & POOR | NO CCC        | CCC  |              |  |
| Q77.2                 | INHE TOT CHLD |       |      |      |      |             |                  |         |                |                |           |      |              |                  |                              |               |      |              |  |
| YES                   | 11 320        |       | 4    | 4    | 2    | 1           | 3                |         |                |                | 8         | 4    | 7            | 11               |                              | 9             | 2    |              |  |
|                       | 3% 5%*        | ~     | 5%   | 4%   | 2%   | 1%          | ~100%~           | ~       | ~              | ~              | ~ 19%~    | 4%   | 3%           | 3%~              | ~                            | 3%            | 2%   |              |  |
| NO                    | 340 5698      | 1     | 74   | 91   | 94   | 80          | 215              | 7       | 9              | 17             | 35        | 103  | 212          | 306              | 10                           | 257           | 83   |              |  |
|                       | 97% 95%*      | 100%~ | 95%  | 96%  | 98%  | 99%         | 100%~            | ~100%~  | ~100%~         | 100%~          | 81%~      | 96%  | 97%          | 97%~100%~        | ~                            | 97%           | 98%  |              |  |
| VALID CASES           | 351 6018      | 1     | 78   | 95   | 96   | 81          | 215              | 3       | 7              | 9              | 17        | 43   | 107          | 219              | 317                          | 10            | 266  | 85           |  |
| NUMBER OF RESPONDENTS | 351 6018      | 1     | 78   | 95   | 96   | 81          | 215              | 3       | 7              | 9              | 17        | 43   | 107          | 219              | 317                          | 10            | 266  | 85           |  |
|                       | 100% 100%     | 100%  | 100% | 100% | 100% | 100%        | 100%             | 100%    | 100%           | 100%           | 100%      | 100% | 100%         | 100%             | 100%                         | 100%          | 100% | 100%         |  |



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

|                       |               |              | AGE       |            |            |            |             | RACE         |            |                    |                |              | ETHNICITY    |              | HEALTH STATUS   |                  | CCC SCREENER |             |            |
|-----------------------|---------------|--------------|-----------|------------|------------|------------|-------------|--------------|------------|--------------------|----------------|--------------|--------------|--------------|-----------------|------------------|--------------|-------------|------------|
|                       | INHE TOT CHLD | OHP TOT CHLD | <1        | 1-3        | 4-7        | 8-12       | 13 AND OVER | BLCK OR AFR- | AS- IAN    | NATV HAW/ PAC ILND | AMER IND/ ALSK | MUL- OTHR TI | HIS- PAN- IC | HIS- PAN- IC | NOT GOOD & POOR | VERY FAIR & POOR | NO CCC       | CCC         |            |
| Q77.3 YES             | 11<br>3%      | 238<br>4%    |           | 2<br>3%    | 2<br>2%    | 5<br>5%    | 2<br>2%     |              | 7<br>~100% |                    |                | 4<br>9%      | 1<br>0.9%*   | 10<br>5%*    | 11<br>3%        |                  | 9<br>3%      | 2<br>2%     |            |
| NO                    | 340<br>97%    | 5780<br>96%  | 1<br>100% | 76<br>97%  | 93<br>98%  | 91<br>95%  | 79<br>98%   | 215<br>100%  | 3<br>100%  |                    | 9<br>100%      | 17<br>100%   | 39<br>91%    | 106<br>99%*  | 209<br>95%*     | 306<br>97%       | 10<br>100%   | 257<br>97%  | 83<br>98%  |
| VALID CASES           | 351           | 6018         | 1         | 78         | 95         | 96         | 81          | 215          | 3          | 7                  | 9              | 17           | 43           | 107          | 219             | 317              | 10           | 266         | 85         |
| NUMBER OF RESPONDENTS | 351<br>100%   | 6018<br>100% | 1<br>100% | 78<br>100% | 95<br>100% | 96<br>100% | 81<br>100%  | 215<br>100%  | 3<br>100%  | 7<br>100%          | 9<br>100%      | 17<br>100%   | 43<br>100%   | 107<br>100%  | 219<br>100%     | 317<br>100%      | 10<br>100%   | 266<br>100% | 85<br>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 | 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 | NO CCC        | CCC  |              |      |      |
| Q77.4                 | INHE TOT CHLD |      |      |       |      |             |              |         |                    |                |       |         |         |                  |                              |               |      |              |      |      |
| YES                   | OHP TOT CHLD  | 6    | 104  | 1     | 3    | 2           |              |         |                    |                |       | 6       | 2       | 4                | 6                            | 5             | 1    |              |      |      |
|                       |               | 2%   | 2%   | ~ 1%  | 3%   | 2%          | ~            | ~       | ~                  | ~              | ~     | ~ 14%   | 2%      | 2%               | 2%~                          | 2%            | 1%   |              |      |      |
| NO                    |               | 345  | 5914 | 1     | 77   | 92          | 94           | 81      | 215                | 3              | 7     | 9       | 17      | 37               | 105                          | 215           | 311  | 10           | 261  | 84   |
|                       |               | 98%  | 98%  | 100%~ | 99%  | 97%         | 98%          | 100%    | 100%~              | 100%~          | 100%~ | ~ 100%  | ~ 100%  | ~ 86%            | 98%                          | 98%           | 98%~ | 100%~        | 98%  | 99%  |
| VALID CASES           |               | 351  | 6018 | 1     | 78   | 95          | 96           | 81      | 215                | 3              | 7     | 9       | 17      | 43               | 107                          | 219           | 317  | 10           | 266  | 85   |
| NUMBER OF RESPONDENTS |               | 351  | 6018 | 1     | 78   | 95          | 96           | 81      | 215                | 3              | 7     | 9       | 17      | 43               | 107                          | 219           | 317  | 10           | 266  | 85   |
|                       |               | 100% | 100% | 100%  | 100% | 100%        | 100%         | 100%    | 100%               | 100%           | 100%  | 100%    | 100%    | 100%             | 100%                         | 100%          | 100% | 100%         | 100% | 100% |

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

|                       |               | AGE          |            |             |            |             |            | RACE             |            |            |               |              |            | ETHNICITY   | HEALTH STATUS  | CCC SCREENER               |             |             |            |
|-----------------------|---------------|--------------|------------|-------------|------------|-------------|------------|------------------|------------|------------|---------------|--------------|------------|-------------|----------------|----------------------------|-------------|-------------|------------|
|                       |               | <1           | 1-3        | 4-7         | 8-12       | 13 AND OVER | WHITE      | BLCK OR AFR-AMER | AS-IAN     | NATV ILND  | AMER IND/ALSK | MUL-OTHR     | TI         | HIS-PAN-IC  | NOT HIS-PAN-IC | EX & VERY GOOD & FAIR POOR | NO CCC      | CCC         |            |
| Q77.5                 | INHE TOT CHLD |              |            |             |            |             |            |                  |            |            |               |              |            |             |                |                            |             |             |            |
| YES                   | 30<br>9%      | 339<br>6%*   | 1<br>100%~ | 9<br>12%    | 4<br>4%*   | 11<br>11%   | 5<br>6%    |                  |            |            | 9<br>~100%~   | 21<br>~ 49%~ | 14<br>13%  | 16<br>7%    | 29<br>9%~      |                            | 22<br>8%    | 8<br>9%     |            |
| NO                    | 321<br>91%    | 5679<br>94%* |            | 69<br>~ 88% | 91<br>96%* | 85<br>89%   | 76<br>94%  | 215<br>100%~     | 3<br>100%~ | 7<br>100%~ |               | 17<br>~100%~ | 22<br>51%~ | 93<br>87%   | 203<br>93%     | 288<br>91%~                | 10<br>100%~ | 244<br>92%  | 77<br>91%  |
| VALID CASES           | 351           | 6018         | 1          | 78          | 95         | 96          | 81         | 215              | 3          | 7          | 9             | 17           | 43         | 107         | 219            | 317                        | 10          | 266         | 85         |
| NUMBER OF RESPONDENTS | 351<br>100%   | 6018<br>100% | 1<br>100%  | 78<br>100%  | 95<br>100% | 96<br>100%  | 81<br>100% | 215<br>100%      | 3<br>100%  | 7<br>100%  | 9<br>100%     | 17<br>100%   | 43<br>100% | 107<br>100% | 219<br>100%    | 317<br>100%                | 10<br>100%  | 266<br>100% | 85<br>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/ PAC ILND | AMER IND/ ALSK NATV | MUL- OTHR TI | HIS- PAN- IC | HIS- PAN- IC | NOT GOOD & POOR | VERY FAIR & POOR | NO CCC        | CCC        |              |            |
| Q77.6                 | INHE TOT CHLD |              |            |            |            |             |              |             |                    |                     |              |              |              |                 |                  |               |            |              |            |
| YES                   | 29<br>8%      | 629<br>10%   | 8<br>~ 10% | 7<br>7%    | 6<br>6%    | 8<br>10%    | ~            | ~           | ~                  | ~                   | 17<br>~100%  | 12<br>28%    | 24<br>22%*   | 5<br>2%*        | 29<br>9%~        | ~             | 24<br>9%   | 5<br>6%      |            |
| NO                    | 322<br>92%    | 5389<br>90%  | 1<br>100%~ | 70<br>90%  | 88<br>93%  | 90<br>94%   | 73<br>90%    | 215<br>100% | 3<br>100%          | 7<br>100%           | 9<br>~100%   | 31<br>~ 72%  | 83<br>78%*   | 214<br>98%*     | 288<br>91%~      | 10<br>100%~   | 242<br>91% | 80<br>94%    |            |
| VALID CASES           | 351           | 6018         | 1          | 78         | 95         | 96          | 81           | 215         | 3                  | 7                   | 9            | 17           | 43           | 107             | 219              | 317           | 10         | 266          | 85         |
| NUMBER OF RESPONDENTS | 351<br>100%   | 6018<br>100% | 1<br>100%  | 78<br>100% | 95<br>100% | 96<br>100%  | 81<br>100%   | 215<br>100% | 3<br>100%          | 7<br>100%           | 9<br>100%    | 17<br>100%   | 43<br>100%   | 107<br>100%     | 219<br>100%      | 317<br>100%   | 10<br>100% | 266<br>100%  | 85<br>100% |

