



Primary Health of Josephine County  
CAHPS® 5.0 Medicaid Survey

Banner Book Report

June 2014



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## METHODOLOGY

### Introduction

This banner book report summarizes the results of the 2014 CAHPS® Medicaid survey of Primary Health of Josephine County members. Primary Health of Josephine County 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	
	Primary Health of Josephine County	Overall	Primary Health of Josephine County	Overall
<b>**First mailing - sent</b>	900	15300	900	15300
<b>*First mailing - usable survey returned</b>	205	3059	136	2459
<b>Second mailing - sent</b>	655	11718	746	12459
<b>*Second mailing - usable survey returned</b>	81	1039	63	1057
<b>*Phone - usable surveys</b>	84	1456	113	2502
<b>Total - usable surveys</b>	370	5554	312	6018
<b>†Ineligible: According to population criteria‡</b>	17	348	18	362
<b>†Ineligible: Deceased</b>	2	78	0	3
<b>†Ineligible: Mentally or physically unable to complete survey</b>	9	301	0	0
<b>†Ineligible: Language barrier</b>	3	77	1	39
<b>Incorrect address AND incorrect phone number</b>	61	1065	62	991
<b>Refusal/Returned survey blank</b>	50	720	46	783
<b>Nonresponse - Unavailable by mail or phone</b>	388	7157	461	7104
<b>Adjusted Response Rate</b>	<b>42.6%</b>	<b>38.3%</b>	<b>35.4%</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	170 38.8%	160 43.2%	4.43%
Female	268 61.2%	210 56.8%	-4.43%
18-24	108 24.7%	51 13.8%	-10.87%
25-34	109 24.9%	55 14.9%	-10.02%
35-44	95 21.7%	56 15.1%	-6.55%
45-54	68 15.5%	72 19.5%	3.93%
55-64	39 8.9%	91 24.6%	15.69%
65-74	13 3.0%	29 7.8%	4.87%
75 or Older	6 1.4%	16 4.3%	2.95%

### Child

Gender / Age	Non-Respondents	Respondents	Difference
Male	258 50.9%	150 48.1%	-2.81%
Female	249 49.1%	162 51.9%	2.81%
<1, 1-3	117 23.1%	54 17.3%	-5.77%
4-7	121 23.9%	77 24.7%	0.81%
8-12	141 27.8%	84 26.9%	-0.89%
13 or older	128 25.2%	97 31.1%	5.84%

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

		AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER	
		18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD &	FAIR & POOR	FE- MALE	MALE		
Q1																					
YES	PHSJ TOT ADLT	1824	2534	3544	4554	5564	6541	282	3	4	3	10	35	30	311	216	131	146	201		
	OHP TOT ADLT	5403	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%		
NOT ANSWERED		10	151	1	3	3	2	7					2	2	7	7	2	5	4		
VALID CASES		360	5403	42	52	53	68	90	41	282	3	4	3	10	35	30	311	216	131	146	201
NUMBER OF RESPONDENTS		370	5554	43	52	56	71	90	43	289	3	4	3	10	37	32	318	223	133	151	205
		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?

	PHSJ TOT ADLT	OHP TOT ADLT	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER		
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	NATV HAW/ AS- PAC	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & FAIR & POOR	FE- MALE	FE- MALE			
Q3 YES	146 40%	2419 45%	14 33%~	17 33%	21 38%	36 51%*	35 40%	16 38%~	113 40%	1 33%~	2 50%~	3 ~100%~	1 10%~	14 38%~	11 34%~	126 40%~	70 32%*	71 54%*	54 37%	85 42%	
NO	215 60%	2914 55%	28 67%~	35 67%	35 62%	34 49%*	52 60%	26 62%~	170 60%	2 67%~	2 50%~	~	~	9 ~90%~	23 62%~	21 66%~	186 60%~	148 68%*	61 46%*	93 63%	118 58%
NOT ANSWERED	9	220	1			1	3	1	6						6	5	1	4	2		
VALID CASES	361	5334	42	52	56	70	87	42	283	3	4	3	10	37	32	312	218	132	147	203	
NUMBER OF RESPONDENTS	370	5554	43	52	56	71	90	43	289	3	4	3	10	37	32	318	223	133	151	205	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	

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

			AGE						RACE						ETHNICITY		HEALTH STATUS		GENDER	
	PHSJ TOT ADULT	OHP TOT ADULT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR- WHT	AS- IAN	NATV HAW/ PAC LLND	AMER IND/ ALSK NATV	MUL- TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	MALE	FE- MALE	
Q4 NEVER	3 2%	72 3%	1 8%	2 ~	2 11%	~	~	3 3%	~	~	~	~	~	3 3%	3 5%	2 ~	1 1%	4%~	1%	
SOMETIMES	16 13%	310 15%	4 ~	1 25%	4 6%	5 14%	1 18%	11 11%	~	~	1 33%	3 ~	1 21%	14 10%	4 6%*	11 18%	9 19%	6 8%		
USUALLY	29 23%	531 26%	2 15%	4 25%	3 17%	9 31%	6 21%	5 31%	24 25%	1 50%	~	~	2 14%	1 10%	27 25%	12 19%	17 28%	10 21%	19 26%	
ALWAYS	77 62%	1161 56%	10 77%	8 50%	12 67%	16 55%	17 61%	10 63%	58 60%	1 50%	2 ~	1 ~	9 64%	8 80%	64 59%	43 69%	32 53%	26 55%	47 64%	
#ALWAYS + USUALLY (NET)	106 85%	1692 82%	12 92%	12 75%	15 83%	25 86%	23 82%	15 94%	82 85%	2 100%	2 ~	1 ~	11 79%	9 90%	91 84%	55 89%	49 82%	36 77%	66 90%*	
TOP BOX SCORE	77 62%	1161 56%	10 77%	8 50%	12 67%	16 55%	17 61%	10 63%	58 60%	1 50%	2 ~	1 ~	9 64%	8 80%	64 59%	43 69%	32 53%	26 55%	47 64%	
NOT ANSWERED	21	322	1	1	3	7	7	17	1				1	18	8	11	7	12		
VALID CASES	125	2074	13	16	18	29	28	16	96	2	3	1	14	10	108	62	60	47	73	
NUMBER OF RESPONDENTS	146 100%	2396 100%	14 100%	17 100%	21 100%	36 100%	35 100%	16 100%	113 100%	1 100%	2 100%	3 100%	1 100%	14 100%	11 100%	126 100%	70 100%	71 100%	54 100%	85 100%

[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?

	PHSJ TOT ADLT	OHP TOT ADLT	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER	
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC LLND	AMER IND/ ALSK	MUL- OTHR TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	MALE	FE- MALE	
Q5 YES	257 72%	3840 72%	25 60%~	32 62%	39 70%	52 75%	69 80%*	33 80%~	204 73%	1 33%~	2 50%~	2 ~ 67%~	6 67%~	29 78%~	22 69%~	224 72%~	140 65%*	111 85%*	104 71%	146 73%
NO	100 28%	1468 28%	17 40%~	20 38%	17 30%	17 25%	8 20%*	20%~	77 27%	2 67%~	2 50%~	1 ~ 33%~	3 33%~	8 22%~	10 31%~	85 28%~	76 35%*	19 15%*	42 29%	55 27%
NOT ANSWERED	13	246	1			2	4	2	8				1			9	7	3	5	4
VALID CASES	357	5308	42	52	56	69	86	41	281	3	4	3	9	37	32	309	216	130	146	201
NUMBER OF RESPONDENTS	370 100%	5554 100%	43 100%	52 100%	56 100%	71 100%	90 100%	43 100%	289 100%	3 100%	4 100%	3 100%	10 100%	37 100%	32 100%	318 100%	223 100%	133 100%	151 100%	205 100%

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		
	PHSJ TOT ADULT	OHP TOT ADULT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLK OR AFR-	AS- IAN	NATV ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & FAIR & POOR	MALE	FE- MALE	
Q6 NEVER	4 2%	83 2%	~	~	6%~	~	2% 3%~	4 2%~	~	~	~	~	~	~	~	4 2%~	2 2%	2 2%	1 1%	3 2%	
SOMETIMES	41 18%	655 19%	3 13%~	6 21%~	10 29%~	6 15%~	12 19%	3 10%	31 17%~	~	~	~	1 17%~	7 25%~	4 20%~	35 18%~	24 19%	16 16%	21 23%	19 15%	
USUALLY	56 25%	957 28%	7 29%~	14 48%~	7 21%~	12 29%~	13 21%	3 10%~	42 23%~	~	2 100%~	~	3 50%~	8 29%~	5 25%~	50 25%~	30 24%	26 26%	22 24%	34 27%	
ALWAYS	125 55%	1742 51%	14 58%~	9 31%~	15 44%~	23 56%~	37 59%	23 77%~	102 57%~	~	~	~	2 100%~	2 33%~	13 46%~	11 55%~	109 55%~	68 55%	55 56%	49 53%	72 56%
#ALWAYS + USUALLY (NET)	181 80%	2699 79%	21 88%~	23 79%~	22 65%~	35 85%~	50 79%	26 87%~	144 80%~	2 100%~	~	2 100%~	5 83%~	21 75%~	16 80%~	159 80%~	98 79%	81 82%	71 76%	106 83%	
TOP BOX SCORE	125 55%	1742 51%	14 58%~	9 31%~	15 44%~	23 56%~	37 59%	23 77%~	102 57%~	~	~	~	2 100%~	2 33%~	13 46%~	11 55%~	109 55%~	68 55%	55 56%	49 53%	72 56%
NOT ANSWERED	31	401	1	3	5	11	6	3	25	1				1	2	26	16	12	11	18	
VALID CASES	226	3437	24	29	34	41	63	30	179	2		2	6	28	20	198	124	99	93	128	
NUMBER OF RESPONDENTS	257	3838	25	32	39	52	69	33	204	1	2	2	6	29	22	224	140	111	104	146	
	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?

	PHSJ TOT ADLT	OHP TOT ADLT	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER			
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ IND/ PAC ALSK	AMER NATV OTHR	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & GOOD POOR	FE- MALE MALE					
Q7 NONE	84 24%	1217 23%	14 34%	19 37%*	15 27%	12 17%	10 12%*	10 24%	62 22%	2 67%	1 25%	~	~	4 40%	9 25%	5 17%	73 24%	59 27%*	20 16%*	39 27%	42 21%	
1 TIME	58 16%	847 16%	10 24%	5 10%	10 18%	10 14%	15 18%	8 19%	51 18%*	~	~	~	~	1 33%	3 30%	3 8%	8 27%	48 16%	39 18%	19 15%	29 20%	29 15%
2	75 21%	1010 19%	4 10%	12 24%	11 20%	16 23%	20 24%	11 26%	65 23%*	1 33%	~	~	~	1 33%	6 17%	3 10%	70 23%	48 22%	25 19%	36 24%	38 19%	
3	40 11%	647 12%	2 5%	7 14%	3 5%*	5 7%	16 19%*	6 14%	30 11%	~	~	~	~	~	7 19%	4 13%	35 11%	23 11%	17 13%	16 11%	23 12%	
4	35 10%	427 8%	5 12%	2 4%*	8 14%	8 12%	7 8%	3 7%	23 8%	~	1 25%	~	~	2 20%	5 14%	4 13%	29 9%	19 9%	13 10%	10 7%	23 12%	
5 TO 9	46 13%	719 14%	4 10%	2 4%*	6 11%	14 20%	14 16%	4 10%	36 13%	~	2 50%	~	~	1 10%	5 14%	5 17%	39 13%	20 9%*	26 20%*	13 9%*	31 16%	
10 OR MORE TIMES	16 5%	356 7%*	2 5%	4 8%	3 5%	4 6%	3 4%	~	14 5%	~	~	~	~	1 33%	1 3%	1 3%	15 5%	7 3%	9 7%	4 3%	12 6%	
NOT ANSWERED	16	330	2	1		2	5	1	8						1	2	9	8	4	4	7	
VALID CASES	354	5224	41	51	56	69	85	42	281	3	4			3	10	36	30	309	215	129	147	198
NUMBER OF RESPONDENTS	370 100%	5554 100%	43 100%	52 100%	56 100%	71 100%	90 100%	43 100%	289 100%	3 100%	4 100%			3 100%	10 100%	37 100%	32 100%	318 100%	223 100%	133 100%	151 100%	205 100%

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

		AGE							RACE						ETHNICITY		HEALTH STATUS		GENDER		
Q8	PHSJ TOT ADLT	OHP TOT ADLT	18	25	35	45	55	65	BLK OR AFR-	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- OTHR TI	NOT HIS- PAN- IC	HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	FE- MALE	MALE		
			TO 24	TO 34	TO 44	TO 54	TO 64	AND OVER												WHTE	AMER
#YES	192 74%	2839 72%	15 56%~	18 60%~	35 85%~	41 76%	58 81%	20 65%~	155 73%~	1 100%~	2 67%~		3 ~100%~	5 83%~	19 73%~	15 63%~	169 74%~	114 75%	75 72%	79 77%	108 71%
NO	69 26%	1080 28%	12 44%~	12 40%~	6 15%~	13 24%	14 19%	11 35%~	57 27%~		1 ~ 33%~			1 ~ 17%~	7 27%~	9 38%~	59 26%~	38 25%	29 28%	23 23%	45 29%
NOT ANSWERED	9	109		2		3	3	1	7						1	1	8	4	5	6	3
VALID CASES	261	3919	27	30	41	54	72	31	212	1	3		3	6	26	24	228	152	104	102	153
NUMBER OF RESPONDENTS	270	4028	27	32	41	57	75	32	219	1	3		3	6	27	25	236	156	109	108	156
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q7 >= 1 TIME]

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

			AGE					RACE					ETHNICITY		HEALTH STATUS		GENDER			
	PHSJ TOT ADLT	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR- WHTE	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	FE- MALE	MALE	
Q9 YES	154 59%	2140 54%	11 41%	12 40%	25 61%	37 70%	46 63%	17 53%	118 55%	1 100%	1 33%	2 ~100%	3 50%	20 74%	11 48%	135 59%	85 55%	64 62%	61 59%	87 57%
NO	108 41%	1796 46%	16 59%	18 60%	16 39%	16 30%	27 37%	15 47%	95 45%	2 ~67%		3 ~50%	7 26%	12 52%	95 41%	69 45%	39 38%	43 41%	65 43%	
NOT ANSWERED	8	92		2		4	2		6			1			2	6	2	6	4	4
VALID CASES	262	3936	27	30	41	53	73	32	213	1	3	2	6	27	23	230	154	103	104	152
NUMBER OF RESPONDENTS	270 100%	4028 100%	27 100%	32 100%	41 100%	57 100%	75 100%	32 100%	219 100%	1 100%	3 100%	3 100%	6 100%	27 100%	25 100%	236 100%	156 100%	109 100%	108 100%	156 100%

[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						ETHNICITY		HEALTH STATUS		GENDER		
	PHSJ TOT ADULT	OHP TOT ADULT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLK OR AFR	AMR ASIAN	NATV HAW/ PAC	AMR IND/ ALSK	MUL- TI	OTH	HIS- IC	NOT HIS- PAN- IC	VERY GOOD & POOR	FAIR & POOR	FE- MALE	MALE	
Q10 NOT AT ALL	6 4%	93 4%	1 9%	1 ~	1 4%	1 3%	2 13%	5 4%	~	~	~	~	~	1 5%	~	6 5%	3 4%	3 5%	3 5%	3 4%	
A LITTLE	22 15%	327 16%	1 9%	3 27%	3 12%	3 8%	10 23%	2 13%	18 16%	~	~	~	~	3 15%	1 9%	20 16%	12 15%	10 16%	8 14%	14 17%	
SOME	55 37%	758 36%	5 45%	4 36%	9 36%	11 31%	17 40%	8 50%	39 35%	~	~	2 ~100%	~	11 55%	5 45%	48 37%	30 37%	23 37%	20 34%	34 40%	
#A LOT	65 44%	898 43%	4 36%	4 36%	12 48%	21 58%	15 35%	4 25%	50 45%	1 100%	1 100%	~	3 ~100%	5 25%	5 45%	55 43%	36 44%	26 42%	27 47%	33 39%	
NOT ANSWERED	6	95		1		1	3	1	6						6	4	2	3	3		
VALID CASES	148	2076	11	11	25	36	43	16	112	1	1		2	3	20	11	129	81	62	58	84
NUMBER OF RESPONDENTS	154	2171	11	12	25	37	46	17	118	1	1		2	3	20	11	135	85	64	61	87
	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?

	PHSJ TOT ADLT	OHP TOT ADLT	AGE					RACE					ETHNIC- ITY		HEALTH STATUS		GENDER			
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	NATV AS- IAN	AMER HAW/ IND/ ALSK	MUL- TI	NOT HIS- PAN- IC	HIS- PAN- IC	EX & VERY GOOD & FAIR & GOOD POOR	FE- MALE MALE				
Q11 NOT AT ALL	26 18%	407 20%	2 18%	3 ~	7 12%	9 19%	4 21%	22 25%	22 20%	~	~	~	1 33%	2 10%	1 10%	24 19%	12 15%	13 22%	9 16%	16 19%
A LITTLE	24 16%	411 20%	2 18%	3 27%	5 20%	7 19%	4 10%	3 19%	16 14%	1 100%	~	~	2 100%	4 ~	~	23 18%	16 20%	8 13%	11 19%	13 16%
SOME	56 38%	704 34%	3 27%	5 45%	9 36%	10 28%	21 50%	8 50%	44 40%	~	~	~	~	10 50%	6 60%	49 38%	35 43%	20 33%	23 40%	33 40%
#A LOT	41 28%	554 27%	4 36%	3 27%	8 32%	12 33%	8 19%	1 6%	29 26%	1 100%	~	~	2 67%	4 20%	3 30%	33 26%	19 23%	19 32%	15 26%	21 25%
NOT ANSWERED	7	95	1	1	4	1	7	7	7						1	6	3	4	3	4
VALID CASES	147	2076	11	11	25	36	42	16	111	1	1	2	3	20	10	129	82	60	58	83
NUMBER OF RESPONDENTS	154	2171	11	12	25	37	46	17	118	1	1	2	3	20	11	135	85	64	61	87
	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?