Q78 WHAT IS YOUR AGE?

|                       |               |              | AGE   |            |            |            |             | RACE          |           |           |                    |                | ETHNICITY    |              | HEALTH STATUS    |                       | CCC SCREENER |            |             |            |
|-----------------------|---------------|--------------|-------|------------|------------|------------|-------------|---------------|-----------|-----------|--------------------|----------------|--------------|--------------|------------------|-----------------------|--------------|------------|-------------|------------|
|                       | INHE 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 | MUL- OTHR TI | HIS- PAN- IC | NOT HIS- PAN- IC | EX & VERY GOOD & GOOD | FAIR & POOR  | NO CCC     | CCC         |            |
| Q78 UNDER 18          | 9<br>3%       | 209<br>4%    | ~     | 2<br>3%    | 2<br>2%    | 3<br>3%    | 2<br>3%     | 6<br>3%       | ~         | ~         | ~                  | ~              | 2<br>13%     | 1<br>2%      | 3<br>3%          | 6<br>3%               | 9<br>3%      | ~          | 6<br>2%     | 3<br>4%    |
| 18 TO 24              | 23<br>7%      | 307<br>5%    | 100%~ | 17<br>23%* | 5<br>6%    | ~          | ~           | 13<br>6%      | 1<br>33%~ | ~         | ~                  | 2<br>22%~      | ~            | 4<br>9%      | 9<br>8%          | 14<br>6%              | 23<br>7%~    | ~          | 22<br>9%*   | 1<br>1%*   |
| 25 TO 34              | 134<br>41%    | 2087<br>37%  | ~     | 39<br>53%* | 49<br>56%* | 36<br>41%  | 10<br>13%*  | 92<br>43%     | 1<br>33%~ | ~         | ~                  | 3<br>33%~      | 8<br>50%~    | 17<br>40%~   | 44<br>41%        | 90<br>41%             | 130<br>41%~  | 4<br>40%~  | 110<br>46%* | 24<br>28%* |
| 35 TO 44              | 104<br>32%    | 2042<br>36%  | ~     | 10<br>14%* | 23<br>26%  | 38<br>43%* | 33<br>43%*  | 65<br>30%     | 4<br>57%~ | ~         | 4<br>44%~          | 4<br>25%~      | 14<br>33%~   | 37<br>35%    | 65<br>30%        | 100<br>32%~           | 4<br>40%~    | 67<br>28%* | 37<br>44%*  |            |
| 45 TO 54              | 35<br>11%     | 708<br>13%   | ~     | 4<br>5%*   | 5<br>6%*   | 7<br>8%    | 19<br>25%*  | 24<br>11%     | 2<br>29%~ | ~         | ~                  | 1<br>6%~       | 3<br>7%~     | 9<br>8%      | 26<br>12%        | 33<br>10%~            | 2<br>20%~    | 24<br>10%  | 11<br>13%   |            |
| 55 TO 64              | 20<br>6%      | 233<br>4%    | ~     | 1<br>1%*   | 4<br>5%    | 4<br>5%    | 11<br>14%*  | 13<br>6%      | 1<br>33%~ | 1<br>14%~ | ~                  | ~              | 1<br>6%~     | 4<br>9%      | 5<br>5%          | 15<br>7%              | 19<br>6%~    | ~          | 11<br>5%    | 9<br>11%   |
| 65 TO 74              | 1<br>0.3%     | 39<br>0.7%   | ~     | ~          | ~          | ~          | 1<br>1%     | 1<br>0.5%     | ~         | ~         | ~                  | ~              | ~            | ~            | 1<br>~0.5%       | 1<br>0.3%~            | ~            | 1<br>~0.4% | ~           |            |
| 75 OR OLDER           |               | 12<br>0.2%~  | ~     | ~          | ~          | ~          | ~           | ~             | ~         | ~         | ~                  | ~              | ~            | ~            | ~                | ~                     | ~            | ~          | ~           | ~          |
| NOT ANSWERED          | 25            | 382          |       | 5          | 7          | 8          | 5           | 1             |           |           |                    | 1              |              |              | 2                | 2                     |              | 25         |             |            |
| VALID CASES           | 326           | 5636         | 1     | 73         | 88         | 88         | 76          | 214           | 3         | 7         |                    | 9              | 16           | 43           | 107              | 217                   | 315          | 10         | 241         | 85         |
| NUMBER OF RESPONDENTS | 351           | 6018         | 1     | 78         | 95         | 96         | 81          | 215           | 3         | 7         |                    | 9              | 17           | 43           | 107              | 219                   | 317          | 10         | 266         | 85         |
|                       | 100%          | 100%         | 100%  | 100%       | 100%       | 100%       | 100%        | 100%          | 100%      | 100%      |                    | 100%           | 100%         | 100%         | 100%             | 100%                  | 100%         | 100%       | 100%        | 100%       |

Q79 ARE YOU MALE OR FEMALE?

|                       |               |              | AGE        |            |            |            |             | RACE         |             |                    |                     |              | ETHNICITY    |                  | HEALTH STATUS         |             | CCC SCREENER |             |            |
|-----------------------|---------------|--------------|------------|------------|------------|------------|-------------|--------------|-------------|--------------------|---------------------|--------------|--------------|------------------|-----------------------|-------------|--------------|-------------|------------|
|                       | INHE 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 & POOR | FAIR & POOR | NO CCC       | CCC         |            |
| Q79                   |               |              |            |            |            |            |             |              |             |                    |                     |              |              |                  |                       |             |              |             |            |
| MALE                  | 42<br>13%     | 691<br>12%   |            | 5<br>~ 7%* | 9<br>10%   | 14<br>16%  | 14<br>18%   | 28<br>13%    | 5<br>~ 71%~ |                    | 1<br>~ 6%~          | 5<br>12%~    | 10<br>9%     | 32<br>15%        | 40<br>13%~            | 2<br>20%~   | 34<br>14%    | 8<br>9%     |            |
| FEMALE                | 286<br>87%    | 4976<br>88%  | 1<br>100%~ | 68<br>93%* | 79<br>90%  | 74<br>84%  | 64<br>82%   | 187<br>87%   | 3<br>100%~  | 2<br>29%~          | 9<br>~100%~         | 16<br>94%~   | 38<br>88%~   | 97<br>91%        | 187<br>85%            | 277<br>87%~ | 8<br>80%~    | 209<br>86%  | 77<br>91%  |
| NOT ANSWERED          | 23            | 352          |            | 5          | 7          | 8          | 3           |              |             |                    |                     |              |              |                  |                       |             |              | 23          |            |
| VALID CASES           | 328           | 5666         | 1          | 73         | 88         | 88         | 78          | 215          | 3           | 7                  | 9                   | 17           | 43           | 107              | 219                   | 317         | 10           | 243         | 85         |
| NUMBER OF RESPONDENTS | 351<br>100%   | 6018<br>100% | 1<br>100%  | 78<br>100% | 95<br>100% | 96<br>100% | 81<br>100%  | 215<br>100%  | 3<br>100%   | 7<br>100%          | 9<br>100%           | 17<br>100%   | 43<br>100%   | 107<br>100%      | 219<br>100%           | 317<br>100% | 10<br>100%   | 266<br>100% | 85<br>100% |

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

|                                       |               |              | AGE   |            |           |            |             | RACE          |           |           |               |                | ETHNICITY  |            | HEALTH STATUS |                  | CCC SCREENER          |             |             |            |
|---------------------------------------|---------------|--------------|-------|------------|-----------|------------|-------------|---------------|-----------|-----------|---------------|----------------|------------|------------|---------------|------------------|-----------------------|-------------|-------------|------------|
|                                       | INHE 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                     | 33<br>10%     | 729<br>13%   | ~     | 6<br>8%    | 10<br>11% | 10<br>11%  | 7<br>9%     | 10<br>5%*     | ~         | ~         | ~             | 1<br>11%       | 6<br>35%   | 1<br>2%    | 28<br>26%*    | 5<br>2%*         | 32<br>10%             | 1<br>10%    | 30<br>12%*  | 3<br>4%*   |
| SOME HIGH SCHOOL BUT DID NOT GRADUATE | 42<br>13%     | 659<br>12%   | 100%~ | 1<br>11%   | 8<br>9%   | 8<br>12%   | 14<br>18%   | 29<br>14%     | ~         | ~         | ~             | 1<br>11%       | 2<br>12%   | 5<br>12%   | 17<br>16%     | 25<br>11%        | 40<br>13%             | 2<br>20%    | 34<br>14%   | 8<br>9%    |
| HIGH SCHOOL GRADUATE OR GED           | 103<br>31%    | 1741<br>31%  | ~     | 34<br>47%* | 28<br>32% | 20<br>23%* | 21<br>27%   | 63<br>29%     | 1<br>33%  | 3<br>43%  | ~             | 1<br>11%       | 6<br>35%   | 20<br>47%  | 36<br>34%     | 67<br>31%        | 99<br>31%             | 3<br>30%    | 80<br>33%   | 23<br>27%  |
| SOME COLLEGE OR 2-YEAR DEGREE         | 116<br>35%    | 1785<br>32%  | ~     | 20<br>27%  | 32<br>36% | 37<br>42%  | 27<br>35%   | 93<br>43%*    | 2<br>67%  | 3<br>43%  | ~             | 3<br>33%       | 3<br>18%   | 10<br>23%  | 19<br>18%*    | 97<br>44%*       | 113<br>36%            | 3<br>30%    | 77<br>32%*  | 39<br>46%* |
| 4-YEAR COLLEGE GRADUATE               | 22<br>7%      | 395<br>7%    | ~     | 3<br>4%    | 7<br>8%   | 9<br>10%   | 3<br>4%     | 14<br>7%      | ~         | ~         | ~             | 1<br>11%       | ~          | 6<br>14%   | 5<br>5%       | 16<br>7%         | 22<br>7%              | ~           | 13<br>5%    | 9<br>11%   |
| MORE THAN 4-YEAR COLLEGE DEGREE       | 11<br>3%      | 239<br>4%    | ~     | 2<br>3%    | 3<br>3%   | 1<br>1%    | 5<br>6%     | 5<br>2%       | ~         | 1<br>14%  | ~             | 2<br>22%       | ~          | 1<br>2%    | 2<br>2%       | 8<br>4%          | 10<br>3%              | 1<br>10%    | 8<br>3%     | 3<br>4%    |
| NOT ANSWERED                          | 24            | 471          |       | 5          | 7         | 8          | 4           | 1             |           |           |               |                |            |            | 1             |                  | 1                     |             | 24          |            |
| VALID CASES                           | 327           | 5547         | 1     | 73         | 88        | 88         | 77          | 214           | 3         | 7         |               | 9              | 17         | 43         | 107           | 218              | 316                   | 10          | 242         | 85         |
| NUMBER OF RESPONDENTS                 | 351<br>100%   | 6018<br>100% | 100%  | 100%       | 100%      | 100%       | 100%        | 215<br>100%   | 3<br>100% | 7<br>100% |               | 9<br>100%      | 17<br>100% | 43<br>100% | 107<br>100%   | 219<br>100%      | 317<br>100%           | 10<br>100%  | 266<br>100% | 85<br>100% |

Q81 HOW ARE YOU RELATED TO THE CHILD?

|                         |               |              | AGE       |            |            |            |             | RACE          |           |           |               |            | ETHNICITY   |            | HEALTH STATUS |                | CCC SCREENER          |             |             |            |
|-------------------------|---------------|--------------|-----------|------------|------------|------------|-------------|---------------|-----------|-----------|---------------|------------|-------------|------------|---------------|----------------|-----------------------|-------------|-------------|------------|
|                         | INHE TOT CHLD | OHP TOT CHLD | <1        | 1-3        | 4-7        | 8-12       | 13 AND OVER | BLCK OR WHITE | AFR-AMER  | AS-IAN    | NATV PAC ILND | AMER ALSK  | MUL-OTHR    | TI         | HIS-PAN-IC    | NOT HIS-PAN-IC | EX & VERY GOOD & POOR | FAIR & POOR | NO CCC      | CCC        |
| Q81                     |               |              |           |            |            |            |             |               |           |           |               |            |             |            |               |                |                       |             |             |            |
| MOTHER OR FATHER        | 301<br>94%    | 5300<br>95%  | 1<br>100% | 67<br>96%  | 79<br>93%  | 86<br>98%* | 68<br>89%   | 195<br>92%*   | 2<br>100% | 7<br>100% |               | 9<br>~100% | 17<br>~100% | 39<br>93%  | 101<br>97%    | 198<br>93%     | 290<br>94%            | 10<br>~100% | 226<br>96%* | 75<br>88%* |
| GRANDPARENT             | 10<br>3%      | 137<br>2%    | ~         | 3%<br>2%   | 2<br>2%    | 2<br>2%    | 4<br>5%     | 10<br>5%      | ~         | ~         | ~             | ~          | ~           | ~          | 10<br>5%*     | 10<br>3%       | ~                     | 6<br>3%     | 4<br>5%     |            |
| AUNT OR UNCLE           | 1<br>0.3%     | 36<br>0.6%   | ~         | 1%<br>~    | ~          | ~          | ~           | 1<br>0.5%     | ~         | ~         | ~             | ~          | ~           | ~          | 1<br>~0.5%    | 1<br>0.3%      | ~                     | 1<br>~0.4%  | ~           |            |
| OLDER BROTHER OR SISTER |               | 4<br>0.1%    | ~         | ~          | ~          | ~          | ~           | ~             | ~         | ~         | ~             | ~          | ~           | ~          | ~             | ~              | ~                     | ~           | ~           |            |
| OTHER RELATIVE          | 1<br>0.3%     | 6<br>0.1%    | ~         | ~          | ~          | ~          | 1<br>1%     | ~             | ~         | ~         | ~             | ~          | ~           | 1<br>2%    | 1<br>1%       | ~              | 1<br>~0.3%            | 1<br>~0.4%  | ~           |            |
| LEGAL GUARDIAN          | 5<br>2%       | 77<br>1%     | ~         | ~          | 3%<br>4%   | ~          | 2<br>3%     | 4<br>2%       | ~         | ~         | ~             | ~          | ~           | 1<br>2%    | 1<br>1%       | 4<br>2%        | 5<br>2%               | ~           | 5<br>6%*    |            |
| SOMEONE ELSE            | 2<br>0.6%     | 44<br>0.8%   | ~         | ~          | 1%<br>1%   | ~          | 1<br>1%     | 0.5%          | ~         | ~         | ~             | ~          | ~           | 1<br>2%    | 1<br>1%       | 1<br>0.5%      | 2<br>0.6%             | ~           | 1<br>~0.4%  | 1<br>1%    |
| NOT ANSWERED            | 31            | 415          |           | 8          | 10         | 8          | 5           | 4             | 1         |           |               |            |             | 1          | 3             | 5              | 8                     |             | 31          |            |
| VALID CASES             | 320           | 5603         | 1         | 70         | 85         | 88         | 76          | 211           | 2         | 7         |               | 9          | 17          | 42         | 104           | 214            | 309                   | 10          | 235         | 85         |
| NUMBER OF RESPONDENTS   | 351<br>100%   | 6018<br>100% | 1<br>100% | 78<br>100% | 95<br>100% | 96<br>100% | 81<br>100%  | 215<br>100%   | 3<br>100% | 7<br>100% |               | 9<br>100%  | 17<br>100%  | 43<br>100% | 107<br>100%   | 219<br>100%    | 317<br>100%           | 10<br>100%  | 266<br>100% | 85<br>100% |



Q82 DID SOMEONE HELP YOU COMPLETE THIS SURVEY?

|                       | AGE           |              |            |            |             |            | RACE             |            |                    |                     |              |              | ETHNICITY        |                              | HEALTH STATUS      |             | CCC SCREENER |            |           |
|-----------------------|---------------|--------------|------------|------------|-------------|------------|------------------|------------|--------------------|---------------------|--------------|--------------|------------------|------------------------------|--------------------|-------------|--------------|------------|-----------|
|                       | INHE TOT CHLD | OHP TOT CHLD | <1         | 1-3        | 4-7         | 8-12 OVER  | BLCK OR AFR- WHT | AS- IAN    | NATV HAW/ PAC ILND | AMER IND/ ALSK NATV | MUL- OTHR TI | HIS- PAN- IC | NOT HIS- PAN- IC | EX & VERY GOOD & FAIR & POOR | GOOD & FAIR & POOR | NO CCC      | CCC          |            |           |
| Q82 YES               | 4<br>2%       | 157<br>5%*   | ~          | 1<br>3%~   | ~           | 2<br>4%~   | 1<br>2%          | 1<br>~     | 17%~               | ~                   | ~            | ~            | ~                | 2<br>4%                      | 2<br>2%            | 3<br>2%~    | 1<br>20%~    | 3<br>2%    | 1<br>2%   |
| NO                    | 184<br>98%    | 3319<br>95%* | 1<br>100%~ | 35<br>97%~ | 53<br>100%~ | 45<br>96%~ | 50<br>98%        | 128<br>98% | 1<br>100%~         | 5<br>83%~           | 6<br>~       | 9<br>100%~   | 17<br>100%~      | 53<br>96%                    | 129<br>98%         | 180<br>98%~ | 4<br>80%~    | 134<br>98% | 50<br>98% |
| NOT ANSWERED          | 6             | 40           |            |            | 1           | 4          | 1                | 4          |                    | 1                   |              |              |                  | 1                            | 4                  | 5           |              | 4          | 2         |
| VALID CASES           | 188           | 3476         | 1          | 36         | 53          | 47         | 51               | 131        | 1                  | 6                   | 6            | 9            | 17               | 55                           | 131                | 183         | 5            | 137        | 51        |
| NUMBER OF RESPONDENTS | 194           | 3516         | 1          | 36         | 54          | 51         | 52               | 135        | 1                  | 7                   | 6            | 9            | 17               | 56                           | 135                | 188         | 5            | 141        | 53        |
|                       | 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]