	PHSJ TOT ADLT	OHP TOT ADLT	AGE					RACE					ETHNIC- ITY		HEALTH STATUS		GENDER				
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	FE- MALE	MALE			
Q12 #YES	102 69%	1495 72%	5 45%	10 83%	21 84%	26 72%	25 61%	12 71%	79 70%	1 100%	1 100%	1 ~	2 50%	13 67%	10 91%	88 68%	59 72%	41 67%	43 74%	56 67%	
NO	45 31%	577 28%	6 55%	2 17%	4 16%	10 28%	16 39%	5 29%	34 30%	~	~	~	1 50%	1 33%	6 32%	1 9%	41 32%	23 28%	20 33%	15 26%	28 33%
NOT ANSWERED	7	99				1	5		5					1		6	3	3	3	3	
VALID CASES	147	2072	11	12	25	36	41	17	113	1	1		2	3	19	11	129	82	61	58	84
NUMBER OF RESPONDENTS	154 100%	2171 100%	11 100%	12 100%	25 100%	37 100%	46 100%	17 100%	118 100%	1 100%	1 100%		2 100%	3 100%	20 100%	11 100%	135 100%	85 100%	64 100%	61 100%	87 100%

[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?

	PHSJ TOT ADLT	OHP TOT ADLT	AGE					RACE					ETHNIC- ITY		HEALTH STATUS		GENDER				
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	NATV AS- IAN	AMER HAW/ IND/ PAC ALSK	MUL- TI	NOT HIS- PAN- IC	VERY GOOD & FAIR & POOR	EX & VERY GOOD & FAIR & POOR	FE- MALE	MALE				
Q13 WORST HEALTH CARE POSSIBLE		27 0.7%	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~			
01	1 0.4%	36 0.9%	1 4%	~	~	~	~	~	~	~	~	~	~	~	1 ~0.4%	1 ~1%	1 ~0.7%	1 ~0.7%			
02	2 0.8%	49 1%	~	~	1 2%	~	1 1%	~	~	~	~	~	~	~	2 ~0.9%	1 ~0.7%	1 1%	1 0.7%			
03	2 0.8%	75 2%*	~	1 3%	~	~	1 1%	~	~	~	~	~	~	1 4%	2 ~0.9%	~	2 2%	1 1%	1 0.7%		
04	6 2%	144 4%	1 4%	1 3%	~	1 2%	2 3%	1 3%	~	~	~	~	~	~	6 3%	2 1%	4 4%	4 4%	2 1%		
05	21 8%	268 7%	3 12%	5 17%	4 10%	2 4%	3 4%	3 10%	~	~	~	~	1 17%	~	3 13%	17 7%	9 6%	11 11%	6 6%	14 9%	
06	18 7%	223 6%	3 12%	4 13%	1 2%	7 13%	3 4%	~	~	~	2 67%	~	4 15%	~	1 4%	17 7%	9 6%	9 9%	8 8%	10 7%	
07	38 15%	446 11%	3 12%	3 10%	7 17%	10 19%	8 11%	5 16%	~	~	~	~	1 17%	5 19%	4 17%	31 14%	24 16%	13 13%	14 13%	22 15%	
08	52 20%	874 22%	5 19%	5 17%	11 27%	11 20%	16 22%	4 13%	~	~	~	~	1 17%	6 22%	2 9%	49 21%	32 21%	20 19%	22 21%	30 20%	
09	41 16%	633 16%	4 15%	4 13%	7 17%	12 22%	9 12%	5 16%	~	~	~	~	1 17%	5 19%	4 17%	36 16%	26 17%	14 14%	18 17%	23 15%	
BEST HEALTH CARE POSSIBLE	79 30%	1114 29%	6 23%	7 23%	10 24%	11 20%*	30 41%*	13 42%	64 30%	1 100%	2 100%	~	1 33%	2 33%	6 22%	9 39%	68 30%	49 32%	28 27%	30 29%	47 31%
#8-10 (NET)	172 66%	2622 67%	15 58%	16 53%	28 68%	34 63%	55 75%*	22 71%	141 67%	1 100%	2 100%	~	1 33%	4 67%	17 63%	15 65%	153 67%	107 70%	62 60%	70 67%	100 66%

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			
	PHSJ TOT ADLT	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ IND/ PAC ALSK	AMER ILND NATV OTHR	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	FE- MALE	MALE	
9-10 (NET)	120 46%	1747 45%	10 38%~	11 37%~	17 41%~	23 43%	39 53%	18 58%~	97 46%~	1 100%~	2 100%~	1 ~ 33%~	3 50%~	11 41%~	13 57%~	104 45%~	75 49%	42 41%	48 46%	70 46%
NOT ANSWERED	10	139	1	2		3	2	1	7		1				2	7	4	6	4	5
VALID CASES	260	3889	26	30	41	54	73	31	212	1	2	3	6	27	23	229	152	103	104	151
NUMBER OF RESPONDENTS	270 100%	4028 100%	27 100%	32 100%	41 100%	57 100%	75 100%	32 100%	219 100%	1 100%	3 100%	3 100%	6 100%	27 100%	25 100%	236 100%	156 100%	109 100%	108 100%	156 100%
MEAN	8.03	7.86	7.50	7.43	8.00	8.00	8.37	8.42	8.01	10.0	10.0	7.33	8.17	7.96	8.30	8.01	8.27	7.68	8.03	8.05
p stat_(*=Sig @ p<=.05)		.148	~	~	~.863	.077	~	~	~	~	~	~	~	~	~	~	~.024*	.020*	.968	.907

[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?

			AGE						RACE						ETHNICITY		HEALTH STATUS		GENDER		
	PHSJ TOT ADLT	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR- WHT	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- TI	OTH	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	FE- MALE			
Q14 NEVER	6 2%	106 3%	1 4%~	3 ~	1 8%~	1 2%	~	~	4 2%	~	~	~	1 17%~	~	1 4%~	4 2%~	2 1%	3 3%	5 ~	3%	
SOMETIMES	37 14%	606 16%	2 7%~	8 27%~	6 15%~	9 17%	9 12%	2 6%~	30 14%	~	~	1 33%~	5 19%~	~	2 8%~	33 14%~	15 10%*	22 21%*	21 20%*	15 10%*	
USUALLY	80 31%	1251 32%	11 41%~	11 37%~	9 23%~	23 43%*	18 25%	7 22%~	65 31%	~	~	1 33%~	3 50%~	9 33%~	6 25%~	72 31%~	45 29%	33 32%	26 25%	53 35%	
ALWAYS	139 53%	1927 50%	13 48%~	11 37%~	22 55%~	21 39%*	46 63%*	23 72%~	113 53%	1 100%~	3 100%~	~	1 33%~	2 33%~	13 48%~	15 63%~	120 52%~	92 60%*	45 44%*	57 55%	79 52%
#ALWAYS + USUALLY (NET)	219 84%	3178 82%	24 89%~	22 73%~	31 78%~	44 81%	64 88%	30 94%~	178 84%	1 100%~	3 100%~	~	2 67%~	5 83%~	22 81%~	21 88%~	192 84%~	137 89%*	78 76%*	83 80%	132 87%
TOP BOX SCORE	139 53%	1927 50%	13 48%~	11 37%~	22 55%~	21 39%*	46 63%*	23 72%~	113 53%	1 100%~	3 100%~	~	1 33%~	2 33%~	13 48%~	15 63%~	120 52%~	92 60%*	45 44%*	57 55%	79 52%
NOT ANSWERED	8	138		2	1	3	2		7						1	7	2	6	4	4	
VALID CASES	262	3890	27	30	40	54	73	32	212	1	3		3	6	27	24	229	154	103	104	152
NUMBER OF RESPONDENTS	270 100%	4028 100%	27 100%	32 100%	41 100%	57 100%	75 100%	32 100%	219 100%	1 100%	3 100%		3 100%	6 100%	27 100%	25 100%	236 100%	156 100%	109 100%	108 100%	156 100%

[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?

	PHSJ TOT ADLT	OHP TOT ADLT	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER	
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ IND/ PAC ALSK	AMER ILND NATV OTHR	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & FAIR & POOR	FE- MALE	MALE	
Q15 YES	313 87%	4471 84%	33 77%~	39 76%	46 84%	65 93%*	81 91%	40 95%~	248 87%	3 100%~	3 75%~	1 ~ 33%~	8 80%~	33 92%~	25 78%~	275 88%~	187 86%	117 88%	123 83%	181 90%
NO	48 13%	824 16%	10 23%~	12 24%	9 16%	5 7%*	8 9%	2 5%~	37 13%	1 ~ 25%~	1 ~ 67%~	2 20%~	2 8%~	3 8%~	7 22%~	38 12%~	31 14%	16 12%	26 17%	21 10%
NOT ANSWERED	9	259		1	1	1	1	1	4					1	5	5			2	3
VALID CASES	361	5295	43	51	55	70	89	42	285	3	4	3	10	36	32	313	218	133	149	202
NUMBER OF RESPONDENTS	370 100%	5554 100%	43 100%	52 100%	56 100%	71 100%	90 100%	43 100%	289 100%	3 100%	4 100%	3 100%	10 100%	37 100%	32 100%	318 100%	223 100%	133 100%	151 100%	205 100%

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

	PHSJ TOT ADLT	OHP TOT ADLT	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER		
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC ILLND	AMER IND/ ALSK	OTHR	MUL- TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	MALE	FE- MALE	
Q16 NONE	45 16%	737 18%	7 23%~	13 36%~	9 20%~	6 10%	2 3%*	6 15%~	31 14%	2 67%~	~	~	~	2 29%~	6 19%~	3 13%~	39 15%~	35 20%*	7 7%*	14 12%	29 17%
1 TIME	87 30%	904 22%*	13 43%~	7 19%~	10 22%~	19 33%	21 30%	16 40%~	74 32%	~	~	~	~	3 43%~	6 19%~	7 30%~	77 30%~	61 35%*	25 24%	34 30%	52 31%
2	69 24%	921 22%	4 13%~	10 28%~	12 27%~	10 17%	19 27%	12 30%~	58 25%	1 33%~	~	~	~	~	7 23%~	5 22%~	62 24%~	42 24%	24 23%	32 28%	35 21%
3	29 10%	552 13%	1 3%~	3 8%~	3 7%~	9 16%	10 14%	2 5%~	23 10%	~	~	~	~	~	5 16%~	1 4%~	27 11%~	13 7%	15 14%	14 12%	14 8%
4	24 8%	381 9%	1 3%~	2 6%~	6 13%~	3 5%	8 11%	3 8%~	16 7%	1 33%~	~	~	~	2 29%~	3 10%~	3 13%~	20 8%~	12 7%	11 10%	10 9%	13 8%
5 TO 9	31 11%	484 12%	4 13%~	1 3%~	4 9%~	10 17%	9 13%	1 3%~	23 10%	2 67%~	~	~	1 100%~	~	3 10%~	4 17%~	25 10%~	12 7%*	19 18%*	8 7%	21 13%
10 OR MORE TIMES	4 1%	164 4%*	~	~	1 2%~	1 2%	2 3%	~	3 1%	~	~	~	~	~	1 3%~	~	4 2%~	~	4 4%*	1 0.9%	3 2%
NOT ANSWERED	24	311	3	3	1	7	10		20					1	2	2	21	12	12	10	14
VALID CASES	289	4143	30	36	45	58	71	40	228	3	3		1	7	31	23	254	175	105	113	167
NUMBER OF RESPONDENTS	313	4454	33	39	46	65	81	40	248	3	3		1	8	33	25	275	187	117	123	181
	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	
	PHSJ TOT ADULT	OHP TOT ADULT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR- WHT	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- TI	OTHER	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	MALE	FE- MALE	
Q17 NEVER	4 2%	64 2%	1 4%~	1 ~	1 3%~	1 2%	1 1%	4 2%~	~	~	~	~	~	~	4 2%~	4 4%*	1 1%	3 2%		
SOMETIMES	25 10%	221 7%	3 13%~	4 17%~	1 3%~	5 10%	8 12%	4 12%~	20 10%~	~	~	1 ~100%~	4 ~16%~	2 11%~	23 11%~	10 7%	15 15%*	9 9%	16 12%	
USUALLY	40 16%	788 23%*	3 13%~	6 26%~	8 22%~	9 17%	6 9%*	7 21%~	33 17%~	~	~	~	1 ~20%~	5 20%~	3 16%~	35 16%~	24 17%	15 15%	18 18%	21 15%
ALWAYS	174 72%	2286 68%	16 70%~	13 57%~	26 72%~	37 71%	53 78%	23 68%~	140 71%~	1 100%~	3 100%~	~	4 ~80%~	16 64%~	14 74%~	153 71%~	105 76%	64 65%	70 71%	98 71%
#ALWAYS + USUALLY (NET)	214 88%	3074 92%	19 83%~	19 83%~	34 94%~	46 88%	59 87%	30 88%~	173 88%~	1 100%~	3 100%~	~	5 ~100%~	21 84%~	17 89%~	188 87%~	129 93%*	79 81%*	88 90%	119 86%
TOP BOX SCORE	174 72%	2286 68%	16 70%~	13 57%~	26 72%~	37 71%	53 78%	23 68%~	140 71%~	1 100%~	3 100%~	~	4 ~80%~	16 64%~	14 74%~	153 71%~	105 76%	64 65%	70 71%	98 71%
NOT ANSWERED	1	36					1							1	1		1			
VALID CASES	243	3360	23	23	36	52	68	34	197	1	3	1	5	25	19	215	139	98	98	138
NUMBER OF RESPONDENTS	244	3396	23	23	36	52	69	34	197	1	3	1	5	25	20	215	140	98	99	138
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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



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

	PHSJ TOT ADLT	OHP TOT ADLT	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER		
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC ILLND	AMER IND/ ALSK	OTHR	MUL- TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	MALE	FE- MALE	
Q18 NEVER	2 0.8%	80 2%*	1 4%~	~	~	~	1 1%	2 1%~	~	~	~	~	~	~	~	2 ~0.9%~	2 ~	2 2%	1 1%	1 0.7%	
SOMETIMES	28 12%	289 9%	1 4%~	3 13%~	3 8%~	7 13%	11 16%	3 9%~	22 11%~	~	~	~	~	1 20%~	5 20%~	2 11%~	26 12%~	11 8%	17 17%*	4 4%*	24 17%*
USUALLY	53 22%	705 21%	4 17%~	10 43%~	9 25%~	14 27%	10 15%	6 18%~	47 24%~	~	~	~	1 ~100%~	5 ~	3 16%~	49 23%~	32 23%	21 21%	27 28%	26 19%	
ALWAYS	160 66%	2267 68%	17 74%~	10 43%~	24 67%~	31 60%	46 68%	25 74%~	126 64%~	1 100%~	3 100%~	~	~	4 ~	15 60%~	14 74%~	138 64%~	96 69%	58 59%	66 67%	87 63%
#ALWAYS + USUALLY (NET)	213 88%	2972 89%	21 91%~	20 87%~	33 92%~	45 87%	56 82%	31 91%~	173 88%~	1 100%~	3 100%~	~	1 ~100%~	4 80%~	20 80%~	17 89%~	187 87%~	128 92%*	79 81%*	93 95%*	113 82%*
TOP BOX SCORE	160 66%	2267 68%	17 74%~	10 43%~	24 67%~	31 60%	46 68%	25 74%~	126 64%~	1 100%~	3 100%~	~	~	4 80%~	15 60%~	14 74%~	138 64%~	96 69%	58 59%	66 67%	87 63%
NOT ANSWERED	1	55					1								1		1		1		
VALID CASES	243	3341	23	23	36	52	68	34	197	1	3		1	5	25	19	215	139	98	98	138
NUMBER OF RESPONDENTS	244	3396	23	23	36	52	69	34	197	1	3		1	5	25	20	215	140	98	99	138
	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?

			AGE						RACE						ETHNICITY		HEALTH STATUS		GENDER		
	PHSJ TOT ADLT	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR- WHT	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	OTHR	MUL- TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	FE- MALE	MALE		
Q19 NEVER	4 2%	70 2%	1 4%	~	~	1 2%	1 1%	1 3%	4 2%	~	~	~	~	~	1 5%	3 1%	~	4 4%	1 1%	3 2%	
SOMETIMES	26 11%	242 7%	2 9%	4 18%	4 11%	6 12%	8 12%	2 6%	20 10%	~	~	~	1 20%	5 20%	1 5%	25 12%	12 9%	14 14%	7 7%	19 14%	
USUALLY	41 17%	541 16%	2 9%	8 36%	8 22%	11 21%	7 10%	5 15%	38 19%	~	~	~	~	3 12%	4 21%	36 17%	24 17%	17 18%	20 21%	21 15%	
ALWAYS	171 71%	2489 74%	18 78%	10 45%	24 67%	34 65%	52 76%	26 76%	134 68%	1 100%	3 100%	~	1 100%	4 80%	17 68%	13 68%	150 70%	103 74%	62 64%	69 71%	95 69%
#ALWAYS + USUALLY (NET)	212 88%	3030 91%	20 87%	18 82%	32 89%	45 87%	59 87%	31 91%	172 88%	1 100%	3 100%	~	1 100%	4 80%	20 80%	17 89%	186 87%	127 91%*	79 81%*	89 92%	116 84%*
TOP BOX SCORE	171 71%	2489 74%	18 78%	10 45%	24 67%	34 65%	52 76%	26 76%	134 68%	1 100%	3 100%	~	1 100%	4 80%	17 68%	13 68%	150 70%	103 74%	62 64%	69 71%	95 69%
NOT ANSWERED	2	53	~	1	~	~	1	~	1	~	~	~	~	~	1	1	1	1	~	2	
VALID CASES	242	3343	23	22	36	52	68	34	196	1	3	~	1	5	25	19	214	139	97	97	138
NUMBER OF RESPONDENTS	244	3396	23	23	36	52	69	34	197	1	3	~	1	5	25	20	215	140	98	99	138
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	~	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

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

	PHSJ TOT ADLT	OHP TOT ADLT	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER	
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR- WHTE	AS- IAN	NATV HAW/ PAC LLND	AMER IND/ ALSK	OTHR	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	MALE	FE- MALE
Q20 NEVER	9 4%	102 3%	2 10%~	1 ~	3 3%~	2 6%	1 3%	5 3%~	~	~	~	1 ~100%~	1 20%~	2 8%~	~	9 4%~	1 0.7%*	8 8%*	3 3%	6 5%
SOMETIMES	25 11%	343 11%	2 10%~	5 22%~	2 6%~	4 8%	8 12%	2 6%~	20 11%~	1 100%~	~	~	~	2 8%~	2 11%~	20 10%~	10 7%	14 15%	10 10%	13 10%
USUALLY	61 26%	852 27%	3 14%~	10 43%~	12 34%~	12 24%	11 18%	52 28%~	~	~	~	~	1 ~20%~	5 20%~	6 32%~	54 26%~	39 29%	22 23%	27 28%	33 25%
ALWAYS	139 59%	1905 60%	14 67%~	8 35%~	20 57%~	31 62%	44 67%	19 58%~	112 59%~	3 ~100%~	~	~	3 ~60%~	16 64%~	11 58%~	124 60%~	84 63%	51 54%	56 58%	80 61%
#ALWAYS + USUALLY (NET)	200 85%	2757 86%	17 81%~	18 78%~	32 91%~	43 86%	56 85%	30 91%~	164 87%~	3 ~100%~	~	~	4 ~80%~	21 84%~	17 89%~	178 86%~	123 92%*	73 77%*	83 86%	113 86%
TOP BOX SCORE	139 59%	1905 60%	14 67%~	8 35%~	20 57%~	31 62%	44 67%	19 58%~	112 59%~	3 ~100%~	~	~	3 ~60%~	16 64%~	11 58%~	124 60%~	84 63%	51 54%	56 58%	80 61%
NOT ANSWERED	10	195	2	1	2	3	1	8							1	8	6	3	3	6
VALID CASES	234	3201	21	23	35	50	66	33	189	1	3	1	5	25	19	207	134	95	96	132
NUMBER OF RESPONDENTS	244 100%	3396 100%	23 100%	23 100%	36 100%	52 100%	69 100%	34 100%	197 100%	1 100%	3 100%	1 100%	5 100%	25 100%	20 100%	215 100%	140 100%	98 100%	99 100%	138 100%

[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?

	PHSJ TOT ADLT	OHP TOT ADLT	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER		
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC LLND	AMER IND/ ALSK	OTHR	MUL- TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	FE- MALE	FE- MALE		
Q21 YES	124 53%	1971 62%*	11 52%~	7 30%~	21 60%~	32 64%	36 54%	14 42%~	98 52%~	2 ~	1 ~	2 ~	15 60%~	11 55%~	110 53%~	68 50%	53 56%	45 46%	76 58%		
NO	111 47%	1225 38%*	10 48%~	16 70%~	14 40%~	18 36%	31 46%	19 58%~	91 48%~	1 100%~	1 33%~	3 ~	10 ~	9 45%~	97 47%~	67 50%	42 44%	52 54%	56 42%		
NOT ANSWERED	9	201	2		1	2	2	1	8						8	5	3	2	6		
VALID CASES	235	3195	21	23	35	50	67	33	189	1	3		1	5	25	20	207	135	95	97	132
NUMBER OF RESPONDENTS	244	3396	23	23	36	52	69	34	197	1	3		1	5	25	20	215	140	98	99	138
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%

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

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

			AGE						RACE						ETHNICITY		HEALTH STATUS		GENDER	
	PHSJ TOT ADULT	OHP TOT ADULT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLK OR AFR-	AS- IAN	NATV ILND	AMER HAW/ IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & FAIR & POOR	MALE	FE- MALE
Q22 NEVER	12 10%	127 7%	2 18%	3 ~	4 14%	3 14%	3 9%	10 ~	~	~	~	1 ~100%	1 7%	1 9%	11 11%	8 12%	4 8%	5 12%	7 9%	
SOMETIMES	15 13%	264 14%	2 ~	1 29%	4 5%	4 14%	2 15%	12 13%	~	~	1 ~100%	1 ~	1 7%	13 9%	13 13%	6 9%	8 16%	5 12%	9 12%	
USUALLY	30 25%	545 29%	2 18%	4 57%	5 24%	9 32%	6 18%	22 24%	~	~	~	~	5 33%	1 9%	27 26%	14 21%	16 32%	8 20%	20 27%	
ALWAYS	61 52%	930 50%	7 64%	1 14%	12 57%	11 39%	20 59%	10 71%	49 53%	2 ~100%	~	~	8 53%	8 73%	53 51%	38 58%	22 44%	23 56%	38 51%	
#ALWAYS + USUALLY (NET)	91 77%	1474 79%	9 82%	5 71%	17 81%	20 71%	12 76%	71 86%	71 76%	2 ~100%	~	~	13 87%	9 82%	80 77%	52 79%	38 76%	31 76%	58 78%	
TOP BOX SCORE	61 52%	930 50%	7 64%	1 14%	12 57%	11 39%	20 59%	10 71%	49 53%	2 ~100%	~	~	8 53%	8 73%	53 51%	38 58%	22 44%	23 56%	38 51%	
NOT ANSWERED	6	57			4	2		5				1			6	2	3	4	2	
VALID CASES	118	1865	11	7	21	28	34	14	93	2	1	1	15	11	104	66	50	41	74	
NUMBER OF RESPONDENTS	124	1922	11	7	21	32	36	14	98	2	1	2	15	11	110	68	53	45	76	
	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					
	PHSJ 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	1 0.4%	44 1%	~	~	~	2%	~	0.5%	~	~	~	~	~	1 -0.4%	1 ~	1 1%	1 -0.6%				
01	4 1%	31 0.8%	1 4%	1 3%	~	~	1 3%	1 2%*	~	~	~	~	~	4 ~	2 1%	2 2%	1 0.9%	3 2%			
02	1 0.4%	33 0.8%	~	1 3%	~	~	~	~	~	~	~	~	1 3%	1 -0.4%	1 0.6%	~	1 -0.6%				
03	6 2%	49 1%	~	1 3%	~	1 2%	3 4%	1 3%	6 3%*	~	~	~	~	2 9%	4 2%	1 0.6%	5 5%	3 3%	3 2%		
04	8 3%	91 2%	1 4%	1 3%	1 2%	1 2%	4 5%	~	6 3%	~	~	~	~	2 6%	8 3%	3 2%	5 5%	3 3%	5 3%		
05	20 7%	232 6%	4 15%	6 16%	3 7%	5 9%	~	2 5%	12 5%	~	~	1 ~100%	1 14%	5 16%	2 9%	18 7%	12 7%	8 8%	7 6%	13 8%	
06	15 5%	158 4%	1 4%	4 11%	3 7%	2 4%	4 5%	1 3%	13 6%	~	~	~	~	2 6%	15 ~	10 6%	5 6%	5 5%	10 4%	10 6%	
07	17 6%	284 7%	~	5 14%	3 7%	1 2%*	3 4%	3 8%	11 5%	~	~	~	2 ~29%	2 6%	1 5%	14 6%	13 8%	3 3%	5 4%	10 6%	
08	52 19%	633 16%	8 30%	9 24%	8 20%	13 23%	10 14%	2 5%	48 22%*	~	1 ~33%	~	~	1 3%	1 5%	49 20%	35 21%	13 12%*	25 22%	25 16%	
09	41 15%	737 19%	3 11%	2 5%	7 17%	9 16%	12 16%	7 18%	33 15%	1 50%	~	~	~	4 ~13%	3 14%	34 14%	23 14%	18 17%	18 16%	22 14%	
BEST PERSONAL DOCTOR POSSIBLE	116 41%	1651 42%	9 33%	7 19%	16 39%	23 41%	36 49%	21 55%	87 39%	1 50%	2 67%	~	~	4 ~57%	14 45%	13 59%	99 40%	68 40%	45 43%	66 42%	
#8-10 (NET)	209 74%	3021 77%	20 74%	18 49%	31 76%	45 80%	58 79%	30 79%	168 76%	2 100%	3 100%	~	~	4 ~57%	19 61%	17 77%	182 74%	126 75%	76 72%	89 79%	113 71%

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	
		PHSJ TOT ADLT	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLK OR AFR-	AS- IAN	NATV HAW/ IND/ PAC ALSK	AMER ILND NATV OTHR	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	FE- MALE	MALE	
9-10 (NET)	157 56%	2388 61%	12 44%	9 24%	23 56%	32 57%	48 66%*	28 74%	120 54%	2 100%	2 67%	4 ~	18 57%	16 73%	133 54%	91 54%	63 60%	64 57%	88 55%		
NOT ANSWERED	32	511	6	2	5	9	8	2	27	1		1	2	3	28	19	12	10	22		
VALID CASES	281	3943	27	37	41	56	73	38	221	2	3	1	7	31	22	247	168	105	113	159	
NUMBER OF RESPONDENTS	313 100%	4454 100%	33 100%	39 100%	46 100%	65 100%	81 100%	40 100%	248 100%	3 100%	3 100%	1 100%	8 100%	33 100%	25 100%	275 100%	187 100%	117 100%	123 100%	181 100%	
MEAN	8.22	8.35	7.85	7.00	8.41	8.32	8.48	8.68	8.20	9.50	9.33	5.00	8.43	7.90	8.55	8.16	8.32	8.04	8.35	8.09	
p stat_(*=Sig @ p<=.05)		.336	~	~	~.698	.243	~	.752	~	~	~	~	~	~	~	~	.401	.311	.404	.261	

[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	
		PHSJ TOT ADLT	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLK OR AFR-	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	MALE	FE- MALE
Q24 YES	128 36%	2057 40%	8 20%~	12 23%*	13 24%*	34 49%*	37 43%	20 49%~	104 37%	~	~	2 ~ 67%~	15 ~ 41%~	8 25%~	114 37%~	64 30%*	61 47%*	50 34%	74 38%	
Q24 NO	226 64%	3041 60%	33 80%~	40 77%*	42 76%*	35 51%*	49 57%	21 51%~	174 63%	3 100%~	4 100%~	1 ~ 33%~	10 100%~	22 59%~	24 75%~	193 63%~	151 70%*	69 53%*	98 66%	123 62%
NOT ANSWERED	16	457	2		1	2	4	2	11						11	8	3	3	8	
VALID CASES	354	5097	41	52	55	69	86	41	278	3	4	3	10	37	32	307	215	130	148	197
NUMBER OF RESPONDENTS	370 100%	5554 100%	43 100%	52 100%	56 100%	71 100%	90 100%	43 100%	289 100%	3 100%	4 100%	3 100%	10 100%	37 100%	32 100%	318 100%	223 100%	133 100%	151 100%	205 100%



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

			AGE					RACE					ETHNICITY		HEALTH STATUS		GENDER			
	PHSJ TOT ADLT	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR- WHT	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- TI	OTHR	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	MALE	FE- MALE	
Q25 NEVER	7 6%	91 5%	3 ~ 25%	1 8%	1 3%	1 3%	1 3%	6 6%	~	~	~	~	~	~	1 14%	5 5%	4 6%	2 4%	2 4%	4 6%
SOMETIMES	16 13%	329 17%	3 38%	2 17%	1 8%	3 10%	6 18%	1 5%	15 15%	~	~	~	~	~	1 7%	15 14%	9 15%	7 13%	6 13%	10 14%
USUALLY	41 34%	546 29%	1 13%	6 50%	2 17%	13 42%	13 39%	5 25%	30 31%	~	~	1 50%	7 47%	1 43%	35 33%	24 39%	17 31%	17 37%	23 33%	
ALWAYS	56 47%	927 49%	4 50%	1 8%	8 67%	14 45%	13 39%	14 70%	46 47%	~	~	1 50%	7 47%	2 29%	52 49%	25 40%	29 53%	21 46%	33 47%	
#ALWAYS + USUALLY (NET)	97 81%	1473 78%	5 63%	7 58%	10 83%	27 87%	26 79%	19 95%	76 78%	~	~	2 100%	14 93%	5 71%	87 81%	49 79%	46 84%	38 83%	56 80%	
TOP BOX SCORE	56 47%	927 49%	4 50%	1 8%	8 67%	14 45%	13 39%	14 70%	46 47%	~	~	1 50%	7 47%	2 29%	52 49%	25 40%	29 53%	21 46%	33 47%	
NOT ANSWERED	8	107			1	3	4		7					1	7	2	6	4	4	
VALID CASES	120	1893	8	12	12	31	33	20	97			2	15	7	107	62	55	46	70	
NUMBER OF RESPONDENTS	128 100%	2000 100%	8 100%	12 100%	13 100%	34 100%	37 100%	20 100%	104 100%			2 100%	15 100%	15 100%	8 100%	114 100%	64 100%	61 100%	50 100%	74 100%

[ASKED IF Q24 = YES]

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

			AGE					RACE					ETHNICITY		HEALTH STATUS		GENDER			
	PHSJ TOT ADULT	OHP TOT ADULT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR- WHT	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	MUL- TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD &	FAIR & POOR	MALE	FE- MALE	
Q26 NONE	11 9%	66 3%*	~	2 18%~	2 15%~	3 10%~	2 6%~	1 5%~	8 8%~	~	~	~	~	2 13%~	10 9%~	5 8%	5 9%	5 11%~	5 7%~	
1 SPECIALIST	57 48%	967 51%	5 71%~	5 45%~	5 38%~	11 37%~	19 58%~	10 50%~	48 51%~	~	~	~	~	6 40%~	4 67%~	50 47%~	38 63%*	17 31%*	21 47%~	34 49%~
2	28 24%	501 26%	1 14%~	4 36%~	4 31%~	7 23%~	4 12%~	8 40%~	23 24%~	~	~	1 50%~	~	3 20%~	1 17%~	26 25%~	13 22%	15 27%	11 24%~	17 25%~
3	18 15%	222 12%	1 14%~	~	2 15%~	7 23%~	6 18%~	1 5%~	14 15%~	~	~	1 50%~	~	2 13%~	17 16%~	~	2 3%*	16 29%*	7 16%~	10 14%~
4	3 3%	72 4%	~	~	~	2 7%~	1 3%~	~	1 1%~	~	~	~	~	2 13%~	1 17%~	2 2%~	2 3%	1 2%	1 2%~	2 3%~
5 OR MORE SPECIALISTS	1 0.8%	70 4%*	~	~	~	~	1 3%~	~	1 1%~	~	~	~	~	~	1 0.9%~	~	1 2%	~	1 1%~	~
NOT ANSWERED	10	103	1	1	~	4	4	~	9	~	~	~	~	2	8	4	6	5	5	
VALID CASES	118	1897	7	11	13	30	33	20	95	~	~	2	~	15	6	106	60	55	45	69
NUMBER OF RESPONDENTS	128	2000	8	12	13	34	37	20	104	~	~	2	~	15	8	114	64	61	50	74
	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?

	PHSJ TOT ADLT	OHP TOT ADLT	AGE					RACE					ETHNIC- ITY	HEALTH STATUS		GENDER			
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	NATV AS- IAN	AMER HAW/ IND/ PAC ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & GOOD POOR	MALE	FE- MALE		
Q27 WORST SPECIALIST POSSIBLE	2 2%	10 0.6%	1 ~	11% ~	~	~	1 3%~	2 2%~	~	~	~	~	~	~	2 2%~	2 4%	1 ~	1 2%~	
01		12 0.7%~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	
02		19 1%~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	
03		29 2%~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	
04	1 1%	30 2%	1 14%~	~	~	~	~	1 1%~	~	~	~	~	~	~	1 1%~	1 2%~	~	1 2%~	
05	8 8%	55 3%	2 29%~	1 11%~	1 9%~	2 7%~	1 6%~	6 7%~	~	~	~	~	1 8%~	7 7%~	4 7%	4 8%~	2 5%~	5 8%~	
06	3 3%	75 4%	~	2 22%~	~	1 4%~	~	2 2%~	~	~	~	~	1 8%~	3 3%~	2 4%	1 2%~	1 3%~	2 3%~	
07	6 6%	144 8%	~	~	~	4 15%~	2 7%~	5 6%~	~	~	~	~	1 8%~	6 6%~	2 4%	4 8%~	3 8%~	3 5%~	
08	15 14%	332 19%	1 14%~	2 22%~	2 18%~	6 22%~	3 10%~	9 11%~	~	~	1 50%~	~	4 31%~	2 33%~	12 13%~	7 13%	8 16%~	9 23%~	5 8%~
09	24 23%	332 19%	1 14%~	1 11%~	3 27%~	9 33%~	4 13%~	6 33%~	21 25%~	~	~	~	2 15%~	1 17%~	21 22%~	13 24%	11 22%~	10 25%~	14 23%~
BEST SPECIALIST POSSIBLE	46 44%	747 42%	2 29%~	2 22%~	5 45%~	5 19%~	20 67%~	11 61%~	39 46%~	~	~	1 50%~	4 31%~	3 50%~	42 44%	24 44%	20 41%~	14 35%~	31 50%~
#8-10 (NET)	85 81%	1411 79%	4 57%~	5 56%~	10 91%~	20 74%~	27 90%~	17 94%~	69 81%~	~	~	2 100%~	10 77%~	6 100%~	75 80%~	44 81%	39 80%~	33 83%~	50 81%~

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		
	PHSJ TOT ADULT	OHP TOT ADULT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLK OR AFR-	NATV AS- IAN	AMER HAW/ IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & FAIR & POOR	FE- MALE	MALE	
9-10 (NET)	70 67%	1080 60%	3 43%	3 33%	8 73%	14 52%	24 80%	17 94%	60 71%	~	~	1 50%	6 46%	4 67%	63 67%	37 69%	31 63%	24 60%	45 73%
NOT ANSWERED	2	31					1	1	2					2		1	1		2
VALID CASES	105	1786	7	9	11	27	30	18	85		2	13	6	94	54	49	40	62	
NUMBER OF RESPONDENTS	107 100%	1817 100%	7 100%	9 100%	11 100%	27 100%	31 100%	19 100%	87 100%		2 100%	13 100%	6 100%	96 100%	55 100%	50 100%	40 100%	64 100%	
MEAN	8.57	8.46	7.29	6.89	8.91	8.26	9.13	9.39	8.61		9.00	8.31	9.17	8.55	8.50	8.59	8.48	8.68	
p stat_(*=Sig @ p<=.05)		.580	~	~	~	~	~	~	~	~	~	~	~	~	~.710	~	~	~	

[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?