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

|                       |               | AGE         |            |            |            |             | RACE             |         |                |                |           | ETHNICITY |              | HEALTH STATUS    |                  | CCC SCREENER |           |     |
|-----------------------|---------------|-------------|------------|------------|------------|-------------|------------------|---------|----------------|----------------|-----------|-----------|--------------|------------------|------------------|--------------|-----------|-----|
|                       |               | <1          | 1-3        | 4-7        | 8-12       | 13 AND OVER | BLCK OR AFR- WHT | AS- IAN | NATV HAW/ ILND | AMER IND/ ALSK | MUL- OTHR | TI        | HIS- PAN- IC | NOT HIS- PAN- IC | EX & VERY GOOD & | FAIR & POOR  | NO CCC    | CCC |
| Q83.1                 | INHE TOT CHLD |             |            |            |            |             |                  |         |                |                |           |           |              |                  |                  |              |           |     |
| YES                   | 3<br>75%      | 68<br>57%   | 1<br>~100% | 2<br>~100% | 2<br>~100% | 2<br>67%    | 1<br>~100%       | ~       | ~              | ~              | ~         | 2<br>100% | 1<br>50%     | 2<br>67%         | 1<br>100%        | 3<br>100%    | ~         | ~   |
| NO                    | 1<br>25%      | 51<br>43%   | ~          | ~          | 1<br>~100% | 1<br>33%    | ~                | ~       | ~              | ~              | ~         | ~         | 1<br>50%     | 1<br>33%         | ~                | 1<br>100%    | ~         | ~   |
| VALID CASES           | 4             | 119         | 1          | 2          | 1          | 3           | 1                |         |                |                |           | 2         | 2            | 3                | 1                | 3            | 1         |     |
| NUMBER OF RESPONDENTS | 4<br>100%     | 119<br>100% | 1<br>100%  | 2<br>100%  | 1<br>100%  | 3<br>100%   | 1<br>100%        |         |                |                |           | 2<br>100% | 2<br>100%    | 3<br>100%        | 1<br>100%        | 3<br>100%    | 1<br>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               |            |                     |                      |              | ETHNIC-<br>ITY | HEALTH<br>STATUS   |                           | CCC<br>SCREENER                   |                   |            |
|-----------------------|---------------------|--------------------|------------|-----------|------------|------------|-------------------|--------------------|------------|---------------------|----------------------|--------------|----------------|--------------------|---------------------------|-----------------------------------|-------------------|------------|
|                       | INHE<br>TOT<br>CHLD | OHP<br>TOT<br>CHLD | <1         | 1-3       | 4-7        | 8-12       | 13<br>AND<br>OVER | BLCK<br>OR<br>AFR- | AS-<br>IAN | NATV<br>HAW/<br>PAC | AMER<br>IND/<br>ALSK | MUL-<br>OTHR | TI             | HIS-<br>PAN-<br>IC | NOT<br>HIS-<br>PAN-<br>IC | EX &<br>VERY<br>GOOD<br>&<br>GOOD | FAIR<br>&<br>POOR | NO<br>CCC  |
| Q83.2<br>YES          | 3<br>75%            | 52<br>44%          | 1<br>~100% | 1<br>~50% | 1<br>~100% | 3<br>~100% | ~                 | ~                  | ~          | ~                   | ~                    | ~            | 2<br>~100%     | 1<br>50%           | 2<br>67%                  | 1<br>~100%                        | 2<br>67%          | 1<br>~100% |
| NO                    | 1<br>25%            | 67<br>56%          | ~          | ~         | 1<br>~50%  | ~          | ~                 | 1<br>~100%         | ~          | ~                   | ~                    | ~            | ~              | 1<br>50%           | 1<br>33%                  | ~                                 | 1<br>33%          | ~          |
| VALID CASES           | 4                   | 119                | 1          | 2         | 1          | 3          | 1                 |                    |            |                     |                      |              | 2              | 2                  | 3                         | 1                                 | 3                 | 1          |
| NUMBER OF RESPONDENTS | 4<br>100%           | 119<br>100%        | 1<br>100%  | 2<br>100% | 1<br>100%  | 3<br>100%  | 1<br>100%         |                    |            |                     |                      |              | 2<br>100%      | 2<br>100%          | 3<br>100%                 | 1<br>100%                         | 3<br>100%         | 1<br>100%  |

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

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

|                       |               | AGE         |            |           |           |             | RACE             |           |                |                     |           | ETHNICITY |              | HEALTH STATUS    |                              | CCC SCREENER |           |           |           |
|-----------------------|---------------|-------------|------------|-----------|-----------|-------------|------------------|-----------|----------------|---------------------|-----------|-----------|--------------|------------------|------------------------------|--------------|-----------|-----------|-----------|
|                       |               | <1          | 1-3        | 4-7       | 8-12      | 13 AND OVER | BLCK OR AFR- WHT | AS- IAN   | NATV HAW/ ILND | AMER IND/ ALSK NATV | MUL- OTHR | TI        | HIS- PAN- IC | NOT HIS- PAN- IC | EX & VERY GOOD & FAIR & POOR | GOOD         | FAIR      | NO CCC    | CCC       |
| Q83.3                 | INHE TOT CHLD |             |            |           |           |             |                  |           |                |                     |           |           |              |                  |                              |              |           |           |           |
| YES                   | 2<br>50%      | 9<br>7%     | 1<br>~100% | 1<br>~50% | 1<br>~50% | 2<br>67%    |                  |           |                |                     |           |           | 2<br>100%    |                  | 1<br>33%                     | 1<br>100%    |           | 2<br>67%  |           |
| NO                    | 2<br>50%      | 110<br>93%  |            |           | 1<br>50%  | 1<br>100%   | 1<br>33%         | 1<br>100% |                |                     |           |           | 2<br>100%    |                  | 2<br>67%                     |              |           | 1<br>33%  | 1<br>100% |
| VALID CASES           | 4             | 119         | 1          | 2         | 1         | 3           | 1                |           |                |                     |           | 2         | 2            | 3                | 1                            | 3            | 1         | 3         | 1         |
| NUMBER OF RESPONDENTS | 4<br>100%     | 119<br>100% | 1<br>100%  | 2<br>100% | 1<br>100% | 3<br>100%   | 1<br>100%        |           |                |                     |           | 2<br>100% | 2<br>100%    | 3<br>100%        | 1<br>100%                    | 3<br>100%    | 1<br>100% | 3<br>100% | 1<br>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               |            |                     |                      |              | ETHNIC-<br>ITY | HEALTH<br>STATUS |                   | CCC<br>SCREENER                   |                   |           |      |
|-----------------------|---------------------|--------------------|------|------|------|------|-------------------|--------------------|------------|---------------------|----------------------|--------------|----------------|------------------|-------------------|-----------------------------------|-------------------|-----------|------|
|                       | INHE<br>TOT<br>CHLD | OHP<br>TOT<br>CHLD | <1   | 1-3  | 4-7  | 8-12 | 13<br>AND<br>OVER | BLCK<br>OR<br>AFR- | AS-<br>IAN | NATV<br>HAW/<br>PAC | AMER<br>IND/<br>ALSK | MUL-<br>OTHR | TI             | HIS-<br>IC       | NOT<br>HIS-<br>IC | EX &<br>VERY<br>GOOD<br>&<br>GOOD | FAIR<br>&<br>POOR | NO<br>CCC | CCC  |
| Q83.4<br>YES          | 1<br>25%            | 31<br>26%          | ~    | 100% | ~    | ~    | ~                 | 33%                | ~          | ~                   | ~                    | ~            | ~              | 50%              | ~                 | 33%                               | ~                 | 33%       | ~    |
| NO                    | 3<br>75%            | 88<br>74%          | ~    | ~    | ~    | 100% | 100%              | 67%                | ~          | 100%                | ~                    | ~            | ~              | 50%              | 100%              | 67%                               | 100%              | 67%       | 100% |
| VALID CASES           | 4                   | 119                | 1    | 2    | 1    | 3    | 1                 |                    |            |                     |                      |              | 2              | 2                | 3                 | 1                                 | 3                 | 1         |      |
| NUMBER OF RESPONDENTS | 4                   | 119                | 1    | 2    | 1    | 3    | 1                 |                    |            |                     |                      |              | 2              | 2                | 3                 | 1                                 | 3                 | 1         |      |
|                       | 100%                | 100%               | 100% | 100% | 100% | 100% | 100%              | 100%               |            |                     |                      |              | 100%           | 100%             | 100%              | 100%                              | 100%              | 100%      | 100% |

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

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

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

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

NQ14 RATING OF ALL CHILD'S HEALTH CARE

|                         |               |              | AGE |            |            |            |             | RACE             |           |                    |                |            | ETHNICITY |              | HEALTH STATUS    |                              | CCC SCREENER |           |             |            |
|-------------------------|---------------|--------------|-----|------------|------------|------------|-------------|------------------|-----------|--------------------|----------------|------------|-----------|--------------|------------------|------------------------------|--------------|-----------|-------------|------------|
|                         | INHE 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       |             |            |
| NQ14 0-6                | 16<br>7%      | 375<br>10%   | ~   | 2<br>3%    | 3<br>5%    | 5<br>10%   | 6<br>12%    | 9<br>6%          | ~         | ~                  | ~              | 17%<br>25% | 2<br>7%   | 2<br>6%      | 4<br>6%          | 12<br>8%                     | 14<br>6%     | 2<br>33%  | 9<br>5%     | 7<br>11%   |
| 7-8                     | 70<br>31%     | 1202<br>31%  | ~   | 19<br>30%  | 19<br>30%  | 17<br>33%  | 15<br>30%   | 49<br>33%        | ~         | 1<br>25%           | ~              | ~          | 1<br>13%  | 8<br>30%     | 19<br>27%        | 49<br>33%                    | 67<br>31%    | 1<br>17%  | 48<br>29%   | 22<br>34%  |
| 9-10                    | 143<br>62%    | 2325<br>60%  | ~   | 43<br>67%  | 41<br>65%  | 30<br>58%  | 29<br>58%   | 92<br>61%        | 3<br>100% | 3<br>75%           | ~              | 5<br>83%   | 5<br>63%  | 17<br>63%    | 48<br>68%        | 89<br>59%                    | 135<br>63%   | 3<br>50%  | 107<br>65%  | 36<br>55%  |
| VALID CASES             | 229           | 3902         |     | 64         | 63         | 52         | 50          | 150              | 3         | 4                  |                | 6          | 8         | 27           | 71               | 150                          | 216          | 6         | 164         | 65         |
| NUMBER OF RESPONDENTS   | 229<br>100%   | 3902<br>100% |     | 64<br>100% | 63<br>100% | 52<br>100% | 50<br>100%  | 150<br>100%      | 3<br>100% | 4<br>100%          |                | 6<br>100%  | 8<br>100% | 27<br>100%   | 71<br>100%       | 150<br>100%                  | 216<br>100%  | 6<br>100% | 164<br>100% | 65<br>100% |
| MEAN                    | 2.55          | 2.50         |     | 2.64       | 2.60       | 2.48       | 2.46        | 2.55             | 3.00      | 2.75               |                | 2.67       | 2.38      | 2.56         | 2.62             | 2.51                         | 2.56         | 2.17      | 2.60        | 2.45       |
| p stat_(*=Sig @ p<=.05) |               | .200         |     | ~.162      | .468       | .333       | .226        | .968             | ~         | ~                  |                | ~          | ~         | ~            | ~.290            | .168                         | ~            | ~         | ~.121       | .121       |