	PHSJ TOT ADLT	OHP TOT ADLT	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER				
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	NATV HAW/ AS- PAC	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	FE- MALE	FE- MALE						
Q28 YES	60 17%	1016 20%	7 17%	11 21%	8 15%	15 22%	13 15%	4 10%	44 16%	1 ~	25%~	~	~	30%~	3 24%	9 19%	6 17%	51 15%	32 21%	27 21%	25 17%	33 17%	
NO	294 83%	4109 80%	34 83%	41 79%	47 85%	54 78%	74 85%	36 90%	234 84%	3 100%	3 ~	~	~	100%~	3 70%	7 76%	28 76%	26 81%	256 83%	185 85%	102 79%	122 83%	165 83%
NOT ANSWERED	16	429	2		1	2	3	3	11								11		6	4	4	7	
VALID CASES	354	5125	41	52	55	69	87	40	278	3	4		3	10	37	32	307	217	129	147	198		
NUMBER OF RESPONDENTS	370 100%	5554 100%	43 100%	52 100%	56 100%	71 100%	90 100%	43 100%	289 100%	3 100%	4 100%		3 100%	10 100%	37 100%	32 100%	318 100%	223 100%	133 100%	151 100%	205 100%		

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		
	PHSJ TOT ADULT	OHP TOT ADULT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLK OR AFR-	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & FAIR & POOR	MALE	FE- MALE
Q29 NEVER	6 10%	95 10%	2 ~ 18%	1 13%	1 7%	1 8%	1 25%	1 9%	~	~	~	1 33%	1 11%	1 20%	5 10%	3 10%	3 11%	3 12%	3 9%
SOMETIMES	19 32%	336 35%	4 57%	4 36%	2 25%	5 33%	4 33%	13 30%	~	~	~	1 33%	4 44%	1 20%	17 33%	8 26%	10 37%	10 40%	9 28%
USUALLY	21 36%	299 31%	2 29%	3 27%	4 50%	6 40%	4 33%	1 25%	~	~	~	1 33%	3 33%	1 20%	19 37%	11 35%	10 37%	9 36%	11 34%
ALWAYS	13 22%	228 24%	1 14%	2 18%	1 13%	3 20%	3 25%	2 25%	~	~	~	~	1 11%	2 40%	10 20%	9 29%	4 15%	3 12%	9 28%
#ALWAYS + USUALLY (NET)	34 58%	526 55%	3 43%	5 45%	5 63%	9 60%	7 58%	3 75%	~	~	~	1 33%	4 44%	3 60%	29 57%	20 65%	14 52%	12 48%	20 63%
TOP BOX SCORE	13 22%	228 24%	1 14%	2 18%	1 13%	3 20%	3 25%	2 25%	~	~	~	~	1 11%	2 40%	10 20%	9 29%	4 15%	3 12%	9 28%
NOT ANSWERED	1	45					1		1					1		1			1
VALID CASES	59	957	7	11	8	15	12	4				3	9	5	51	31	27	25	32
NUMBER OF RESPONDENTS	60	1002	7	11	8	15	13	4	1			3	9	6	51	32	27	25	33
	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?

	PHSJ TOT ADLT	OHP TOT ADLT	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER			
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC LLND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	MALE	FE- MALE		
Q30 YES	81 23%	1357 27%	9 22%	8 16%	16 29%	19 28%	18 21%	7 18%	63 23%	1 ~	25%~	~	~	10%~	1 22%	8 22%	11 34%	66 22%	51 24%	28 22%	29 20%	48 24%
NO	269 77%	3728 73%	32 78%	43 84%	39 71%	50 72%	67 79%	32 82%	211 77%	3 100%	3 75%	~	3 100%	9 90%	29 78%	21 66%	237 78%	164 76%	99 78%	116 80%	148 76%	
NOT ANSWERED	20	469	2	1	1	2	5	4	15							15		8	6	6	9	
VALID CASES	350	5085	41	51	55	69	85	39	274	3	4		3	10	37	32	303	215	127	145	196	
NUMBER OF RESPONDENTS	370 100%	5554 100%	43 100%	52 100%	56 100%	71 100%	90 100%	43 100%	289 100%	3 100%	4 100%		3 100%	10 100%	37 100%	32 100%	318 100%	223 100%	133 100%	151 100%	205 100%	

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

	PHSJ TOT ADLT	OHP TOT ADLT	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER		
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	MALE	FE- MALE	
Q31 NEVER	1 1%	46 4%	~	~	~	~	6%~	~	2%~	~	~	~	~	~	~	~	2%~	~	4%~	~	2%~
SOMETIMES	11 14%	289 23%*	22%~	13%~	6%~	24%~	19%~	~	17%~	~	~	~	~	14%~	11%~	16%~	12%~	20%~	14%~	16%~	
USUALLY	21 28%	401 32%	22%~	38%~	31%~	18%~	25%~	33%~	28%~	~	~	~	~	100%~	14%~	22%~	27%~	29%~	28%~	32%~	23%~
ALWAYS	43 57%	508 41%*	56%~	50%~	63%~	59%~	50%~	67%~	53%~	~	100%~	~	~	71%~	67%~	56%~	59%~	48%~	54%~	59%~	
#ALWAYS + USUALLY (NET)	64 84%	909 73%*	78%~	88%~	94%~	76%~	75%~	100%~	82%~	~	100%~	~	~	100%~	86%~	89%~	83%~	88%~	76%~	86%~	82%~
TOP BOX SCORE	43 57%	508 41%*	56%~	50%~	63%~	59%~	50%~	67%~	53%~	~	100%~	~	~	71%~	67%~	56%~	59%~	48%~	54%~	59%~	
NOT ANSWERED	5	75				2	2	1	3					1	2	3	2	3	1	4	
VALID CASES	76	1245	9	8	16	17	16	6	60	1				1	7	9	63	49	25	28	44
NUMBER OF RESPONDENTS	81 100%	1320 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?

	PHSJ TOT ADLT	OHP TOT ADLT	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER	
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	MALE	FE- MALE
Q32 NEVER		18 1%	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
SOMETIMES	3 4%	93 7%	2 22%	~	1 6%	~	~	3 5%	~	~	~	~	~	1 10%	2 3%	2 4%	1 4%	2 7%	1 2%	
USUALLY	14 18%	288 23%	1 11%	1 13%	3 19%	2 12%	6 33%	11 18%	~	~	~	~	1 ~100%	1 13%	1 10%	12 19%	7 14%	7 27%	6 21%	7 16%
ALWAYS	61 78%	849 68%	6 67%	7 88%	12 75%	15 88%	12 67%	6 100%	46 77%	1 ~100%	~	~	~	7 88%	8 80%	50 78%	41 82%	18 69%	21 72%	37 82%
#ALWAYS + USUALLY (NET)	75 96%	1137 91%	7 78%	8 100%	15 94%	17 100%	18 100%	6 95%	57 95%	1 ~100%	~	~	1 ~100%	8 100%	9 90%	62 97%	48 96%	25 96%	27 93%	44 98%
TOP BOX SCORE	61 78%	849 68%	6 67%	7 88%	12 75%	15 88%	12 67%	6 100%	46 77%	1 ~100%	~	~	~	7 88%	8 80%	50 78%	41 82%	18 69%	21 72%	37 82%
NOT ANSWERED	3	73				2	1	3						1	2	1	2			3
VALID CASES	78	1247	9	8	16	17	18	6	60	1			1	8	10	64	50	26	29	45
NUMBER OF RESPONDENTS	81	1320	9	8	16	19	18	7	63	1			1	8	11	66	51	28	29	48
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%			100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q30 = YES]

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

		AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER	
		18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD &	FAIR & POOR	FE- MALE	MALE		
Q33																					
YES	113 32%	1538%	1632%	1935%	2537%	2326%	1229%	8631%	133%	125%	2~100%	5~50%	1233%	1550%	9330%	7736%	3528%	5437%	5629%		
NO	236 68%	3563%	2868%	3565%	4363%	6474%	2971%	19169%	267%	375%	~	5~50%	2467%	1550%	21270%	13964%	9172%	9263%	13971%		
NOT ANSWERED	21	491	3	2	2	3	3	2	12			1	1	2	13	7	7	5	10		
VALID CASES	349	5063	40	50	54	68	87	41	277	3	4	2	10	36	30	305	216	126	146	195	
NUMBER OF RESPONDENTS	370 100%	5554 100%	43100%	52100%	56100%	71100%	90100%	43100%	289100%	3100%	4100%	3100%	1037100%	32100%	318100%	223100%	133100%	151100%	205100%		

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

			AGE						RACE						ETHNICITY		HEALTH STATUS		GENDER		
	PHSJ TOT ADLT	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR- 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		
PQ34 NEVER	6 2%	53 1%	~	2 4%	~	2 3%	2 2%	~	4 1%	~	~	~	~	~	1 3%	1 3%	4 1%	4 2%	2 2%	5 3%	1 0.5%
SOMETIMES	13 4%	302 6%*	1 3%	1 2%	2 4%	5 7%	3 4%	1 3%	10 4%	~	~	~	1 50%	1 10%	1 3%	3 10%	10 3%	5 2%	8 6%	5 3%	8 4%
USUALLY	44 13%	589 12%	6 15%	7 14%	11 20%	10 15%	7 8%	2 5%	38 14%	1 33%	~	~	~	1 10%	3 8%	4 13%	38 13%	31 14%	13 10%	19 13%	24 12%
ALWAYS	282 82%	4094 81%	33 83%	40 80%	41 76%	51 75%	72 86%	37 93%	221 81%	2 67%	4 100%	~	1 50%	8 80%	31 86%	22 73%	249 83%	174 81%	101 81%	115 80%	160 83%
#ALWAYS + USUALLY (NET)	326 94%	4682 93%	39 98%	47 94%	52 96%	61 90%	79 94%	39 98%	259 95%	3 100%	4 100%	~	1 50%	9 90%	34 94%	26 87%	287 95%	205 96%	114 92%	134 93%	184 95%
TOP BOX SCORE	282 82%	4094 81%	33 83%	40 80%	41 76%	51 75%	72 86%	37 93%	221 81%	2 67%	4 100%	~	1 50%	8 80%	31 86%	22 73%	249 83%	174 81%	101 81%	115 80%	160 83%
NOT ANSWERED	4	97					3 1	1 4	4							4	2	2	2	2	2
VALID CASES	345	5037	40	50	54	68	84	40	273	3	4		2	10	36	30	301	214	124	144	193
NUMBER OF RESPONDENTS	349 100%	5134 100%	40 100%	50 100%	54 100%	68 100%	87 100%	41 100%	277 100%	3 100%	4 100%		2 100%	10 100%	36 100%	30 100%	305 100%	216 100%	126 100%	146 100%	195 100%

[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?

	PHSJ TOT ADLT	OHP TOT ADLT	AGE					RACE					ETHNIC- ITY	HEALTH STATUS		GENDER					
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	NATV AS- IAN	AMER HAW/ IND/ PAC ALSK	MUL- TI	NOT HIS- PAN- IC	HIS- PAN- IC	EX & VERY GOOD & FAIR & GOOD POOR	FE- MALE MALE					
Q35 WORST HEALTH PLAN POSSIBLE	2 0.6%	48 1%	~	~	4%	~	~	~	2 0.8%	~	~	~	~	~	2 0.7%	1 0.5%	~	1 0.7%	1 0.5%		
01	5 1%	36 0.7%	~	4%	~	3%	1%	~	2 0.8%	~	~	~	~	3 8%	1 3%	4 1%	0.5%	3%	2 1%	3 2%	
02	3 0.9%	58 1%	~	~	~	3%	~	~	1 0.4%	~	~	1 33%	~	~	2 0.7%	~	~	2 2%	2 1%	~	
03	6 2%	85 2%	~	~	~	4%	4%	~	6 2%*	~	~	~	~	~	3%~	5%~	0.5%	4%	1%~	2%~	
04	11 3%	108 2%	1 3%	2 4%	1 2%	3 4%	3 4%	1 3%	9 3%	~	~	~	~	2 5%	1 3%	10 3%	5 2%	6 5%	4 3%	7 4%	
05	27 8%	486 10%	2 5%	8 17%	8 15%	3 4%	4 5%	2 5%	22 8%	~	~	1 33%	~	4 11%	~	26 9%	15 7%	12 10%	9 6%	18 10%	
06	21 6%	314 6%	~	5 11%	3 6%	7 10%	5 6%	~	18 7%	~	~	~	~	1 3%	~	19 7%	11 5%	9 7%	11 8%	9 5%	
07	50 15%	595 12%	7 18%	10 21%	9 17%	13 19%	7 9%*	3 8%	42 16%	1 33%	~	~	~	5 14%	4 13%	45 16%	32 16%	17 14%	23 16%	26 14%	
08	54 16%	978 20%	11 28%	4 9%	8 15%	11 16%	18 22%	1 3%	40 15%	1 33%	1 25%	~	~	4 44%	6 16%	7 23%	44 15%	32 16%	20 16%	21 15%	32 17%
09	48 14%	825 17%	9 23%	7 15%	8 15%	9 13%	7 9%*	8 21%	35 13%	1 33%	1 25%	~	~	1 11%	7 19%	4 13%	43 15%	31 15%	17 14%	17 12%	31 17%
BEST HEALTH PLAN POSSIBLE	107 32%	1331 27%	9 23%	9 19%	14 26%	14 21%*	34 41%*	23 61%	84 32%	2 50%	~	1 33%	4 44%	9 24%	13 42%	90 31%	76 37%*	30 25%*	48 34%	55 30%	
#8-10 (NET)	209 63%	3134 64%	29 74%	20 43%	30 57%	34 51%*	59 72%*	32 84%	159 61%	2 67%	4 100%	~	1 33%	9 100%	22 59%	24 77%	177 61%	139 68%*	67 55%*	86 61%	118 63%

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	
		PHSJ TOT ADULT	OHP TOT ADULT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	MALE MALE		
9-10 (NET)	155 46%	2156 44%	18 46%~	16 34%~	22 42%	23 34%*	41 50%	31 82%~	119 46%	1 33%~	3 75%~	1 ~	5 33%~	16 56%~	17 43%~	133 55%~	107 52%*	47 39%*	65 46%	86 46%	
NOT ANSWERED	36	689	4	5	3	4	8	5	28				1		1	28	18	11	11	19	
VALID CASES	334	4865	39	47	53	67	82	38	261	3	4		3	9	37	31	290	205	122	140	186
NUMBER OF RESPONDENTS	370 100%	5554 100%	43 100%	52 100%	56 100%	71 100%	90 100%	43 100%	289 100%	3 100%	4 100%		3 100%	10 100%	37 100%	32 100%	318 100%	223 100%	133 100%	151 100%	205 100%
MEAN	7.84	7.79	8.26	7.13	7.57	7.22	8.15	9.08	7.84	8.00	9.25		5.67	9.00	7.38	8.32	7.80	8.21	7.32	7.86	7.82
p stat_(*=Sig @ p<=.05)		.671	~	~	.359	.020*	.144	~	.965	~	~	~	~	~	~	~	~	.000*	.002*	.858	.848

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?

			AGE						RACE						ETHNICITY		HEALTH STATUS		GENDER		
	PHSJ TOT ADLT	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLK OR AFR-	AS- IAN	NATV ILND	AMER HAW/ IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	MALE	FE- MALE		
Q35A YES	59 17%	908 18%	3 7%	2 4%*	6 11%	15 22%	20 23%	10 24%	48 17%	~	~	~	~	1 10%	6 16%	2 6%	53 17%	28 13%*	30 23%*	21 14%	35 18%
NO	294 83%	4189 82%	38 93%	49 96%*	49 89%	54 78%	67 77%	31 76%	230 83%	3 100%	4 100%	~	3 100%	9 90%	31 84%	30 94%	254 83%	189 87%*	99 77%*	126 86%	163 82%
NOT ANSWERED	17	458	2	1	1	2	3	2	11							11	6	4	4	7	
VALID CASES	353	5096	41	51	55	69	87	41	278	3	4		3	10	37	32	307	217	129	147	198
NUMBER OF RESPONDENTS	370	5554	43	52	56	71	90	43	289	3	4		3	10	37	32	318	223	133	151	205
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%

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

	PHSJ TOT ADLT	OHP TOT ADLT	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER	
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK	OTHR	MUL- TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	MALE	FE- MALE
Q35B NEVER	9 16%	172 22%	1 ~ 50%	1 17%	1 7%	2 11%	3 30%	6 13%	~	~	~	~	~	1 17%	7 ~ 14%	4 15%	4 13%	3 15%	5 15%	
SOMETIMES	8 14%	131 17%	1 ~ 50%	5 ~ 33%	2 ~ 20%	6 13%	~	~	~	~	1 ~100%	1 17%	8 ~ 16%	4 15%	4 13%	2 10%	6 18%			
USUALLY	13 23%	173 22%	2 ~ 33%	3 20%	7 37%	1 10%	11 24%	~	~	~	~	2 ~ 33%	13 ~ 25%	4 15%	9 30%	3 15%	10 29%			
ALWAYS	27 47%	296 38%	2 100%	3 ~ 50%	6 40%	10 53%	4 40%	23 50%	~	~	~	~	2 ~ 33%	2 100%	23 45%	14 54%	13 43%	12 60%	13 38%	
#ALWAYS + USUALLY (NET)	40 70%	470 61%	2 100%	5 ~ 83%	9 60%	17 89%	5 50%	34 74%	~	~	~	~	4 ~ 67%	2 100%	36 71%	18 69%	22 73%	15 75%	23 68%	
TOP BOX SCORE	27 47%	296 38%	2 100%	3 ~ 50%	6 40%	10 53%	4 40%	23 50%	~	~	~	~	2 ~ 33%	2 100%	23 45%	14 54%	13 43%	12 60%	13 38%	
NOT ANSWERED	2	58	1			1		2						2	2			1	1	
VALID CASES	57	773	2	2	6	15	19	10	46				1	6	2	51	26	30	20	34
NUMBER OF RESPONDENTS	59	831	3	2	6	15	20	10	48				1	6	2	53	28	30	21	35
	100%	100%	100%	100%	100%	100%	100%	100%	100%				100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q35A = YES]

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

	PHSJ TOT ADLT	OHP TOT ADLT	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER		
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- TI	OTH-	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	FE- MALE	MALE		
Q35C YES	46 13%	876 17%*	1 2%~	3 6%*	7 13%	11 16%	17 20%	6 15%~	38 13%	~	~	~	1 33%~	4 11%~	3 9%~	41 13%~	19 9%*	26 20%*	20 14%	25 12%	
NO	310 87%	4320 83%*	42 98%~	48 94%*	49 87%	59 84%	70 80%	35 85%~	244 87%	3 100%~	4 100%~	~	2 67%~	10 100%~	33 89%~	29 91%~	270 87%~	197 91%*	106 80%*	128 86%	176 88%
NOT ANSWERED	14	357		1		1	3	2	7							7	7	1	3	4	
VALID CASES	356	5197	43	51	56	70	87	41	282	3	4		3	10	37	32	311	216	132	148	201
NUMBER OF RESPONDENTS	370 100%	5554 100%	43 100%	52 100%	56 100%	71 100%	90 100%	43 100%	289 100%	3 100%	4 100%		3 100%	10 100%	37 100%	32 100%	318 100%	223 100%	133 100%	151 100%	205 100%



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

	PHSJ TOT ADLT	OHP TOT ADLT	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER	
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	MALE	FE- MALE
Q35D NEVER	11 27%	245 32%	2 ~ 67%	1 ~ 14%	4 ~ 40%	3 ~ 21%	7 ~ 21%	~	~	1 ~ 100%	~	1 ~ 25%	1 33%	8 22%	6 35%	4 17%	5 28%	5 23%		
SOMETIMES	8 20%	126 16%	1 ~ 100%	1 ~ 33%	2 ~ 20%	4 ~ 29%	8 ~ 24%	~	~	~	~	~	~	8 ~ 22%	2 12%	6 26%	2 11%	6 27%		
USUALLY	10 24%	150 20%	~	~ 43%	2 20%	3 21%	2 40%	8 24%	~	~	~	~	2 ~ 50%	1 33%	9 25%	2 12%	8 35%	5 28%	5 23%	
ALWAYS	12 29%	244 32%	~	~ 43%	2 20%	4 29%	3 60%	11 32%	~	~	~	~	1 ~ 25%	1 33%	11 31%	7 41%	5 22%	6 33%	6 27%	
#ALWAYS + USUALLY (NET)	22 54%	393 51%	~	~ 86%	4 40%	7 50%	5 100%	19 56%	~	~	~	~	3 ~ 75%	2 67%	20 56%	9 53%	13 57%	11 61%	11 50%	
TOP BOX SCORE	12 29%	244 32%	~	~ 43%	2 20%	4 29%	3 60%	11 32%	~	~	~	~	1 ~ 25%	1 33%	11 31%	7 41%	5 22%	6 33%	6 27%	
NOT ANSWERED	5	42			1	3	1	4						5	2	3	2	3		
VALID CASES	41	765	1	3	7	10	14	5	34		1	4	3	36	17	23	18	22		
NUMBER OF RESPONDENTS	46	807	1	3	7	11	17	6	38		1	4	3	41	19	26	20	25		
	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?

	PHSJ TOT ADLT	OHP TOT ADLT	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER		
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- OTHR TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	GOOD & FAIR & POOR	MALE	FE- MALE		
Q35E ALWAYS	8 2%	186 4%	2 5%	3 6%	1 2%	~	1 1%	1 2%	5 2%	~	~	~	~	~	2 5%	1 3%	7 2%	5 2%	3 2%	3 2%	5 3%
USUALLY	5 1%	261 5%*	2 5%	~	1 2%	1 1%	1 1%	~	4 1%	~	~	~	~	11 11%	~	1 3%	4 1%	2 0.9%	3 2%	1 0.7%	4 2%
SOMETIMES	63 18%	993 19%	6 14%	12 24%	7 13%	15 21%	12 14%	10 24%	50 18%	~	1 25%	~	1 33%	~	9 24%	1 3%	60 19%	32 15%	31 24%*	27 18%	35 18%
NEVER	273 78%	3697 72%*	32 76%	35 70%	44 83%	55 77%	73 84%	30 73%	221 79%	3 100%	3 75%	~	2 67%	8 89%	26 70%	27 90%	238 77%	175 82%*	93 72%*	115 79%	155 78%
#NEVER + SOMETIMES (NET)	336 96%	4690 91%*	38 90%	47 94%	51 96%	70 99%	85 98%	40 98%	271 97%	3 100%	4 100%	~	3 100%	8 89%	35 95%	28 93%	298 96%	207 97%	124 95%	142 97%	190 95%
TOP BOX SCORE	273 78%	3697 72%*	32 76%	35 70%	44 83%	55 77%	73 84%	30 73%	221 79%	3 100%	3 75%	~	2 67%	8 89%	26 70%	27 90%	238 77%	175 82%*	93 72%*	115 79%	155 78%
NOT ANSWERED	21	417	1	2	3	~	3	2	9	~	~	~	~	1	~	2	9	9	3	5	6
VALID CASES	349	5137	42	50	53	71	87	41	280	3	4	~	3	9	37	30	309	214	130	146	199
NUMBER OF RESPONDENTS	370 100%	5554 100%	43 100%	52 100%	56 100%	71 100%	90 100%	43 100%	289 100%	3 100%	4 100%	~	3 100%	10 100%	37 100%	32 100%	318 100%	223 100%	133 100%	151 100%	205 100%

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

			AGE						RACE						ETHNICITY		HEALTH STATUS		GENDER			
	PHSJ TOT ADLT	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR- 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		
Q35F ALWAYS	5 1%	87 2%	1 2%	1 2%	2 4%	~	~	2%	1%	~	~	~	~	10%	~	1%	4%	1%	3%	2%	2%	3%
USUALLY	11 3%	142 3%	~	~	2 4%	4 6%	4 5%	1 2%	9 3%	~	~	~	~	~	6%	1%	10%	2 0.9%*	9 7%*	5 3%	6 3%	
SOMETIMES	59 17%	912 18%	10 24%	11 22%	5 9%	12 17%	15 17%	5 12%	46 16%	~	~	~	~	10%	31%	2%	56%	33 16%	26 20%	24 16%	34 17%	
NEVER	273 78%	4005 78%	31 74%	38 76%	44 83%	55 77%	67 78%	34 83%	220 79%	3 100%	4 100%	~	3 ~100%	8 80%	23 64%	27 87%	237 77%	173 82%	94 72%*	116 79%	154 78%	
#NEVER + SOMETIMES (NET)	332 95%	4917 96%	41 98%	49 98%	49 92%	67 94%	82 95%	39 95%	266 95%	3 100%	4 100%	~	3 ~100%	9 90%	34 94%	29 94%	293 95%	206 98%*	120 92%*	140 95%	188 95%	
TOP BOX SCORE	273 78%	4005 78%	31 74%	38 76%	44 83%	55 77%	67 78%	34 83%	220 79%	3 100%	4 100%	~	3 ~100%	8 80%	23 64%	27 87%	237 77%	173 82%	94 72%*	116 79%	154 78%	
NOT ANSWERED	22	408	1	2	3	~	4	2	10	~	~	~	~	~	1	1	11	12	2	4	8	
VALID CASES	348	5146	42	50	53	71	86	41	279	3	4	~	3	10	36	31	307	211	131	147	197	
NUMBER OF RESPONDENTS	370 100%	5554 100%	43 100%	52 100%	56 100%	71 100%	90 100%	43 100%	289 100%	3 100%	4 100%	~	3 100%	10 100%	37 100%	32 100%	318 100%	223 100%	133 100%	151 100%	205 100%	

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	
	PHSJ TOT ADULT	OHP TOT ADULT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLK OR AFR-	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & FAIR & POOR	MALE	FE- MALE	
Q35G ALWAYS	5 1%	75 1%	~	~	4 7%	~	1 1%	4 1%	~	~	~	~	~	~	1 3%	4 1%	3 1%	2 2%	3 2%	2 1%
USUALLY	8 2%	99 2%	1 2%	1 2%	1 2%	3 4%	2 2%	6 2%	~	1 25%	~	~	~	1 3%	2 6%	6 2%	4 2%	4 3%	4 3%	4 2%
SOMETIMES	31 9%	596 12%	6 14%	5 10%	4 7%	8 11%	5 6%	3 7%	26 9%	~	~	~	1 10%	3 8%	3 9%	28 9%	13 6%*	18 14%*	9 6%	22 11%
NEVER	307 87%	4397 85%	35 83%	44 88%	45 83%	60 85%	79 91%	38 93%	243 87%	3 100%	3 75%	3 ~100%	9 90%	33 89%	26 81%	270 88%	193 91%*	108 82%*	131 89%	171 86%
#NEVER + SOMETIMES (NET)	338 96%	4993 97%	41 98%	49 98%	49 91%	68 96%	84 97%	41 100%	269 96%	3 100%	3 75%	3 ~100%	10 100%	36 97%	29 91%	298 97%	206 97%	126 95%	140 95%	193 97%
TOP BOX SCORE	307 87%	4397 85%	35 83%	44 88%	45 83%	60 85%	79 91%	38 93%	243 87%	3 100%	3 75%	3 ~100%	9 90%	33 89%	26 81%	270 88%	193 91%*	108 82%*	131 89%	171 86%
NOT ANSWERED	19	387	1	2	2		3	2	10						10	10	1	4	6	
VALID CASES	351	5167	42	50	54	71	87	41	279	3	4	3	10	37	32	308	213	132	147	199
NUMBER OF RESPONDENTS	370	5554	43	52	56	71	90	43	289	3	4	3	10	37	32	318	223	133	151	205
	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?

	PHSJ TOT ADLT	OHP TOT ADLT	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER	
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ IND/ PAC ALS	AMER IND/ ALS	OTH	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & FAIR & POOR	FE- MALE	MALE
Q35H #YES DEFINITELY	151 43%	2206 43%	19 46%~	12 24%~	19 35%	26 38%	43 49%	29 71%~	122 44%	2 ~	1 50%~	3 ~	17 33%~	11 34%~	135 44%~	95 45%	55 42%	63 43%	85 43%	
YES SOMEWHAT	126 36%	1724 34%	14 34%~	24 49%~	23 43%	26 38%	26 30%	11 27%~	97 35%	2 67%~	1 25%~	5 ~	13 33%~	11 34%~	111 36%~	85 40%	39 30%	51 35%	73 37%	
NO	71 20%	1181 23%	8 20%~	13 27%~	12 22%	17 25%	19 22%	1 2%~	57 21%	1 33%~	1 25%~	2 ~	7 33%~	10 31%~	59 19%~	33 15%*	36 28%*	31 21%	40 20%	
NOT ANSWERED	22	443	2	3	2	2	2	2	13					13	10	3	6	7		
VALID CASES	348	5111	41	49	54	69	88	41	276	3	4	3	10	37	32	305	213	130	145	198
NUMBER OF RESPONDENTS	370	5554	43	52	56	71	90	43	289	3	4	3	10	37	32	318	223	133	151	205
	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?

	PHSJ TOT ADLT	OHP TOT ADLT	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER		
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC LLND	AMER IND/ ALSK	OTHR	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	FE- MALE	FE- MALE		
Q35I #YES DEFINITELY	223 64%	3431 67%	29 71%~	26 52%	33 61%	48 69%	56 65%	28 70%~	176 64%	2 67%~	4 100%~	1 ~	7 33%~	23 70%~	24 62%~	193 75%~	143 67%	77 60%	90 62%	130 66%	
YES SOMEWHAT	101 29%	1348 26%	7 17%~	20 40%	18 33%	20 29%	22 26%	12 30%~	81 29%	~	~	~	2 67%~	2 20%~	12 32%~	6 19%~	91 30%~	61 29%	39 30%	47 32%	52 26%
NO	23 7%	341 7%	5 12%~	4 8%	3 6%	2 3%	8 9%	~	18 7%	1 33%~	~	~	1 ~	2 10%~	2 5%~	20 6%~	7 7%~	9 4%*	13 10%	8 6%	15 8%
NOT ANSWERED	23	434	2	2	2	1	4	3	14							14	10	4	6	8	
VALID CASES	347	5120	41	50	54	70	86	40	275	3	4		3	10	37	32	304	213	129	145	197
NUMBER OF RESPONDENTS	370 100%	5554 100%	43 100%	52 100%	56 100%	71 100%	90 100%	43 100%	289 100%	3 100%	4 100%		3 100%	10 100%	37 100%	32 100%	318 100%	223 100%	133 100%	151 100%	205 100%

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?

	PHSJ TOT ADLT	OHP TOT ADLT	AGE					RACE					ETHNIC- ITY		HEALTH STATUS		GENDER			
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & FAIR & POOR	FE- MALE	FE- MALE	
Q35J #YES DEFINITELY	274 79%	3907 76%	38 93%~	36 72%	40 74%	56 80%	70 80%	31 77%~	216 78%	3 100%~	4 100%~	3 ~100%~	8 80%~	29 78%~	28 88%~	239 78%~	178 84%*	92 70%*	112 77%	159 80%
YES SOMEWHAT	46 13%	870 17%*	~	11 22%	8 15%	10 14%	10 11%	7 18%~	38 14%	~	~	~	1 ~10%~	6 16%~	2 6%~	43 14%~	22 10%	24 18%*	25 17%	21 11%
NO	29 8%	334 7%	3 7%~	3 6%	6 11%	4 6%	8 9%	2 5%~	23 8%	~	~	~	1 ~10%~	2 5%~	2 6%~	24 8%~	13 6%	15 11%	8 6%	19 10%
NOT ANSWERED	21	443	2	2	2	1	2	3	12						12	10	2	6	6	
VALID CASES	349	5111	41	50	54	70	88	40	277	3	4	3	10	37	32	306	213	131	145	199
NUMBER OF RESPONDENTS	370	5554	43	52	56	71	90	43	289	3	4	3	10	37	32	318	223	133	151	205
	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?

	PHSJ TOT ADLT	OHP TOT ADLT	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER			
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC LLND	AMER IND/ ALSK	OTHR	MUL- TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	FE- MALE	FE- MALE			
Q35K																						
#YES DEFINITELY	217 62%	3274 64%	27 66%~	27 54%	29 54%	45 64%	57 65%	28 68%~	170 61%	1 33%~	4 100%~		1 ~	7 33%~	24 70%~	65%~	25 78%~	185 60%~	142 67%*	71 54%*	85 58%	128 64%
YES SOMEWHAT	83 24%	1308 25%	10 24%~	15 30%	18 33%	14 20%	19 22%	7 17%~	65 23%	2 67%~			1 ~	2 ~	10 33%~	27%~	4 13%~	77 25%~	52 24%	31 23%	44 30%*	39 20%*
NO	50 14%	554 11%	4 10%~	8 16%	7 13%	11 16%	12 14%	6 15%~	43 15%				1 ~	1 ~	3 33%~	10%~	3 9%~	45 15%~	19 9%*	30 23%*	17 12%	32 16%
NOT ANSWERED	20	417	2	2	2	1	2	2	11								11	10	1	5	6	
VALID CASES	350	5137	41	50	54	70	88	41	278	3	4			3	10	37	32	307	213	132	146	199
NUMBER OF RESPONDENTS	370 100%	5554 100%	43 100%	52 100%	56 100%	71 100%	90 100%	43 100%	289 100%	3 100%	4 100%			3 100%	10 100%	37 100%	32 100%	318 100%	223 100%	133 100%	151 100%	205 100%



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

	PHSJ TOT ADLT	OHP TOT ADLT	AGE							RACE							ETHNIC- ITY		HEALTH STATUS		GENDER	
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- TI	OTH-	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	FE- MALE	FE- MALE			
			24	34	44	54	64	OVER	WHITE	AMER	IAN	LLND	NATV	OTHR	TI	PAN- IC	PAN- IC	GOOD	POOR	MALE	MALE	
Q35L NEVER	26 8%	281 6%	4 10%~	4 8%	4 8%	7 10%	5 6%	1 3%~	21 8%	~	~	~	1 33%~	2 20%~	1 3%~	3 9%~	22 7%~	13 6%	13 10%	11 8%	15 8%	
SOMETIMES	48 14%	704 14%	6 15%~	9 18%	6 12%	9 13%	11 13%	6 15%~	37 14%	1 33%~	~	~	1 33%~	4 40%~	4 11%~	6 19%~	41 14%~	27 13%	21 16%	22 15%	25 13%	
USUALLY	69 20%	1231 24%	7 17%~	15 30%	10 19%	16 23%	17 20%	3 8%~	53 19%	1 33%~	1 25%~	~	~	1 10%~	10 27%~	4 13%~	62 21%~	37 18%	31 24%	32 23%	36 18%	
ALWAYS	200 58%	2878 56%	24 59%~	22 44%*	32 62%	37 54%	53 62%	30 75%~	161 59%	1 33%~	3 75%~	~	1 33%~	3 30%~	22 59%~	19 59%~	176 58%~	131 63%*	66 50%*	77 54%	121 61%	
#ALWAYS + USUALLY (NET)	269 78%	4109 81%	31 76%~	37 74%	42 81%	53 77%	70 81%	33 82%~	214 79%	2 67%~	4 100%~	~	1 33%~	4 40%~	32 86%~	23 72%~	238 79%~	168 81%	97 74%	109 77%	157 80%	
TOP BOX SCORE	200 58%	2878 56%	24 59%~	22 44%*	32 62%	37 54%	53 62%	30 75%~	161 59%	1 33%~	3 75%~	~	1 33%~	3 30%~	22 59%~	19 59%~	176 58%~	131 63%*	66 50%*	77 54%	121 61%	
NOT ANSWERED	27	461	2	2	4	2	4	3	17							17	15	2	9	8		
VALID CASES	343	5093	41	50	52	69	86	40	272	3	4		3	10	37	32	301	208	131	142	197	
NUMBER OF RESPONDENTS	370 100%	5554 100%	43 100%	52 100%	56 100%	71 100%	90 100%	43 100%	289 100%	3 100%	4 100%		3 100%	10 100%	37 100%	32 100%	318 100%	223 100%	133 100%	151 100%	205 100%	

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				
	PHSJ TOT ADULT	OHP TOT ADULT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLK OR AFR-	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	MALE MALE		
Q35M ALWAYS	3 0.9%	72 1%	~	~	~	~	2% 2%	1% ~	~	~	~	~	~	~	~	3% 1%	1% 0.5%	2% 2%	1% 0.7%	2% 1%
USUALLY	4 1%	48 0.9%	~	~	2% 1%	1% 1%	1% 2%	1% ~	~	~	~	~	~	3% ~	1% 3%	2% 0.7%	1% 0.5%	3% 2%	4% 3%	~
SOMETIMES	8 2%	187 4%	~	~	6% 3%	3% 3%	~	1% ~	~	~	~	~	~	4% 11%	~	8% 3%	1% 0.5%*	7% 5%*	3% 2%	5% 3%
NEVER	330 96%	4818 94%	41 100%	50 100%	49 92%	64 96%	81 93%	39 95%	263 96%	3 100%	4 100%	3 ~	10 ~	32 86%	31 97%	289 96%	208 99%*	118 91%*	134 94%	191 96%
#NEVER + SOMETIMES (NET)	338 98%	5005 98%	41 100%	50 100%	52 98%	66 99%	84 97%	39 95%	267 98%	3 100%	4 100%	3 ~	10 ~	36 97%	31 97%	297 98%	209 99%	125 96%	137 96%	196 99%
TOP BOX SCORE	330 96%	4818 94%	41 100%	50 100%	49 92%	64 96%	81 93%	39 95%	263 96%	3 100%	4 100%	3 ~	10 ~	32 86%	31 97%	289 96%	208 99%*	118 91%*	134 94%	191 96%
NOT ANSWERED	25	430	2	2	3	4	3	2	16						16	12	3	9	7	
VALID CASES	345	5124	41	50	53	67	87	41	273	3	4	3	10	37	32	302	211	130	142	198
NUMBER OF RESPONDENTS	370 100%	5554 100%	43 100%	52 100%	56 100%	71 100%	90 100%	43 100%	289 100%	3 100%	4 100%	3 100%	10 100%	37 100%	32 100%	318 100%	223 100%	133 100%	151 100%	205 100%

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?