[ASKED IF Q7 >= 1 TIME]

NQ41 RATING OF CHILD'S PERSONAL DOCTOR

|                         |               |              | AGE       |            |            |            |             | RACE             |           |                    |                |              | ETHNICITY    |                  | HEALTH STATUS         |             | CCC SCREENER |           |             |            |
|-------------------------|---------------|--------------|-----------|------------|------------|------------|-------------|------------------|-----------|--------------------|----------------|--------------|--------------|------------------|-----------------------|-------------|--------------|-----------|-------------|------------|
|                         | INHE TOT CHLD | OHP TOT CHLD | <1        | 1-3        | 4-7        | 8-12       | 13 AND OVER | BLCK OR AFR- WHT | AS- IAN   | NATV HAW/ PAC ILND | AMER IND/ ALSK | MUL- OTHR TI | HIS- PAN- IC | NOT HIS- PAN- IC | EX & VERY GOOD & POOR | FAIR & POOR | NO CCC       | CCC       |             |            |
| NQ41 0-6                | 13<br>4%      | 353<br>7%*   | ~         | ~          | 3<br>4%    | 5<br>7%    | 5<br>8%     | 10<br>5%         | ~         | ~                  | ~              | ~            | 1<br>7%      | 2<br>5%          | 2<br>2%               | 11<br>6%    | 13<br>5%     | ~         | 8<br>4%     | 5<br>6%    |
| 7-8                     | 71<br>24%     | 1106<br>23%  | ~         | 20<br>29%  | 20<br>24%  | 24<br>32%  | 7<br>11%*   | 41<br>21%        | 2<br>67%  | 2<br>29%           | ~              | 3<br>38%     | 4<br>27%     | 12<br>29%        | 18<br>20%             | 52<br>26%   | 69<br>25%    | 1<br>11%  | 61<br>29%*  | 10<br>13%* |
| 9-10                    | 210<br>71%    | 3349<br>70%  | 1<br>100% | 50<br>71%  | 62<br>73%  | 47<br>62%* | 50<br>81%*  | 140<br>73%       | 1<br>33%  | 5<br>71%           | ~              | 5<br>63%     | 10<br>67%    | 28<br>67%        | 69<br>78%             | 136<br>68%  | 198<br>71%   | 8<br>89%  | 145<br>68%* | 65<br>81%* |
| VALID CASES             | 294           | 4809         | 1         | 70         | 85         | 76         | 62          | 191              | 3         | 7                  |                | 8            | 15           | 42               | 89                    | 199         | 280          | 9         | 214         | 80         |
| NUMBER OF RESPONDENTS   | 294<br>100%   | 4809<br>100% | 1<br>100% | 70<br>100% | 85<br>100% | 76<br>100% | 62<br>100%  | 191<br>100%      | 3<br>100% | 7<br>100%          |                | 8<br>100%    | 15<br>100%   | 42<br>100%       | 89<br>100%            | 199<br>100% | 280<br>100%  | 9<br>100% | 214<br>100% | 80<br>100% |
| MEAN                    | 2.67          | 2.62         | 3.00      | 2.71       | 2.69       | 2.55       | 2.73        | 2.68             | 2.33      | 2.71               |                | 2.63         | 2.60         | 2.62             | 2.75                  | 2.63        | 2.66         | 2.89      | 2.64        | 2.75       |
| p stat_(*=Sig @ p<=.05) |               | .139         | ~         | .388       | .630       | .049*      | .407        | .654             | ~         | ~                  | ~              | ~            | ~            | ~                | .071                  | .045*       | ~            | ~         | .137        | .137       |

[ASKED IF Q30 = YES]



NQ48 RATING OF SPECIALIST CHILD SAW MOST OFTEN

|                         |               |              | AGE |          |          |           |             | RACE             |         |                |                |           | ETHNICITY |              | HEALTH STATUS    |                       | CCC SCREENER |           |           |
|-------------------------|---------------|--------------|-----|----------|----------|-----------|-------------|------------------|---------|----------------|----------------|-----------|-----------|--------------|------------------|-----------------------|--------------|-----------|-----------|
|                         | INHE 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                | 3<br>7%       | 69<br>10%    | ~   | ~        | 2<br>17% | ~         | 1<br>8%     | 2<br>7%          | ~       | ~              | ~              | ~         | ~         | 1<br>8%      | 2<br>7%          | 2<br>5%               | 1<br>33%     | ~         | 3<br>14%  |
| 7-8                     | 7<br>17%      | 173<br>25%   | ~   | 1<br>20% | 1<br>8%  | 2<br>17%  | 3<br>23%    | 6<br>20%         | ~       | ~              | ~              | ~         | ~         | 2<br>17%     | 5<br>18%         | 5<br>13%              | 2<br>67%     | 3<br>15%  | 4<br>18%  |
| 9-10                    | 32<br>76%     | 464<br>66%   | ~   | 4<br>80% | 9<br>75% | 10<br>83% | 9<br>69%    | 22<br>73%        | ~       | ~              | 1<br>100%      | 2<br>100% | 3<br>100% | 9<br>75%     | 21<br>75%        | 31<br>82%             | ~            | 17<br>85% | 15<br>68% |
| VALID CASES             | 42            | 706          |     | 5        | 12       | 12        | 13          | 30               |         |                | 1              | 2         | 3         | 12           | 28               | 38                    | 3            | 20        | 22        |
| NUMBER OF RESPONDENTS   | 42            | 706          |     | 5        | 12       | 12        | 13          | 30               |         |                | 1              | 2         | 3         | 12           | 28               | 38                    | 3            | 20        | 22        |
|                         | 100%          | 100%         |     | 100%     | 100%     | 100%      | 100%        | 100%             |         |                | 100%           | 100%      | 100%      | 100%         | 100%             | 100%                  | 100%         | 100%      | 100%      |
| MEAN                    | 2.69          | 2.56         |     | 2.80     | 2.58     | 2.83      | 2.62        | 2.67             |         |                | 3.00           | 3.00      | 3.00      | 2.67         | 2.68             | 2.76                  | 1.67         | 2.85      | 2.55      |
| 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 |            |             |            |
|-------------------------|---------------|--------------|-----------|------------|------------|------------|-------------|------------------|-----------|--------------------|---------------------|--------------|--------------|------------------|-----------------------|-------------|--------------|------------|-------------|------------|
|                         | INHE TOT CHLD | OHP TOT CHLD | <1        | 1-3        | 4-7        | 8-12       | 13 AND OVER | BLCK OR AFR- WHT | AS- IAN   | NATV HAW/ PAC ILND | AMER IND/ ALSK NATV | MUL- OTHR TI | HIS- PAN- IC | NOT HIS- PAN- IC | EX & VERY GOOD & POOR | FAIR & POOR | NO CCC       | CCC        |             |            |
| NQ54 0-6                | 41<br>13%     | 702<br>13%   | 1<br>100% | 4<br>6%*   | 7<br>8%    | 14<br>16%  | 15<br>20%   | 33<br>16%*       | ~         | ~                  | ~                   | 2<br>22%     | 1<br>6%      | 5<br>12%         | 5<br>5%*              | 36<br>17%*  | 39<br>13%    | 2<br>20%   | 28<br>12%   | 13<br>16%  |
| 7-8                     | 95<br>30%     | 1548<br>28%  | ~         | 22<br>31%  | 28<br>32%  | 26<br>30%  | 19<br>25%   | 65<br>31%        | 1<br>33%  | 1<br>17%           | ~                   | 3<br>33%     | 2<br>12%     | 14<br>33%        | 23<br>22%*            | 71<br>33%*  | 94<br>30%    | 1<br>10%   | 66<br>27%   | 29<br>35%  |
| 9-10                    | 186<br>58%    | 3348<br>60%  | ~         | 46<br>64%  | 52<br>60%  | 46<br>53%  | 42<br>55%   | 113<br>54%*      | 2<br>67%  | 5<br>83%           | ~                   | 4<br>44%     | 14<br>82%    | 24<br>56%        | 78<br>74%*            | 107<br>50%* | 178<br>57%   | 7<br>70%   | 146<br>61%  | 40<br>49%  |
| VALID CASES             | 322           | 5598         | 1         | 72         | 87         | 86         | 76          | 211              | 3         | 6                  |                     | 9            | 17           | 43               | 106                   | 214         | 311          | 10         | 240         | 82         |
| NUMBER OF RESPONDENTS   | 322<br>100%   | 5598<br>100% | 1<br>100% | 72<br>100% | 87<br>100% | 86<br>100% | 76<br>100%  | 211<br>100%      | 3<br>100% | 6<br>100%          |                     | 9<br>100%    | 17<br>100%   | 43<br>100%       | 106<br>100%           | 214<br>100% | 311<br>100%  | 10<br>100% | 240<br>100% | 82<br>100% |
| MEAN                    | 2.45          | 2.47         | 1.00      | 2.58       | 2.52       | 2.37       | 2.36        | 2.38             | 2.67      | 2.83               |                     | 2.22         | 2.76         | 2.44             | 2.69                  | 2.33        | 2.45         | 2.50       | 2.49        | 2.33       |
| p stat_(*=Sig @ p<=.05) |               | .562         | ~         | .045*      | .276       | .252       | .221        | .009*            | ~         | ~                  | ~                   | ~            | ~            | ~                | .000*                 | .000*       | ~            | ~          | .083        | .083       |