	PHSJ TOT ADLT	OHP TOT ADLT	AGE					RACE					ETHNIC- ITY		HEALTH STATUS		GENDER				
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	NATV AS- IAN	AMER HAW/ IND/ PAC ALSK	MUL- TI	OTH-	NOT HIS- IC	HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	FE- MALE	MALE		
Q35N ALWAYS	3 0.9%	130 3%*	~	~	2%	~	1%	2%	1	3	~	~	~	~	~	~	3	2	1	2	1
USUALLY	14 4%	191 4%	2 5%~	4 8%	1 2%	3 4%	3 3%	1 2%	11 4%	~	~	~	~	10%~	5%~	2 6%~	11 4%~	5 2%	9 7%	8 6%	6 3%
SOMETIMES	47 14%	664 13%	6 15%~	7 14%	13 25%*	14 20%	7 8%	~	42 15%*	~	~	1 ~	4 ~	33%~	11%~	1 3%~	46 15%~	29 14%	18 14%	17 12%	30 15%
NEVER	283 82%	4121 81%	33 80%~	39 78%	38 72%	53 76%	75 87%	39 95%~	219 80%*100%	3 100%	4 100%	2 ~	9 90%~	31 84%~	29 91%~	244 80%~	176 83%	103 79%	116 81%	162 81%	
#NEVER + SOMETIMES (NET)	330 95%	4786 94%	39 95%~	46 92%	51 96%	67 96%	82 95%	39 95%~	261 95%	3 100%	4 100%	3 ~	9 90%~	35 95%~	30 94%~	290 95%~	205 97%	121 92%	133 93%	192 96%	
TOP BOX SCORE	283 82%	4121 81%	33 80%~	39 78%	38 72%	53 76%	75 87%	39 95%~	219 80%*100%	3 100%	4 100%	2 ~	9 90%~	31 84%~	29 91%~	244 80%~	176 83%	103 79%	116 81%	162 81%	
NOT ANSWERED	23	448	2	2	3	1	4	2	14							14	11	2	8	6	
VALID CASES	347	5106	41	50	53	70	86	41	275	3	4	3	10	37	32	304	212	131	143	199	
NUMBER OF RESPONDENTS	370 100%	5554 100%	43 100%	52 100%	56 100%	71 100%	90 100%	43 100%	289 100%	3 100%	4 100%	3 100%	10 100%	37 100%	32 100%	318 100%	223 100%	133 100%	151 100%	205 100%	

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?

			AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER	
	PHSJ TOT ADULT	OHP TOT ADULT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV ILND	AMER HAW/ IND/ PAC ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & FAIR & POOR	MALE	FE- MALE			
Q350 NEVER	25 7%	298 6%	3 7%	4 8%	3 6%	7 10%	5 6%	2 5%	23 8%*	~	~	~	1 10%	~	3 10%	21 7%	11 5%	13 10%	10 7%	15 8%		
SOMETIMES	37 11%	693 14%	5 12%	6 12%	4 8%	8 11%	11 13%	3 7%	29 11%	2 67%	~	~	2 20%	4 11%	2 6%	35 12%	13 6%*	24 18%*	13 9%	24 12%		
USUALLY	91 27%	1328 26%	11 27%	18 37%	15 28%	15 21%	17 20%	13 32%	72 26%	1 ~	25%	~	1 33%	2 20%	12 32%	5 16%	82 27%	61 29%	30 23%	44 31%	45 23%	
ALWAYS	190 55%	2777 55%	22 54%	21 43%	31 58%	40 57%	52 61%	23 56%	150 55%	1 33%	3 75%	~	2 67%	5 50%	21 57%	21 68%	165 54%	124 59%	63 48%*	75 53%	114 58%	
#ALWAYS + USUALLY (NET)	281 82%	4105 81%	33 80%	39 80%	46 87%	55 79%	69 81%	36 88%	222 81%	1 33%	4 100%	~	3 100%	7 70%	33 89%	26 84%	247 82%	185 89%*	93 72%*	119 84%	159 80%	
TOP BOX SCORE	190 55%	2777 55%	22 54%	21 43%	31 58%	40 57%	52 61%	23 56%	150 55%	1 33%	3 75%	~	2 67%	5 50%	21 57%	21 68%	165 54%	124 59%	63 48%*	75 53%	114 58%	
NOT ANSWERED	27	459	2	3	3	1	5	2	15						1	15	14	3	9	7		
VALID CASES	343	5095	41	49	53	70	85	41	274	3	4		3	10	37	31	303	209	130	142	198	
NUMBER OF RESPONDENTS	370	5554	43	52	56	71	90	43	289	3	4		3	10	37	32	318	223	133	151	205	
	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?

	PHSJ TOT ADLT	OHP TOT ADLT	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER		
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ IND/ PAC ALSK	AMER ILND NATV OTHR	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & FAIR & POOR	FE- MALE	MALE		
Q35P NEVER	46 13%	592 12%	4 10%	8 16%	4 8%	14 20%	13 15%	2 5%	41 15%*	1 33%	~	1 ~	1 33%	1 10%	1 3%	3 9%	42 14%	20 9%*	25 19%*	20 14%	26 13%
SOMETIMES	40 11%	825 16%*	5 12%	9 18%	8 15%	6 9%	8 9%	4 10%	30 11%	~	~	1 ~	1 ~	6 16%	3 9%	36 12%	23 11%	17 13%	14 10%	26 13%	
USUALLY	91 26%	1308 26%	11 27%	9 18%	13 25%	21 30%	21 24%	13 32%	73 26%	1 33%	1 25%	~	~	11 30%	7 22%	80 26%	57 27%	33 25%	38 26%	50 25%	
ALWAYS	171 49%	2353 46%	21 51%	24 48%	28 53%	29 41%	45 52%	22 54%	132 48%	1 33%	3 75%	~	1 ~	7 70%	19 51%	19 59%	147 48%	113 53%	56 43%	72 50%	97 49%
#ALWAYS + USUALLY (NET)	262 75%	3661 72%	32 78%	33 66%	41 77%	50 71%	66 76%	35 85%	205 74%	2 67%	4 100%	~	1 ~	8 80%	30 81%	26 81%	227 74%	170 80%*	89 68%*	110 76%	147 74%
TOP BOX SCORE	171 49%	2353 46%	21 51%	24 48%	28 53%	29 41%	45 52%	22 54%	132 48%	1 33%	3 75%	~	1 ~	7 70%	19 51%	19 59%	147 48%	113 53%	56 43%	72 50%	97 49%
NOT ANSWERED	22	477	2	2	3	1	3	2	13							13	10	2	7	6	
VALID CASES	348	5077	41	50	53	70	87	41	276	3	4		3	10	37	32	305	213	131	144	199
NUMBER OF RESPONDENTS	370	5554	43	52	56	71	90	43	289	3	4		3	10	37	32	318	223	133	151	205
	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?

	PHSJ TOT ADLT	OHP TOT ADLT	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER		
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	OTHR	MUL- TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	MALE	FE- MALE	
Q35Q ALWAYS	6 2%	187 4%*	~	1 2%	4 8%	~	1 1%	~	5 2%	~	~	~	~	1 10%	~	~	6 2%	3 1%	3 2%	4 3%	2 1%
USUALLY	12 3%	215 4%	~	4 8%	1 2%	3 4%	3 3%	1 2%	9 3%	~	~	~	~	~	3 8%	1 3%	11 4%	7 3%	5 4%	6 4%	6 3%
SOMETIMES	141 41%	1973 39%	24 59%	22 44%	19 36%	35 50%	23 27%*	15 37%	108 39%	1 33%	2 50%	~	2 67%	5 50%	15 41%	14 45%	121 40%	85 40%	56 43%	56 39%	82 41%
NEVER	187 54%	2695 53%	17 41%	23 46%	29 55%	32 46%	59 69%*	25 61%	154 56%	2 67%	2 50%	~	1 33%	4 40%	19 51%	16 52%	167 55%	117 55%	67 51%	77 54%	109 55%
#NEVER + SOMETIMES (NET)	328 95%	4668 92%*	41 100%	45 90%	48 91%	67 96%	82 95%	40 98%	262 95%	3 100%	4 100%	~	3 100%	9 90%	34 92%	30 97%	288 94%	202 95%	123 94%	133 93%	191 96%
TOP BOX SCORE	187 54%	2695 53%	17 41%	23 46%	29 55%	32 46%	59 69%*	25 61%	154 56%	2 67%	2 50%	~	1 33%	4 40%	19 51%	16 52%	167 55%	117 55%	67 51%	77 54%	109 55%
NOT ANSWERED	24	484	2	2	3	1	4	2	13							1	13	11	2	8	6
VALID CASES	346	5070	41	50	53	70	86	41	276	3	4		3	10	37	31	305	212	131	143	199
NUMBER OF RESPONDENTS	370 100%	5554 100%	43 100%	52 100%	56 100%	71 100%	90 100%	43 100%	289 100%	3 100%	4 100%		3 100%	10 100%	37 100%	32 100%	318 100%	223 100%	133 100%	151 100%	205 100%

Q35R WHAT IS YOUR PREFERRED LANGUAGE?

	PHSJ TOT ADLT	OHP TOT ADLT	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER		
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC LLND	AMER IND/ ALSK	OTH-	MUL- TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	MALE	FE- MALE	
Q35R ENGLISH	344 99%	4755 93%*	41 98%	51 100%	54 98%	69 99%	87 100%	39 95%	278 99%	3 100%	4 100%	3 100%	9 100%	37 100%	28 90%	308 99%	213 99%	128 98%	143 99%	198 99%	
SPANISH	4 1%	169 3%*	1 2%	~	1 2%	1 1%	~	1 2%	2 0.7%	~	~	~	~	~	3 10%	1 0.3%	2 0.9%	2 2%	1 0.7%	3 1%	
SOME OTHER LANGUAGE	1 0.3%	191 4%*	~	~	~	~	~	1 2%	1 0.4%	~	~	~	~	~	1 0.3%	1 0.5%	~	1 0.7%	~	~	
NOT ANSWERED	21	438	1	1	1	1	3	2	8				1		1	8	7	3	6	4	
VALID CASES	349	5116	42	51	55	70	87	41	281	3	4		3	9	37	31	310	216	130	145	201
NUMBER OF RESPONDENTS	370 100%	5554 100%	43 100%	52 100%	56 100%	71 100%	90 100%	43 100%	289 100%	3 100%	4 100%		3 100%	10 100%	37 100%	32 100%	318 100%	223 100%	133 100%	151 100%	205 100%

Q35S HOW WELL DO YOU SPEAK ENGLISH?

	PHSJ TOT ADLT	OHP TOT ADLT	AGE					RACE						ETHNIC- ITY		HEALTH STATUS		GENDER	
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK	OTHR	MUL- TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	MALE
Q35S VERY WELL		11 4%	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
WELL		41 17%	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
NOT WELL	3 75%	119 49%	~	~100%	~100%	~	1 50%	1 50%	~	~	~	~	~	2 67%	1 100%	3 100%	~	2 100%	1 50%
NOT AT ALL	1 25%	71 30%	~	~	~	~	1 50%	1 50%	~	~	~	~	~	1 33%	~	1 100%	~	1 50%	~
NOT ANSWERED		1 8	1					1							1	1		1	
VALID CASES	4	242			1	1		2	2					3	1	3	1	2	2
NUMBER OF RESPONDENTS	5	250	1		1	1		2	3					3	2	3	2	2	3
	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?

	PHSJ TOT ADLT	OHP TOT ADLT	AGE					RACE					ETHNIC- ITY		HEALTH STATUS		GENDER			
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	NATV AS- IAN	AMER HAW/ IND/ ALSK	MUL- TI	OTH-	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	MALE	FE- MALE	
Q35T NEVER	2 50%	52 22%	~	~	~	~	~100%	2 100%	~	~	~	~	~	~	1 33%	1 100%	1 33%	1 100%	1 50%	1 50%
SOMETIMES		51 22%	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
USUALLY		50 22%	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
ALWAYS	2 50%	77 34%	~	~100%	1 100%	1 100%	~	~	~	~	~	~	~	~	2 67%	2 67%	2 67%	2 67%	1 50%	1 50%
#ALWAYS + USUALLY (NET)	2 50%	128 55%	~	~100%	1 100%	1 100%	~	~	~	~	~	~	~	~	2 67%	2 67%	2 67%	2 67%	1 50%	1 50%
TOP BOX SCORE	2 50%	77 34%	~	~100%	1 100%	1 100%	~	~	~	~	~	~	~	~	2 67%	2 67%	2 67%	2 67%	1 50%	1 50%
NOT ANSWERED	1	20	1					1							1		1			1
VALID CASES	4	230			1	1		2							3	1	3	1	2	2
NUMBER OF RESPONDENTS	5	250	1		1	1		2							3	2	3	2	2	3
	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			
	PHSJ TOT ADLT	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLK OR AFR	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR	POOR	MALE	FE- MALE
Q35U YES	2 50%	134 58%	~	~	~100%	~	~ 50%	1 50%	~	~	~	~	~	~ 67%	~	1 33%	1 100%	~	1 50%	1 50%
NO	2 50%	98 42%	~	~	~100%	~	~ 50%	1 50%	~	~	~	~	~	~ 33%	1 100%	2 67%	~	~	1 50%	1 50%
NOT ANSWERED	1	19	1					1							1		1			1
VALID CASES	4	231			1	1	2	2						3	1	3	1		2	2
NUMBER OF RESPONDENTS	5	250	1		1	1	2	3						3	2	3	2		2	3
	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?

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

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

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

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

[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?

	PHSJ TOT ADLT	OHP TOT ADLT	AGE					RACE					ETHNIC- ITY		HEALTH STATUS		GENDER	
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	NATV HAW/ AS- PAC	AMER IND/ ALSK	MUL- TI	OTH-	NOT HIS- PAN- IC	HIS- PAN- IC	EX & VERY GOOD & FAIR & GOOD POOR	FE- MALE MALE	
Q35X A STAFF MEMBER FROM THE HEALTH PLAN	1 100%	7 9%	~	~	~100%	~	~	~	~	~	~	~	~	~	~	~	~	~
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		25 33%	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
NOT ANSWERED		8																
VALID CASES	1	77			1									1	1	1		
NUMBER OF RESPONDENTS	1	85			1									1	1	1		
	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?

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

[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?

	PHSJ TOT ADLT	OHP TOT ADLT	AGE					RACE					ETHNIC- ITY		HEALTH STATUS		GENDER		
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	NATV AS- IAN	AMER HAW/ IND/ ALSK	ILND	NATV	OTHR	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & GOOD POOR	MALE
Q35Z WORST INTERPRETER POSSIBLE	1	0.3%	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
05	5	6%	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
06	1	1%	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
07	7	9%	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
08	19	22%	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
09	1	15	~	~	~	1	~	~	~	~	~	~	~	1	~	1	~	1	~
	100%	18%	~	~	~	100%	~	~	~	~	~	~	~	100%	~	100%	~	100%	~
BEST INTERPRETER POSSIBLE	37	44%	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
#8-10 (NET)	1	71	~	~	~	1	~	~	~	~	~	~	~	1	~	1	~	1	~
	100%	84%	~	~	~	100%	~	~	~	~	~	~	~	100%	~	100%	~	100%	~
9-10 (NET)	1	52	~	~	~	1	~	~	~	~	~	~	~	1	~	1	~	1	~
	100%	62%	~	~	~	100%	~	~	~	~	~	~	~	100%	~	100%	~	100%	~
VALID CASES NUMBER OF RESPONDENTS	1	85				1								1		1		1	
	1	85				1								1		1		1	
	100%	100%				100%								100%		100%		100%	
MEAN	9.00	8.74				9.00								9.00		9.00		9.00	
p stat_(*=Sig @ p<=.05)			~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~

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

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

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

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

[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?