GETTING NEEDED CARE

|                         |               |              | AGE    |       |       |      |             | RACE         |         |                    |                |           | ETHNICITY |              | HEALTH STATUS    |                              | CCC SCREENER |      |
|-------------------------|---------------|--------------|--------|-------|-------|------|-------------|--------------|---------|--------------------|----------------|-----------|-----------|--------------|------------------|------------------------------|--------------|------|
|                         | INHE TOT CHLD | OHP TOT CHLD | <1     | 1-3   | 4-7   | 8-12 | 13 AND OVER | BLCK OR AFR- | AS- IAN | NATV HAW/ PAC ILND | AMER IND/ ALSK | MUL- OTHR | TI        | HIS- PAN- IC | NOT HIS- PAN- IC | EX & VERY GOOD & FAIR & POOR | NO CCC       | CCC  |
| NPRBSEE4 NQ46           | 2.59          | 2.27         | 2.50   | 2.71  | 2.42  | 2.64 | 2.66        |              |         | 3.00               | 2.50           | 2.67      | 2.77      | 2.53         | 2.61             | 2.00                         | 2.73         | 2.46 |
| p stat_(*=Sig @ p<=.05) |               |              | ~      | ~     | ~     | ~    | ~           | ~            | ~       | ~                  | ~              | ~         | ~         | ~            | ~                | ~                            | ~            | ~    |
| NCARNES4 NQ15           | 2.49          | 2.47         | 2.36   | 2.59  | 2.49  | 2.55 | 2.56        | 2.33         | 2.00    | 2.33               | 2.50           | 2.52      | 2.45      | 2.51         | 2.50             | 2.00                         | 2.50         | 2.48 |
| p stat_(*=Sig @ p<=.05) | .529          |              | ~.058  | .190  | .971  | .501 | .028*       | ~            | ~       | ~                  | ~              | ~         | .526      | .603         | ~                | ~                            | .813         | .813 |
| COMPOSITE               | 2.54          | 2.37         | x 2.43 | 2.65  | 2.45  | 2.60 | 2.61        | 2.33         | 2.00    | x 2.67             | 2.50           | 2.59      | 2.61      | 2.52         | 2.56             | 2.00                         | 2.61         | 2.47 |
| p stat_(*=Sig @ p<=.05) | .000*         |              | ~.005* | .005* | .043* | .238 | .000*       | ~            | ~       | ~                  | ~              | ~         | .059      | .280         | ~                | ~                            | .000*        | .063 |

GETTING CARE QUICKLY

|                         |               |              | AGE   |      |      |      |             | RACE        |           |         |                |                | ETHNICITY |      | HEALTH STATUS |                  | CCC SCREENER                 |        |        |      |
|-------------------------|---------------|--------------|-------|------|------|------|-------------|-------------|-----------|---------|----------------|----------------|-----------|------|---------------|------------------|------------------------------|--------|--------|------|
|                         | INHE TOT CHLD | OHP TOT CHLD | <1    | 1-3  | 4-7  | 8-12 | 13 AND OVER | BLCK OR WHT | AFR- AMER | AS- IAN | NATV HAW/ ILND | AMER IND/ ALSK | MUL- OTHR | TI   | HIS- PAN- IC  | NOT HIS- PAN- IC | EX & VERY GOOD & FAIR & POOR | NO CCC | CCC    |      |
| NCARSN4 NQ4             | 2.59          | 2.61         | 2.61  | 2.65 | 2.25 | 2.75 | 2.64        | 3.00        |           |         |                | 1.00           | 2.20      | 2.64 | 2.55          | 2.59             | 2.62                         | 1.80   | 2.67   | 2.46 |
| p stat_(*=Sig @ p<=.05) |               | .706         | ~     | ~    | ~    | ~    | ~           | ~           | ~         | ~       | ~              | ~              | ~         | ~    | ~             | ~                | ~                            | ~      | ~      | ~    |
| NAPGET4 NQ6             | 2.50          | 2.46         | 3.00  | 2.42 | 2.61 | 2.38 | 2.54        | 2.50        | 3.00      | 2.25    |                | 2.40           | 2.83      | 2.52 | 2.47          | 2.49             | 2.49                         | 2.20   | 2.53   | 2.42 |
| p stat_(*=Sig @ p<=.05) |               | .429         | ~.325 | .114 |      | ~    | ~.914       | ~           | ~         | ~       | ~              | ~              | ~         | ~    | ~.743         | .747             | ~                            | ~      | ~.288  | .288 |
| COMPOSITE               | 2.55          | 2.54         | 3.00  | 2.52 | 2.63 | 2.32 | 2.64        | 2.57        | 3.00      | 2.25    | x              | 1.70           | 2.52      | 2.58 | 2.51          | 2.54             | 2.56                         | 2.00   | 2.60   | 2.44 |
| p stat_(*=Sig @ p<=.05) |               | .853         | ~.606 | .075 |      | ~    | ~.322       | ~           | ~         | ~       | ~              | ~              | ~         | ~    | ~.522         | .725             | ~                            | ~      | ~.010* | .054 |

HOW WELL DOCTORS COMMUNICATE

|                         |               |              | AGE   |       |      |      |             | RACE          |          |        |                    |                     | ETHNICITY    |              | HEALTH STATUS    |                       | CCC SCREENER |        |      |      |
|-------------------------|---------------|--------------|-------|-------|------|------|-------------|---------------|----------|--------|--------------------|---------------------|--------------|--------------|------------------|-----------------------|--------------|--------|------|------|
|                         | INHE 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 NATV | MUL- OTHR TI | HIS- PAN- IC | NOT HIS- PAN- IC | EX & VERY GOOD & FAIR | GOOD & POOR  | NO CCC | CCC  |      |
| NDREXPL4 NQ32           | 2.77          | 2.69         | 3.00  | 2.79  | 2.82 | 2.68 | 2.80        | 2.82          | 3.00     | 2.60   |                    | 3.00                | 2.67         | 2.62         | 2.65             | 2.82                  | 2.77         | 2.71   | 2.78 | 2.76 |
| p stat_(*=Sig @ p<=.05) |               | .018*        | ~.845 | .388  | .201 |      | ~.079       | ~             | ~        | ~      | ~                  | ~                   | ~            | ~.041*       | .087             | ~                     | ~            | ~.774  | .775 |      |
| NDRLSTN4 NQ33           | 2.76          | 2.70         | 3.00  | 2.71  | 2.86 | 2.70 | 2.75        | 2.81          | 2.33     | 2.80   |                    | 2.83                | 2.56         | 2.58         | 2.74             | 2.76                  | 2.76         | 2.57   | 2.76 | 2.77 |
| p stat_(*=Sig @ p<=.05) |               | .056         | ~.443 | .037* | .324 |      | ~.079       | ~             | ~        | ~      | ~                  | ~                   | ~            | ~.700        | .958             | ~                     | ~            | ~.886  | .886 |      |
| NDRESPU4 NQ34           | 2.79          | 2.77         | 3.00  | 2.71  | 2.92 | 2.80 | 2.70        | 2.79          | 2.67     | 2.80   |                    | 2.83                | 2.78         | 2.60         | 2.81             | 2.78                  | 2.79         | 2.71   | 2.81 | 2.74 |
| p stat_(*=Sig @ p<=.05) |               | .488         | ~.255 | .008* | .888 |      | ~.914       | ~             | ~        | ~      | ~                  | ~                   | ~            | ~.781        | .521             | ~                     | ~            | ~.385  | .385 |      |
| NDRTMEN4 NQ37           | 2.57          | 2.48         | 3.00  | 2.57  | 2.50 | 2.56 | 2.65        | 2.66          | 2.33     | 2.60   |                    | 2.83                | 1.89         | 2.46         | 2.30             | 2.67                  | 2.56         | 2.43   | 2.52 | 2.66 |
| p stat_(*=Sig @ p<=.05) |               | .069         | ~.935 | .384  | .951 |      | ~.010*      | ~             | ~        | ~      | ~                  | ~                   | ~            | ~.001*       | .004*            | ~                     | ~            | ~.177  | .177 |      |
| COMPOSITE               | 2.72          | 2.66         | 3.00  | 2.70  | 2.77 | 2.69 | 2.73        | 2.77          | 2.58     | 2.70   | x                  | 2.88                | 2.47         | 2.57         | 2.62             | 2.76                  | 2.72         | 2.61   | 2.72 | 2.73 |
| p stat_(*=Sig @ p<=.05) |               | .211         | ~.624 | .276  | .517 |      | ~.049*      | ~             | ~        | ~      | ~                  | ~                   | ~            | ~.045*       | .130             | ~                     | ~            | ~.865  | .869 |      |

CUSTOMER SERVICE

|                         |               |              | AGE    |      |      |      |             | RACE  |              |         |                    |                | ETHNICITY    |              | HEALTH STATUS    |                              | CCC SCREENER |      |      |
|-------------------------|---------------|--------------|--------|------|------|------|-------------|-------|--------------|---------|--------------------|----------------|--------------|--------------|------------------|------------------------------|--------------|------|------|
|                         | INHE TOT CHLD | OHP TOT CHLD | <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- PAN- IC | NOT HIS- PAN- IC | EX & VERY GOOD & FAIR & POOR | NO CCC       | CCC  |      |
| NPBCLCS4 NQ50           | 2.36          | 2.30         | 2.08   | 2.50 | 2.29 | 2.44 | 2.29        | 2.00  | 3.00         |         | 2.50               | 2.60           | 2.67         | 2.41         | 2.32             | 2.37                         | 1.50         | 2.31 | 2.50 |
| p stat_(*=Sig @ p<=.05) |               | .509         | ~      | ~    | ~    | ~    | ~           | ~     | ~            | ~       | ~                  | ~              | ~            | ~            | ~                | ~                            | ~            | ~    | ~    |
| NCSRESP NQ51            | 2.60          | 2.55         | 2.46   | 2.60 | 2.76 | 2.53 | 2.60        | 2.00  | 3.00         |         | 3.00               | 2.80           | 2.67         | 2.61         | 2.59             | 2.58                         | 3.00         | 2.62 | 2.53 |
| p stat_(*=Sig @ p<=.05) |               | .583         | ~      | ~    | ~    | ~    | ~           | ~     | ~            | ~       | ~                  | ~              | ~            | ~            | ~                | ~                            | ~            | ~    | ~    |
| COMPOSITE               | 2.48          | 2.43         | x 2.27 | 2.55 | 2.53 | 2.48 | 2.44        | 2.00  | 3.00         | x       | 2.75               | 2.70           | 2.67         | 2.51         | 2.45             | 2.48                         | 2.25         | 2.47 | 2.51 |
| p stat_(*=Sig @ p<=.05) |               | .588         | ~      | ~    | ~    | ~    | ~           | ~     | ~            | ~       | ~                  | ~              | ~            | ~            | ~                | ~                            | ~            | ~    | ~    |

SHARED DECISION MAKING

|                         |               |              | AGE    |      |      |      |             | RACE          |           |         |                    |                     | ETHNICITY |      | HEALTH STATUS |                  | CCC SCREENER                 |        |      |
|-------------------------|---------------|--------------|--------|------|------|------|-------------|---------------|-----------|---------|--------------------|---------------------|-----------|------|---------------|------------------|------------------------------|--------|------|
|                         | INHE 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 NATV | MUL- OTHR | TI   | HIS- PAN- IC  | NOT HIS- PAN- IC | EX & VERY GOOD & FAIR & POOR | NO CCC | CCC  |
| NRXWHY NQ11             | 2.52          | 2.46         | 2.33   | 2.53 | 2.57 | 2.64 | 2.53        | 2.67          |           |         | 2.50               | 2.00                | 2.71      | 2.35 | 2.56          | 2.53             | 2.33                         | 2.49   | 2.56 |
| p stat_(*=Sig @ p<=.05) | .501          |              | ~      | ~    | ~    | ~    | ~           | ~             | ~         | ~       | ~                  | ~                   | ~         | ~    | ~             | ~                | ~                            | ~      | ~    |
| NRXWYNT NQ12            | 1.97          | 2.00         | 1.67   | 2.20 | 2.00 | 2.04 | 1.90        | 1.67          |           |         | 2.50               | 2.00                | 2.13      | 2.06 | 1.90          | 1.94             | 2.33                         | 1.97   | 1.97 |
| p stat_(*=Sig @ p<=.05) | .783          |              | ~      | ~    | ~    | ~    | ~           | ~             | ~         | ~       | ~                  | ~                   | ~         | ~    | ~             | ~                | ~                            | ~      | ~    |
| NRXBST NQ13             | 2.58          | 2.59         | 2.44   | 2.60 | 2.86 | 2.50 | 2.52        | 2.33          |           |         | 3.00               | 3.00                | 2.75      | 2.89 | 2.47          | 2.57             | 2.33                         | 2.67   | 2.49 |
| p stat_(*=Sig @ p<=.05) | .893          |              | ~      | ~    | ~    | ~    | ~           | ~             | ~         | ~       | ~                  | ~                   | ~         | ~    | ~             | ~                | ~                            | ~      | ~    |
| COMPOSITE               | 2.36          | 2.35         | x 2.15 | 2.44 | 2.48 | 2.39 | 2.32        | 2.22          | x         | x       | 2.67               | 2.33                | 2.53      | 2.43 | 2.31          | 2.35             | 2.33                         | 2.37   | 2.34 |
| p stat_(*=Sig @ p<=.05) | .957          |              | ~      | ~    | ~    | ~    | ~           | ~             | ~         | ~       | ~                  | ~                   | ~         | ~    | ~             | ~                | ~                            | ~      | ~    |

ACCESS TO SPECIALIZED SERVICES

|                         |               |              | AGE |      |      |      |             | RACE         |         |                    |                     |              | ETHNICITY    |                  | HEALTH STATUS              |        | CCC SCREENER |      |      |      |
|-------------------------|---------------|--------------|-----|------|------|------|-------------|--------------|---------|--------------------|---------------------|--------------|--------------|------------------|----------------------------|--------|--------------|------|------|------|
|                         | INHE 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            | 2.00          | 2.28         |     | 2.75 | 3.00 | 1.00 | 1.00        | 2.20         | 3.00    |                    |                     |              | 1.00         | 3.00             | 1.80                       | 2.14   |              | 2.00 | 2.00 |      |
| p stat_(*=Sig @ p<=.05) |               |              | ~   | ~    | ~    | ~    | ~           | ~            | ~       | ~                  | ~                   | ~            | ~            | ~                | ~                          | ~      | ~            | ~    | ~    |      |
| NEZTHP NQ23             | 2.25          | 2.11         |     | 2.40 | 2.50 | 2.00 | 2.00        | 2.33         |         |                    | 2.50                |              | 1.50         | 2.70             | 1.93                       | 2.27   | 2.00         | 2.57 | 2.12 |      |
| p stat_(*=Sig @ p<=.05) |               |              | ~   | ~    | ~    | ~    | ~           | ~            | ~       | ~                  | ~                   | ~            | ~            | ~                | ~                          | ~      | ~            | ~    | ~    |      |
| NEZTC NQ26              | 2.23          | 2.11         |     | 2.67 | 2.00 | 2.71 | 2.11        | 2.15         |         |                    | 2.00                |              | 2.83         | 2.43             | 2.13                       | 2.22   | 1.75         | 2.13 | 2.26 |      |
| p stat_(*=Sig @ p<=.05) |               |              | ~   | ~    | ~    | ~    | ~           | ~            | ~       | ~                  | ~                   | ~            | ~            | ~                | ~                          | ~      | ~            | ~    | ~    |      |
| COMPOSITE               | 2.16          | 2.17         | x   | 2.61 | 2.50 | 1.90 | 1.70        | 2.23         | 3.00    | x                  | x                   | 2.25         | x            | 1.78             | 2.71                       | 1.95   | 2.21         | 1.88 | 2.23 | 2.13 |
| p stat_(*=Sig @ p<=.05) | .884          |              | ~   | ~    | ~    | ~    | ~           | ~            | ~       | ~                  | ~                   | ~            | ~            | ~                | ~                          | ~      | ~            | ~    | ~    |      |



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

|             |               |              | AGE  |      |      |      |             | RACE             |         |                |                |           | ETHNICITY |              | HEALTH STATUS    |                              | CCC SCREENER |      |      |      |
|-------------|---------------|--------------|------|------|------|------|-------------|------------------|---------|----------------|----------------|-----------|-----------|--------------|------------------|------------------------------|--------------|------|------|------|
|             | INHE 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  |      |      |
| PRBSEE4 Q46 | 93%           | 76%          | 100% | 100% | 92%  | 86%  | 97%         |                  |         | 100%           | 100%           | 100%      | 100%      | 93%          | 95%              | 67%                          | 100%         | 88%  |      |      |
| CARNES4 Q15 | 90%           | 88%          | 86%  | 90%  | 92%  | 94%  | 92%         | 100%             | 75%     | 83%            | 100%           | 93%       | 89%       | 91%          | 91%              | 67%                          | 90%          | 92%  |      |      |
| AVERAGE     | 92.0          | 82.1         | x    | 93.0 | 95.2 | 92.1 | 89.9        | 94.5             | 100     | 75.0           | x              | 83.3      | 100       | 96.3         | 94.4             | 92.1                         | 93.0         | 66.7 | 94.9 | 89.9 |

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

|           |               |              | AGE  |      |      |      |             | RACE             |         |                |                |           | ETHNICITY |              | HEALTH STATUS    |                              | CCC SCREENER |      |      |      |
|-----------|---------------|--------------|------|------|------|------|-------------|------------------|---------|----------------|----------------|-----------|-----------|--------------|------------------|------------------------------|--------------|------|------|------|
|           | INHE 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 | 89%           | 89%          |      | 87%  | 88%  | 80%  | 96%         | 92%              | 100%    |                | 0%             | 80%       | 86%       | 87%          | 89%              | 90%                          | 60%          | 92%  | 83%  |      |
| APGET4 Q6 | 90%           | 86%          | 100% | 86%  | 91%  | 90%  | 93%         | 91%              | 100%    | 75%            | 80%            | 100%      | 87%       | 86%          | 90%              | 89%                          | 80%          | 89%  | 91%  |      |
| AVERAGE   | 89.1          | 87.1         | x    | 86.5 | 89.5 | 84.9 | 94.6        | 91.1             | 100     | 75.0           | x              | 80.0      | 90.0      | 86.3         | 86.5             | 89.5                         | 89.5         | 70.0 | 90.7 | 86.9 |

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

|             |               |              | AGE  |      |      |      |             | RACE              |         |                    |                     |              | ETHNICITY    |                  | HEALTH STATUS                |        | CCC SCREENER |      |      |      |
|-------------|---------------|--------------|------|------|------|------|-------------|-------------------|---------|--------------------|---------------------|--------------|--------------|------------------|------------------------------|--------|--------------|------|------|------|
|             | INHE TOT CHLD | OHP TOT CHLD | <1   | 1-3  | 4-7  | 8-12 | 13 AND OVER | BLCK OR AFR- Whte | AS- IAN | NATV HAW/ PAC ILND | AMER IND/ ALSK NATV | MUL- OTHR TI | HIS- PAN- IC | NOT HIS- PAN- IC | EX & VERY GOOD & FAIR & POOR | NO CCC | CCC          |      |      |      |
| DREXPL4 Q32 | 95%           | 93%          | 100% | 95%  | 97%  | 92%  | 98%         | 97%               | 100%    | 80%                | 100%                | 100%         | 88%          | 92%              | 96%                          | 95%    | 100%         | 95%  | 95%  |      |
| DRLSTN4 Q33 | 96%           | 93%          | 100% | 95%  | 98%  | 96%  | 95%         | 97%               | 100%    | 100%               | 100%                | 100%         | 83%          | 98%              | 95%                          | 96%    | 86%          | 97%  | 93%  |      |
| DRESPU4 Q34 | 95%           | 95%          | 100% | 91%  | 98%  | 96%  | 93%         | 95%               | 100%    | 100%               | 100%                | 100%         | 84%          | 95%              | 94%                          | 95%    | 86%          | 96%  | 92%  |      |
| DRTMEN4 Q37 | 89%           | 86%          | 100% | 91%  | 85%  | 88%  | 93%         | 93%               | 100%    | 100%               | 100%                | 56%          | 81%          | 77%              | 94%                          | 89%    | 71%          | 88%  | 90%  |      |
| AVERAGE     | 93.7          | 91.8         | x    | 92.9 | 94.6 | 93.0 | 94.4        | 95.6              | 100     | 95.0               | x                   | 100          | 88.9         | 84.1             | 90.6                         | 94.8   | 93.8         | 85.7 | 94.1 | 92.7 |

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

|               |              | AGE  |     |      |      |             | RACE             |         |                |                |           | ETHNICITY |              | HEALTH STATUS    |                              | CCC SCREENER |      |      |      |      |
|---------------|--------------|------|-----|------|------|-------------|------------------|---------|----------------|----------------|-----------|-----------|--------------|------------------|------------------------------|--------------|------|------|------|------|
| INHE 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  |      |      |      |
| PBCLCS4 Q50   | 83%          | 80%  | 77% | 92%  | 82%  | 75%         | 78%              | 100%    | 100%           | 100%           | 100%      | 100%      | 90%          | 78%              | 84%                          | 50%          | 81%  | 88%  |      |      |
| CSRESP Q51    | 92%          | 88%  | 85% | 96%  | 100% | 82%         | 91%              | 100%    | 100%           | 100%           | 100%      | 100%      | 90%          | 93%              | 91%                          | 100%         | 91%  | 94%  |      |      |
| AVERAGE       | 87.3         | 84.1 | x   | 80.8 | 93.8 | 91.2        | 78.7             | 84.4    | x              | 100            | x         | 100       | 100          | 100              | 90.0                         | 85.4         | 87.4 | 75.0 | 86.2 | 90.8 |

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

|            |               |              | AGE |      |      |      |             | RACE             |         |                |                |           | ETHNICITY |              | HEALTH STATUS    |                              | CCC SCREENER |      |      |      |
|------------|---------------|--------------|-----|------|------|------|-------------|------------------|---------|----------------|----------------|-----------|-----------|--------------|------------------|------------------------------|--------------|------|------|------|
|            | INHE 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  | 87%           | 86%          | 83% | 87%  | 93%  | 86%  | 86%         | 100%             |         | 100%           | 100%           | 100%      | 82%       | 88%          | 87%              | 67%                          | 86%          | 88%  |      |      |
| RXWYNT Q12 | 61%           | 66%          | 44% | 73%  | 64%  | 62%  | 56%         | 33%              |         | 100%           | 100%           | 75%       | 67%       | 57%          | 60%              | 67%                          | 61%          | 60%  |      |      |
| FRXBST Q13 | 79%           | 80%          | 72% | 80%  | 93%  | 75%  | 76%         | 67%              |         | 100%           | 100%           | 88%       | 94%       | 73%          | 78%              | 67%                          | 83%          | 74%  |      |      |
| AVERAGE    | 75.5          | 77.2         | x   | 66.7 | 80.0 | 83.3 | 74.6        | 72.6             | 66.7    | x              | x              | 100       | x         | 87.5         | 81.2             | 72.7                         | 75.3         | 66.7 | 76.7 | 74.2 |

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

|            |               |              | AGE  |      |      |      |             | RACE             |         |                |                |           | ETHNICITY |              | HEALTH STATUS    |                              | CCC SCREENER |      |      |      |
|------------|---------------|--------------|------|------|------|------|-------------|------------------|---------|----------------|----------------|-----------|-----------|--------------|------------------|------------------------------|--------------|------|------|------|
|            | INHE 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 | 56%           | 76%          | 100% | 100% | 0%   | 0%   | 60%         | 100%             |         |                |                | 0%        | 100%      | 40%          | 57%              |                              | 57%          | 50%  |      |      |
| EZTHP Q23  | 75%           | 69%          | 80%  | 88%  | 57%  | 75%  | 80%         |                  |         | 100%           |                | 25%       | 100%      | 57%          | 77%              | 50%                          | 86%          | 71%  |      |      |
| EZTC Q26   | 69%           | 68%          | 100% | 55%  | 100% | 61%  | 67%         |                  |         | 50%            |                | 100%      | 71%       | 67%          | 69%              | 50%                          | 63%          | 71%  |      |      |
| AVERAGE    | 66.6          | 70.9         | x    | 93.3 | 71.0 | 52.4 | 68.1        | 68.9             | x       | x              | x              | 75.0      | x         | 62.5         | 90.5             | 54.6                         | 67.7         | 50.0 | 68.5 | 63.9 |

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

|             |               |              | AGE  |      |      |      |             | RACE             |         |                |                |           | ETHNICITY |              | HEALTH STATUS    |                              | CCC SCREENER |      |      |      |
|-------------|---------------|--------------|------|------|------|------|-------------|------------------|---------|----------------|----------------|-----------|-----------|--------------|------------------|------------------------------|--------------|------|------|------|
|             | INHE 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  | 90%           | 85%          | 100% | 98%  | 95%  | 84%  | 78%         | 90%              | 100%    | 100%           | 100%           | 89%       | 92%       | 89%          | 91%              | 90%                          | 86%          | 93%  | 82%  |      |
| DRUNCON Q43 | 88%           | 86%          |      | 88%  | 84%  | 95%  | 87%         | 86%              |         |                | 100%           | 100%      | 100%      | 81%          | 89%              | 88%                          | 80%          | 88%  | 89%  |      |
| DRUNFAM Q44 | 87%           | 85%          |      | 88%  | 83%  | 90%  | 88%         | 88%              |         |                | 100%           | 100%      | 91%       | 81%          | 88%              | 87%                          | 80%          | 88%  | 87%  |      |
| AVERAGE     | 88.5          | 85.4         | x    | 91.1 | 87.5 | 89.7 | 84.0        | 88.0             | 100     | 100            | x              | 100       | 88.9      | 94.4         | 83.7             | 89.3                         | 88.5         | 81.9 | 89.9 | 85.9 |

CARE COORDINATION (YES) -- GLOBAL PROPORTION COMPOSITE

|              |               |              | AGE    |      |      |      |             | RACE             |         |                |                |           | ETHNICITY |              | HEALTH STATUS    |                              | CCC SCREENER |     |
|--------------|---------------|--------------|--------|------|------|------|-------------|------------------|---------|----------------|----------------|-----------|-----------|--------------|------------------|------------------------------|--------------|-----|
|              | INHE 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 | 96%           | 88%          | 100%   | 100% | 100% | 90%  | 90%         |                  |         | 100%           | 100%           | 100%      | 100%      | 92%          | 100%             | 50%                          | 100%         | 93% |
| HLPCOORD Q29 | 50%           | 56%          | 58%    | 45%  | 50%  | 47%  | 56%         | 0%               |         | 0%             | 0%             | 57%       | 60%       | 49%          | 53%              | 0%                           | 56%          | 42% |
| AVERAGE      | 72.8          | 72.1         | x 57.9 | 72.7 | 75.0 | 68.5 | 72.8        | x                | x       | x 50.0         | x 78.6         | 80.0      | 70.7      | 76.6         | 25.0             | 78.2                         | 67.4         |     |



INDEX OF ADULT TABLES

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

PAGE QUESTION TITLE

3. YOUR PERSONAL DOCTOR

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

4. GETTING HEALTH CARE FROM SPECIALISTS

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

PAGE QUESTION TITLE

5. YOUR HEALTH PLAN

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

PAGE QUESTION TITLE

8. RATINGS

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

9. COMPOSITES

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

10. GLOBAL PROPORTION COMPOSITES

110 GETTING NEEDED CARE (ALWAYS + USUALLY) -- GLOBAL PROPORTION COMPOSITE  
111 GETTING CARE QUICKLY (ALWAYS + USUALLY) -- GLOBAL PROPORTION COMPOSITE  
112 HOW WELL DOCTORS COMMUNICATE (ALWAYS + USUALLY) -- GLOBAL PROPORTION COMPOSITE  
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





◆ **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

↓ **COMIENCE AQUI** ↓

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

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

○ Sí → *Pase a la pregunta 3*  
○ No

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

\_\_\_\_\_



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



451-12



12

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)

HELPTHP

24. / HELPTHP

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

- 1. YES
- 2. NO

DK/REFUSAL/NOT ASCERTAINED

TCPBLM

25. / TCPBLM

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

- 1. YES
- 2. NO -----> PLUSCARE

DK/REFUSAL/NOT ASCERTAINED --> PLUSCARE

EZTC

26. / EZTC

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

(READ LIST)

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

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

HELPTC

27. / HELPTC

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

- 1. YES
- 2. NO

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

PLUSCARE

28. / PLUSCARE

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

- 1. YES
- 2. NO -----> PRSNLD4

DK/REFUSAL/NOT ASCERTAINED --> PRSNLD4

HLPCOORD

29. / HLPCOORD

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

- 1. YES
- 2. NO

DK/REFUSAL/NOT ASCERTAINED

PRSNLD4

30. / PRSNLD4

A personal doctor is the one your child would see if [he/she] needs a check-up, has a health problem, or gets sick or hurt.

Does your child have a personal doctor?

- 1. YES
- 2. NO -----> INTRO.SPDR

DK/REFUSAL/NOT ASCERTAINED --> INTRO.SPDR

DRTMS

31. / DRTMS

In the last 6 months, how many times did your child visit [his/her] personal doctor for care ?

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

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

- 0. NONE, -----> RATEDR4
- 1. 1 TIME,
- 2. 2,
- 3. 3,
- 4. 4,
- 5. 5 TO 9, OR
- 6. 10 OR MORE TIMES?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ) --> RATEDR4

PBDRNG

31a. /PBDRLANG

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 )]