	AGE							RACE						ETHNICITY		HEALTH STATUS		GENDER			
	PHSJ TOT ADLT	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR- WHT	AS- IAN AMER	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	OTHR	MUL- TI	HIS- IC PAN-	NOT HIS- IC PAN-	EX & VERY GOOD & FAIR & POOR	MALE	FE- MALE		
Q36 EXCELLENT	34 10%	446 9%	12 28%~	9 17%	7 13%	2 3%*	1 1%*	2 5%~	21 7%*	2 67%~	~	~	3 30%~	5 14%~	8 26%~	24 8%~	34 15%~	~	16 11%	18 9%	
VERY GOOD	75 21%	1044 20%	17 40%~	16 31%	13 24%	5 7%*	14 16%	8 19%~	61 21%	~	~	1 33%~	1 10%~	8 22%~	9 29%~	63 20%~	75 34%~	~	33 22%	40 20%	
GOOD	114 32%	1716 34%	7 16%~	17 33%	22 40%	19 28%	31 34%*	17 40%~	94 33%	4 100%~	~	~	3 30%~	9 24%~	6 19%~	105 33%~	114 51%*	~	43 29%	70 35%	
FAIR	92 26%	1325 26%	5 12%~	9 17%	10 18%	24 35%	31 34%*	13 30%~	77 27%	1 33%~	~	1 33%~	1 10%~	10 27%~	6 19%~	85 27%~	92 69%*	~	40 27%	52 26%	
POOR	41 12%	590 12%	2 5%~	1 2%*	3 5%*	18 26%*	13 14%	3 7%~	32 11%	~	~	1 33%~	2 20%~	5 14%~	2 6%~	38 12%~	41 31%~	~	18 12%	22 11%	
#EXCELLENT + VERY GOOD + GOOD (NET)	223 63%	3206 63%	36 84%~	42 81%*	42 76%*	26 38%*	46 51%*	27 63%~	176 62%	2 67%~	4 100%~	~	1 33%~	7 20%~	22 59%~	23 74%~	192 61%~	223 100%~	~	92 61%	128 63%
NOT ANSWERED	14	432			1	3			4						1	3			1	3	
VALID CASES	356	5122	43	52	55	68	90	43	285	3	4	3	10	37	31	315	223	133	150	202	
NUMBER OF RESPONDENTS	370 100%	5554 100%	43 100%	52 100%	56 100%	71 100%	90 100%	43 100%	289 100%	3 100%	4 100%	3 100%	10 100%	37 100%	32 100%	318 100%	223 100%	133 100%	151 100%	205 100%	

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

	PHSJ TOT ADLT	OHP TOT ADLT	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER		
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC ILLND	AMER IND/ ALSK	OTHR	MUL- TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	MALE	FE- MALE	
Q37 EXCELLENT	58 17%	724 14%	16 37%~	12 23%	9 16%	5 7%*	9 10%*	6 15%~	43 15%	1 33%~	~	~	~	2 20%~	9 24%~	7 23%~	48 15%~	51 23%*	7 5%*	29 19%	29 15%
VERY GOOD	77 22%	1207 24%	13 30%~	14 27%	16 29%	6 9%*	16 18%	11 27%~	61 22%	1 33%~	1 25%~	~	1 50%~	3 30%~	8 22%~	8 26%~	67 22%~	65 30%*	12 9%*	32 21%	44 22%
GOOD	106 30%	1578 31%	7 16%~	17 33%	19 35%	24 36%	26 29%	12 29%~	84 30%	~	3 75%~	~	~	3 30%~	10 27%~	10 32%~	93 30%~	71 32%	35 27%	43 29%	62 31%
FAIR	80 23%	1184 23%	7 16%~	5 10%*	7 13%*	20 30%	30 34%*	11 27%~	67 24%	~	~	~	1 50%~	2 20%~	10 27%~	4 13%~	76 24%~	29 13%*	50 38%*	33 22%	47 24%
POOR	30 9%	395 8%	~	4 8%	4 7%	12 18%*	8 9%	1 2%~	27 10%	1 33%~	~	~	~	~	~	2 6%~	27 9%~	4 2%*	26 20%*	12 8%	17 9%
#EXCELLENT + VERY GOOD + GOOD (NET)	241 69%	3509 69%	36 84%~	43 83%*	44 80%*	35 52%*	51 57%*	29 71%~	188 67%	2 67%~	4 100%~	~	1 50%~	8 80%~	27 73%~	25 81%~	208 67%~	187 85%*	54 42%*	104 70%	135 68%
NOT ANSWERED	19	466			1	4	1	2	7				1			7		3	3	2	6
VALID CASES	351	5088	43	52	55	67	89	41	282	3	4		2	10	37	31	311	220	130	149	199
NUMBER OF RESPONDENTS	370 100%	5554 100%	43 100%	52 100%	56 100%	71 100%	90 100%	43 100%	289 100%	3 100%	4 100%		3 100%	10 100%	37 100%	32 100%	318 100%	223 100%	133 100%	151 100%	205 100%

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

	PHSJ TOT ADLT	OHP TOT ADLT	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER		
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC LLND	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	FE- MALE	MALE		
Q38 #YES	147 42%	2344 47%	9 22%~	15 29%*	24 44%	32 46%	38 42%	26 62%~	119 42%	3 ~	1 75%~	3 ~	16 33%~	3 30%~	16 43%~	11 34%~	133 43%~	86 39%	61 46%	60 41%	84 42%
NO	206 58%	2668 53%	32 78%~	36 71%*	31 56%	37 54%	52 58%	16 38%~	163 58%	3 100%~	1 25%~	2 ~	7 67%~	21 70%~	21 57%~	178 66%~	178 57%~	132 61%	72 54%	87 59%	118 58%
DON'T KNOW	4	137	2	1		1			4							4	4			2	2
NOT ANSWERED	13	405			1	1		1	3							3	1			2	1
VALID CASES	353	5013	41	51	55	69	90	42	282	3	4		3	10	37	32	311	218	133	147	202
NUMBER OF RESPONDENTS	370	5554	43	52	56	71	90	43	289	3	4		3	10	37	32	318	223	133	151	205
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%

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

		AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER	
PHSJ TOT ADLT	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC LLND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	FE- MALE	MALE		
Q39 EVERY DAY	84 24%	1219 24%	8 19%~	15 29%	16 30%	19 28%	21 24%	3 7%~	60 21%*	1 33%~	1 33%~	~	~	2 20%~	15 42%~	3 10%~	79 25%~	43 20%*	40 31%*	40 28%	42 21%
SOME DAYS	39 11%	519 10%	1 2%~	7 13%	9 17%	6 9%	12 14%	4 10%~	33 12%	~	~	~	~	3 30%~	3 8%~	4 13%~	35 11%~	18 8%*	21 16%*	18 12%	21 10%
NOT AT ALL	228 65%	3357 66%	33 79%~	30 58%	29 54%	44 64%	54 62%	35 83%~	189 67%	2 67%~	2 67%~	~	3 100%~	5 50%~	18 50%~	24 77%~	196 63%~	158 72%*	69 53%*	87 60%	139 69%
DON'T KNOW	3	16	1	~	1	1	~	~	1	1	~	~	1	~	1	2	2	1	2	1	1
NOT ANSWERED	16	443	~	~	1	1	3	1	6	~	~	~	~	~	~	6	2	2	4	2	2
VALID CASES	351	5095	42	52	54	69	87	42	282	3	3	~	3	10	36	31	310	219	130	145	202
NUMBER OF RESPONDENTS	370	5554	43	52	56	71	90	43	289	3	4	~	3	10	37	32	318	223	133	151	205
	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?

	PHSJ TOT ADLT	OHP TOT ADLT	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER		
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	NATV AS- IAN	AMER HAW/ IND/ PAC ALSK	MUL- TI	OTH-	NOT HIS- PAN- IC	HIS- PAN- IC	EX & VERY GOOD & FAIR & GOOD POOR	FE- MALE MALE				
Q40 NEVER	23 19%	387 21%	3 33%~	7 32%~	4 16%~	4 17%~	5 16%~	20 22%~	~	~	~	~	1 20%~	2 11%~	2 29%~	21 19%~	15 25%	7 12%*	13 23%	10 16%	
SOMETIMES	22 18%	442 24%	3 33%~	5 23%~	7 28%~	3 13%~	4 13%~	15 17%~	~	~	~	~	~	6 33%~	1 14%~	21 19%~	9 15%	13 22%	8 14%	14 23%	
USUALLY	21 18%	333 18%	1 11%~	3 14%~	3 12%~	9 38%~	4 13%~	1 17%~	14 16%~	1 100%~	~	~	~	2 40%~	3 17%~	~	21 19%~	9 15%	12 20%	10 18%	11 18%
ALWAYS	54 45%	687 37%	2 22%~	7 32%~	11 44%~	8 33%~	19 59%~	5 83%~	41 46%~	1 100%~	~	~	~	2 40%~	7 39%~	4 57%~	48 43%~	27 45%	27 46%	25 45%	27 44%
#ALWAYS + USUALLY (NET)	75 62%	1020 55%	3 33%~	10 45%~	14 56%~	17 71%~	23 72%~	6 100%~	55 61%~	1 100%~	1 100%~	~	~	4 80%~	10 56%~	4 57%~	69 62%~	36 60%	39 66%	35 63%	38 61%
TOP BOX SCORE	54 45%	687 37%	2 22%~	7 32%~	11 44%~	8 33%~	19 59%~	5 83%~	41 46%~	1 100%~	~	~	~	2 40%~	7 39%~	4 57%~	48 43%~	27 45%	27 46%	25 45%	27 44%
NOT ANSWERED	3	37				1 1	1 1	1 1	3							3	1	2	2	1	
VALID CASES	120	1849	9	22	25	24	32	6	90	1	1		5	18	7	111	60	59	56	62	
NUMBER OF RESPONDENTS	123	1886	9	22	25	25	33	7	93	1	1		5	18	7	114	61	61	58	63	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	

[ASKED IF Q39 = EVERY DAY OR SOME DAYS]

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

	PHSJ TOT ADLT	OHP TOT ADLT	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER			
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- TI	OTH	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	GOOD & FAIR & POOR	MALE	FE- MALE		
Q41 NEVER	47 40%	839 45%	5 56%	12 55%	10 40%	7 30%	11 34%	2 33%	37 42%	1 100%					3 60%	6 33%	4 57%	43 39%	23 40%	23 39%	21 38%	26 42%
SOMETIMES	31 26%	418 23%	4 44%	6 27%	4 16%	8 35%	7 22%	2 33%	21 24%						1 20%	7 39%	2 29%	29 26%	17 29%	14 24%	12 22%	19 31%
USUALLY	14 12%	263 14%		1 5%	2 8%	6 26%	4 13%		12 13%							1 6%		13 12%	6 10%	8 14%	7 13%	6 10%
ALWAYS	26 22%	327 18%		3 14%	9 36%	2 9%	10 31%	2 33%	19 21%	1 100%					1 20%	4 22%	1 14%	25 23%	12 21%	14 24%	15 27%	11 18%
#ALWAYS + USUALLY (NET)	40 34%	589 32%		4 18%	11 44%	8 35%	14 44%	2 33%	31 35%	1 100%					1 20%	5 28%	1 14%	38 35%	18 31%	22 37%	22 40%	17 27%
TOP BOX SCORE	26 22%	327 18%		3 14%	9 36%	2 9%	10 31%	2 33%	19 21%	1 100%					1 20%	4 22%	1 14%	25 23%	12 21%	14 24%	15 27%	11 18%
NOT ANSWERED	5	39				2	1	1	4								4		3	2	3	1
VALID CASES	118	1847	9	22	25	23	32	6	89	1	1				5	18	7	110	58	59	55	62
NUMBER OF RESPONDENTS	123 100%	1886 100%	9 100%	22 100%	25 100%	25 100%	33 100%	7 100%	93 100%	1 100%	1 100%				5 100%	18 100%	7 100%	114 100%	61 100%	61 100%	58 100%	63 100%

[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.

	PHSJ TOT ADLT	OHP TOT ADLT	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER		
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- TI	OTH-	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	GOOD & FAIR & POOR	MALE	FE- MALE	
Q42 NEVER	60 50%	965 52%	8 89%~	12 55%~	11 44%~	12 50%~	15 47%~	2 33%~	45 50%~	1 100%~	~	~	~	80%~	50%~	4 57%~	56 50%~	27 45%	32 54%	28 50%	32 52%
SOMETIMES	26 22%	401 22%	1 11%~	7 32%~	3 12%~	9 38%~	5 16%~	1 17%~	22 24%~	~	~	~	~	~	22%~	2 29%~	24 22%~	16 27%	10 17%	11 20%	15 24%
USUALLY	11 9%	224 12%	~	9%~	2 8%~	2 4%~	1 16%~	5 ~	6 7%~	~	~	~	~	~	11%~	1 14%~	9 8%~	6 10%	5 8%	5 9%	5 8%
ALWAYS	23 19%	255 14%	~	5%~	1 36%~	9 8%~	2 22%~	7 50%~	3 19%~	1 100%~	~	~	1 20%~	3 17%~	~	22 20%~	11 18%	12 20%	12 21%	10 16%	
#ALWAYS + USUALLY (NET)	34 28%	479 26%	~	14%~	3 44%~	11 13%~	3 38%~	12 50%~	3 26%~	1 100%~	~	~	1 20%~	5 28%~	~	1 14%~	31 28%~	17 28%	17 29%	17 30%	15 24%
TOP BOX SCORE	23 19%	255 14%	~	5%~	1 36%~	9 8%~	2 22%~	7 50%~	3 19%~	1 100%~	~	~	1 20%~	3 17%~	~	22 20%~	11 18%	12 20%	12 21%	10 16%	
NOT ANSWERED	3	40				1	1	1	3							3	1	2	2	1	
VALID CASES	120	1846	9	22	25	24	32	6	90	1	1			5	18	7	111	60	59	56	62
NUMBER OF RESPONDENTS	123	1886	9	22	25	25	33	7	93	1	1			5	18	7	114	61	61	58	63
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%			100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q39 = EVERY DAY OR SOME DAYS]



Q43 DO YOU TAKE ASPIRIN DAILY OR EVERY OTHER DAY?

		AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER		
		18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD &	FAIR & POOR	MALE	FE- MALE				
Q43																						
YES	95 27%	1277 25%	1 2%	2 4%*	4 7%*	22 32%	38 44%*	25 58%~	77 27%	1 33%~	1 25%~			1 10%~	11 30%~	5 17%~	87 28%~	45 20%*	50 38%*	40 27%	52 26%	
NO	258 73%	3806 75%	42 98%~	50 96%*	50 93%*	47 68%	49 56%*	18 42%~	207 73%	2 67%~	3 75%~			3 ~100%~	9 90%~	26 70%~	25 83%~	226 72%~	175 80%*	81 62%*	107 73%	150 74%
DON'T KNOW	3	62			1		2		2							1	2	2	1	1	2	
NOT ANSWERED	14	409			1	2	1		3							1	3	1	1	3	1	
VALID CASES	353	5083	43	52	54	69	87	43	284	3	4			3	10	37	30	313	220	131	147	202
NUMBER OF RESPONDENTS	370	5554	43	52	56	71	90	43	289	3	4			3	10	37	32	318	223	133	151	205
	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?

	PHSJ TOT ADLT	OHP TOT ADLT	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER		
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC LLND	AMER IND/ ALSK	MUL- OTHR TI	HIS- IC	NOT PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	FE- MALE	MALE		
Q44 YES	31 10%	646 14%*	~	~	8%	19%	13%	18%~	27 11%	~	~	~	~	~	12%~	4 6%~	29 10%~	8 4%*	23 20%*	10 8%	21 12%
NO	287 90%	4029 86%*	100%~	100%~	92%	81%	87%	83%~	225 89%	3 100%	4 100%~	~	3 100%~	9 100%~	30 88%~	30 94%~	248 90%~	195 96%*	90 80%*	122 92%	161 88%
DON'T KNOW	38	454		4	3	15	13	3	33					1	3		37	19	19	16	22
NOT ANSWERED	14	424			1	2	1		4								4	1	1	3	1
VALID CASES	318	4675	43	48	52	54	76	40	252	3	4		3	9	34	32	277	203	113	132	182
NUMBER OF RESPONDENTS	370 100%	5554 100%	43 100%	52 100%	56 100%	71 100%	90 100%	43 100%	289 100%	3 100%	4 100%		3 100%	10 100%	37 100%	32 100%	318 100%	223 100%	133 100%	151 100%	205 100%

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

	PHSJ TOT ADLT	OHP TOT ADLT	AGE					RACE						ETHNIC- ITY		HEALTH STATUS		GENDER			
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC LLND	AMER IND/ ALSK	OTHR	MUL- TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	MALE	FE- MALE	
Q45 YES	146 41%	2037 40%	9 21%~	12 24%*	16 29%*	34 49%	44 49%	29 67%~	117 41%	2 67%~	1 25%~		1 ~ 33%~	3 30%~	17 46%~	8 25%~	135 43%~	80 36%*	66 51%*	66 45%	78 38%
NO	208 59%	3086 60%	34 79%~	39 76%*	39 71%*	35 51%	14 51%	167 59%	1 33%~	3 75%~		2 ~ 67%~	7 70%~	20 54%~	24 75%~	178 57%~	142 64%*	64 49%*	82 55%	125 62%	
NOT ANSWERED	16	431		1	1	2	1	5								5	1	3	3	2	
VALID CASES	354	5123	43	51	55	69	89	43	284	3	4		3	10	37	32	313	222	130	148	203
NUMBER OF RESPONDENTS	370 100%	5554 100%	43 100%	52 100%	56 100%	71 100%	90 100%	43 100%	289 100%	3 100%	4 100%		3 100%	10 100%	37 100%	32 100%	318 100%	223 100%	133 100%	151 100%	205 100%

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

		AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER	
		18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD &	FAIR & POOR	MALE	FE- MALE		
Q46.1																					
YES	PHSJ TOT ADLT	74	1388	3	13	20	29	9	63	1		1	8	4	69	35	38	34	40		
		20%	25%*	~ 6%*	23%	28%	32%*	21%~	22%	33%~	~	~ 33%~	10%~	22%~	13%~	22%*	16%*	29%*	23%	20%	
NO		296	4166	43	49	43	51	61	34	226	2	4	2	9	29	28	249	188	95	117	165
		80%	75%*	100%~	94%*	77%	72%	68%*	79%~	78%	67%~	100%~	~ 67%~	90%~	78%~	88%~	78%*	84%*	71%*	77%	80%
VALID CASES		370	5554	43	52	56	71	90	43	289	3	4	3	10	37	32	318	223	133	151	205
NUMBER OF RESPONDENTS		370	5554	43	52	56	71	90	43	289	3	4	3	10	37	32	318	223	133	151	205
		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

		AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER	
PHSJ TOT ADLT	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	FE- MALE	FE- MALE				
		Q46.2 YES	111 30%	1754 32%	1 2%~	4 8%*	16 29%	25 35%	44 49%*	21 49%~	95 33%*	2 6%~	1 2%~	1 3%~	4 12%~	8 22%~	7 22%~	102 32%*	47 21%*	63 47%*	51 34%
NO	259 70%	3800 68%	42 98%~	48 92%*	40 71%	46 65%	46 51%*	22 51%~	194 67%*	1 3%~	3 7%~	2 6%~	6 16%~	29 78%~	25 78%~	216 68%*	176 79%*	70 53%*	100 66%	145 71%	
VALID CASES	370	5554	43	52	56	71	90	43	289	3	4	3	10	37	32	318	223	133	151	205	
NUMBER OF RESPONDENTS	370 100%	5554 100%	43 100%	52 100%	56 100%	71 100%	90 100%	43 100%	289 100%	3 100%	4 100%	3 100%	10 100%	37 100%	32 100%	318 100%	223 100%	133 100%	151 100%	205 100%	

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

	PHSJ TOT ADLT	OHP TOT ADLT	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER	
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- TI	OTH-	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & FAIR & POOR	FE- MALE	MALE
Q46.3 YES	77 21%	899 16%*	2 5%~	12 23%	14 25%	22 31%*	21 23%	6 14%~	60 21%	1 33%~	~	2 ~ 67%~	12 ~ 32%~	3 9%~	74 23%*	39 17%	38 29%*	35 23%	42 20%	
NO	293 79%	4655 84%*	41 95%~	40 77%	42 75%	49 69%*	69 77%	37 86%~	229 79%	2 67%~	4 100%~	1 ~ 33%~	10 100%~	25 68%~	29 91%~	244 77%*	184 83%	95 71%*	116 77%	163 80%
VALID CASES	370	5554	43	52	56	71	90	43	289	3	4	3	10	37	32	318	223	133	151	205
NUMBER OF RESPONDENTS	370 100%	5554 100%	43 100%	52 100%	56 100%	71 100%	90 100%	43 100%	289 100%	3 100%	4 100%	3 100%	10 100%	37 100%	32 100%	318 100%	223 100%	133 100%	151 100%	205 100%

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

	PHSJ TOT ADLT	OHP TOT ADLT	AGE					RACE						ETHNIC- ITY		HEALTH STATUS		GENDER				
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	FE- MALE	FE- MALE			
Q47.1 YES	19 5%	300 5%	~	~	2 4%	5 7%	9 10%	3 7%	15 5%	~	~	~	~	1 10%	3 8%	~	19 6%	7 3%*	12 9%*	15 10%*	4 2%*	
NO	351 95%	5254 95%	43 100%	52 100%	54 96%	66 93%	81 90%	40 93%	274 95%	3 100%	4 100%	~	~	3 100%	9 90%	34 92%	32 100%	299 94%*	216 97%*	121 91%*	136 90%*	201 98%*
VALID CASES	370	5554	43	52	56	71	90	43	289	3	4	~	~	3	10	37	32	318	223	133	151	205
NUMBER OF RESPONDENTS	370 100%	5554 100%	43 100%	52 100%	56 100%	71 100%	90 100%	43 100%	289 100%	3 100%	4 100%	~	~	3 100%	10 100%	37 100%	32 100%	318 100%	223 100%	133 100%	151 100%	205 100%

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	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		
Q47.2																					
YES	PHSJ TOT ADLT	18	25	35	45	55	65	15					2	2	15	3	14	10	7		
	OHP TOT ADLT	24	34	44	54	64	OVER	5%	~	~	~	~	5%	6%	5%	1%*	11%*	7%	3%		
		~	~	~	10%	9%	5%	5%	~	~	~	~	5%	6%	5%	1%*	11%*	7%	3%		
NO	PHSJ TOT ADLT	43	52	56	64	82	41	274	3	4		3	10	35	30	303	220	119	141	198	
	OHP TOT ADLT	100%	100%	100%	90%	91%	95%	95%	100%	100%	~	100%	100%	95%	94%	95%	99%*	89%*	93%	97%	
		100%	100%	100%	90%	91%	95%	95%	100%	100%	~	100%	100%	95%	94%	95%	99%*	89%*	93%	97%	
VALID CASES		43	52	56	71	90	43	289	3	4		3	10	37	32	318	223	133	151	205	
NUMBER OF RESPONDENTS		43	52	56	71	90	43	289	3	4		3	10	37	32	318	223	133	151	205	
		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																					
YES	PHSJ TOT ADLT	18	25	35	45	55	65	19					1	3	2	21	10	13	14	9	
	OHP TOT ADLT	24	34	44	54	64	OVER	7%	~	~	~	~	10%~	8%~	6%~	7%	4%	10%	9%	4%	
NO	PHSJ TOT ADLT	43	52	53	64	84	36	270	3	4		3	9	34	30	297	213	120	137	196	
	OHP TOT ADLT	100%~	100%~	95%	90%	93%	84%~	93%	100%~	100%~	~	100%~	90%~	92%~	94%~	93%	96%	90%	91%	96%	
VALID CASES		43	52	56	71	90	43	289	3	4		3	10	37	32	318	223	133	151	205	
NUMBER OF RESPONDENTS		43	52	56	71	90	43	289	3	4		3	10	37	32	318	223	133	151	205	
		100%	100%	100%	100%	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%	

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

		AGE							RACE						ETHNICITY		HEALTH STATUS		GENDER		
PHSJ TOT ADLT	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & FAIR & POOR	FE- MALE	MALE			
Q47.4 YES	78 21%	1125 20%	1 2%	~	15 27%	24 34%*	27 30%*	11 26%~	64 22%	1 ~	25%~	1 ~	2 33%~	9 20%~	4 13%~	74 23%*	33 15%*	44 33%*	38 25%	40 20%	
NO	292 79%	4429 80%	42 98%~	52 100%~	41 73%	47 66%*	63 70%*	32 74%~	225 78%	3 100%~	3 75%~	2 ~	8 67%~	28 80%~	28 76%~	244 88%~	77%*	190 85%*	89 67%*	113 75%	165 80%
VALID CASES	370	5554	43	52	56	71	90	43	289	3	4	3	10	37	32	318	223	133	151	205	
NUMBER OF RESPONDENTS	370 100%	5554 100%	43 100%	52 100%	56 100%	71 100%	90 100%	43 100%	289 100%	3 100%	4 100%	3 100%	10 100%	37 100%	32 100%	318 100%	223 100%	133 100%	151 100%	205 100%	

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

	PHSJ TOT ADLT	OHP TOT ADLT	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER		
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC LLND	AMER IND/ ALSK NATV	OTHR	MUL- TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	MALE	FE- MALE	
Q48 YES	117 33%	1783 35%	7 16%~	9 17%*	16 29%	32 45%*	39 43%*	14 34%~	97 34%	2 ~	2 50%~	2 ~	2 67%~	2 20%~	12 32%~	9 28%~	108 34%~	49 22%*	68 52%*	46 30%	71 35%
NO	237 67%	3302 65%	36 84%~	43 83%*	40 71%	39 55%*	51 57%*	27 66%~	190 66%	3 100%~	2 50%~	1 ~	8 33%~	25 80%~	23 68%~	208 72%~	169 66%~	64 78%*	105 48%*	132 70%	65%
NOT ANSWERED	16	469					2	2								2	5	1		2	
VALID CASES	354	5085	43	52	56	71	90	41	287	3	4	3	10	37	32	316	218	132	151	203	
NUMBER OF RESPONDENTS	370 100%	5554 100%	43 100%	52 100%	56 100%	71 100%	90 100%	43 100%	289 100%	3 100%	4 100%	3 100%	10 100%	37 100%	32 100%	318 100%	223 100%	133 100%	151 100%	205 100%	

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

	PHSJ TOT ADLT	OHP TOT ADLT	AGE					RACE					ETHNIC- ITY		HEALTH STATUS		GENDER			
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC LLND	AMER IND/ ALSK NATV	OTHR	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	MALE	FE- MALE
Q49 YES	102 90%	1476 87%	4 57%~	8 89%~	15 94%~	30 94%~	34 94%~	11 85%~	85 91%~	2 ~100%~	1 ~50%~	1 50%~	11 92%~	6 67%~	96 92%~	38 83%~	64 96%~	40 95%~	62 87%~	
NO	11 10%	228 13%	3 43%~	1 11%~	1 6%~	2 6%~	2 6%~	2 15%~	8 9%~	~	~	1 ~50%~	1 50%~	1 8%~	3 33%~	8 8%~	3 17%~	2 4%~	9 13%~	
NOT ANSWERED	4	88					3	1	4						4	3	1	4		
VALID CASES	113	1703	7	9	16	32	36	13	93	2		2	2	12	9	104	46	67	42	71
NUMBER OF RESPONDENTS	117 100%	1791 100%	7 100%	9 100%	16 100%	32 100%	39 100%	14 100%	97 100%	2 100%		2 100%	2 100%	12 100%	9 100%	108 100%	49 100%	68 100%	46 100%	71 100%

[ASKED IF Q48 = YES]

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

	PHSJ TOT ADLT	OHP TOT ADLT	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER		
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC LLND	AMER IND/ ALSK NATV	OTHR	MUL- TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	MALE	FE- MALE	
Q50 YES	232 66%	3492 68%	10 25%~	22 42%*	31 55%	60 85%*	72 81%*	37 90%~	189 67%	1 33%~	4 100%~	2 ~	6 67%~	24 60%~	67%~	20 63%~	211 68%~	120 56%*	110 85%*	93 63%	139 68%
NO	118 34%	1617 32%	30 75%~	30 58%*	25 45%	11 15%*	17 19%*	4 10%~	95 33%	2 67%~	~	1 ~	4 33%~	12 40%~	33%~	12 38%~	101 32%~	96 44%*	20 15%*	54 37%	64 32%
NOT ANSWERED	20	446	3				1	2	5						1	6	7	3	4	2	
VALID CASES	350	5108	40	52	56	71	89	41	284	3	4		3	10	36	32	312	216	130	147	203
NUMBER OF RESPONDENTS	370 100%	5554 100%	43 100%	52 100%	56 100%	71 100%	90 100%	43 100%	289 100%	3 100%	4 100%		3 100%	10 100%	37 100%	32 100%	318 100%	223 100%	133 100%	151 100%	205 100%

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

	PHSJ TOT ADLT	OHP TOT ADLT	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER		
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC LLND	AMER IND/ ALSK	MUL- TI	OTHR	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	MALE	FE- MALE	
Q51 YES	214 96%	3137 94%	7 78%	20 91%	28 90%	60 100%	68 100%	31 91%	178 97%	1 100%	3 75%	2 ~	6 ~	19 100%	86%	17 85%	196 97%	103 92%*	109 99%*	86 98%	128 94%
NO	10 4%	193 6%	2 22%	2 9%	3 10%	~ ~	3 9%	5 3%	1 ~	1 25%	~ ~	~ ~	~ ~	3 14%	3 15%	7 3%	9 8%*	1 0.9%*	2 2%	8 6%	
NOT ANSWERED	8	173	1				4 3	6						2		8	8		5	3	
VALID CASES	224	3330	9	22	31	60	68	34	183	1	4	2	6	22	20	203	112	110	88	136	
NUMBER OF RESPONDENTS	232 100%	3503 100%	10 100%	22 100%	31 100%	60 100%	72 100%	37 100%	189 100%	1 100%	4 100%	2 100%	6 100%	24 100%	20 100%	211 100%	120 100%	110 100%	93 100%	139 100%	

[ASKED IF Q50 = YES]

NQ52 WHAT IS YOUR AGE?

	PHSJ TOT ADLT	OHP TOT ADLT	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER		
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC ILLND	AMER IND/ ALSK	OTHR	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	MALE	FE- MALE	
NQ52																					
18 TO 24	46 12%	872 16%	43 100%~	~	~	~	~	30 10%	1 33%~	1 25%~	~	~	3 30%~	7 19%~	6 19%~	37 12%	37 17%*	7 5%*	17 11%	26 13%	
25 TO 34	56 15%	867 16%	~100%~	52 ~	~	~	~	43 15%	1 33%~	~	~	~	~	6 16%~	4 13%~	46 14%	42 19%*	10 8%*	23 15%	29 14%	
35 TO 44	59 16%	843 15%	~	56 ~100%~	~	~	~	41 14%	~	1 25%~	~	1 33%~	2 20%~	9 24%~	5 16%~	50 16%	43 19%*	13 10%*	26 17%	31 15%	
45 TO 54	72 19%	1055 19%	~	~	71 ~100%~	~	~	57 20%	1 33%~	~	~	2 67%~	3 30%~	6 16%~	8 25%~	63 20%	26 12%*	42 32%*	32 21%	39 19%	
55 TO 64	92 25%	1061 19%*	~	~	~	90 ~100%~	~	79 27%*	~	1 25%~	~	~	1 10%~	7 19%~	7 22%~	81 25%	46 21%*	45 34%*	40 26%	50 24%	
65 TO 74	29 8%	478 9%	~	~	~	~	27 63%~	24 8%	~	1 25%~	~	~	1 10%~	1 3%~	1 3%~	26 8%	17 8%	12 9%	9 6%	18 9%	
75 OR OLDER	16 4%	377 7%*	~	~	~	~	16 37%~	15 5%*	~	~	~	~	~	1 3%~	1 3%~	15 5%	12 5%	4 3%	4 3%	12 6%	
VALID CASES	370	5554	43	52	56	71	90	43	289	3	4		3	10	37	32	318	223	133	151	205
NUMBER OF RESPONDENTS	370 100%	5554 100%	43 100%	52 100%	56 100%	71 100%	90 100%	43 100%	289 100%	3 100%	4 100%		3 100%	10 100%	37 100%	32 100%	318 100%	223 100%	133 100%	151 100%	205 100%

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

NQ53 ARE YOU MALE OR FEMALE?

	PHSJ TOT ADLT	OHP TOT ADLT	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER	
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC LLND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT PAN- IC	EX & VERY GOOD & FAIR & POOR	FE- MALE	FE- MALE	
NQ53 MALE	158 43%	2022 36%*	17 40%~	23 44%	25 45%	32 45%	40 44%	13 30%~	125 43%	1 ~	25%~	2 ~	4 67%~	15 41%~	11 34%~	136 43%	94 42%	58 44%	151 100%~	~
FEMALE	212 57%	3532 64%*	26 60%~	29 56%	31 55%	39 55%	50 56%	30 70%~	164 57%	3 100%~	3 75%~	1 ~	6 33%~	22 59%~	21 66%~	182 57%	129 58%	75 56%	205 ~100%~	~
VALID CASES	370	5554	43	52	56	71	90	43	289	3	4	3	10	37	32	318	223	133	151	205
NUMBER OF RESPONDENTS	370 100%	5554 100%	43 100%	52 100%	56 100%	71 100%	90 100%	43 100%	289 100%	3 100%	4 100%	3 100%	10 100%	37 100%	32 100%	318 100%	223 100%	133 100%	151 100%	205 100%

[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?

	PHSJ TOT ADLT	OHP TOT ADLT	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER		
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC ILLND	AMER IND/ ALSK	OTHR	MUL- TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	MALE	FE- MALE	
Q54 8TH GRADE OR LESS	16 5%	280 5%	~	2 4%	1 2%	3 4%	3 3%	7 16%	10 3%	1 ~	25%~	1 ~	1 ~	1 ~	2 5%	4 13%	12 4%	11 5%	5 4%	9 6%	7 3%
SOME HIGH SCHOOL BUT DID NOT GRADUATE	68 19%	804 16%	10 24%	8 16%	11 20%	16 23%	15 17%	8 19%	55 19%	~	~	~	2 67%	8 22%	7 22%	61 19%	38 18%	28 21%	37 25%*	31 15%*	
HIGH SCHOOL GRADUATE OR GED	132 37%	1985 39%	19 45%	21 41%	20 36%	21 30%	33 37%	18 42%	110 38%	1 33%	1 25%	~	4 ~	13 35%	11 34%	118 37%	76 35%	55 42%	56 38%	76 37%	
SOME COLLEGE OR 2-YEAR DEGREE	113 32%	1653 32%	13 31%	14 27%	20 36%	26 37%	32 36%	8 19%	93 33%	2 67%	1 25%	~	5 ~	10 27%	9 28%	102 32%	74 34%	38 29%	39 27%	74 36%	
4-YEAR COLLEGE GRADUATE	16 5%	237 5%	~	4 8%	3 5%	4 6%	3 3%	2 5%	13 5%	1 ~	25%~	~	~	2 ~	1 3%	15 5%	13 6%	3 2%	5 3%	11 5%	
MORE THAN 4-YEAR COLLEGE DEGREE	7 2%	145 3%	~	2 4%	1 2%	1 1%	3 3%	~	5 2%	~	~	~	~	2 ~	~	7 2%	4 2%	3 2%	1 0.7%	6 3%	
NOT ANSWERED	18	450	1	1			1		3							3	7	1		4	
VALID CASES	352	5104	42	51	56	71	89	43	286	3	4		3	10	37	32	315	216	132	147	205
NUMBER OF RESPONDENTS	370	5554	43	52	56	71	90	43	289	3	4		3	10	37	32	318	223	133	151	205
	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?

	PHSJ TOT ADLT	OHP TOT ADLT	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER		
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC LLND	AMER IND/ ALSK NATV	OTHR	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	FE- MALE	FE- MALE		
Q55																					
YES HISPANIC OR LATINO	32 9%	549 11%	6 14%~	4 8%	5 9%	8 11%	7 8%	2 5%~	13 5%*	1 33%~	1 25%~		1 ~ 33%~	7 70%~	4 11%~	32 100%~		23 ~ 11%	8 6%	11 7%	21 10%
NO NOT HISPANIC OR LATINO	318 91%	4520 89%	37 86%~	46 92%	50 91%	63 89%	81 92%	41 95%~	273 95%*	2 67%~	3 75%~		2 ~ 67%~	3 30%~	33 89%~	318 ~100%~		192 89%	123 94%	136 93%	182 90%
NOT ANSWERED	20	485		2	1		2		3									8	2	4	2
VALID CASES	350	5069	43	50	55	71	88	43	286	3	4		3	10	37	32	318	215	131	147	203
NUMBER OF RESPONDENTS	370 100%	5554 100%	43 100%	52 100%	56 100%	71 100%	90 100%	43 100%	289 100%	3 100%	4 100%		3 100%	10 100%	37 100%	32 100%	318 100%	223 100%	133 100%	151 100%	205 100%

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	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		
Q56.1	PHSJ TOT ADLT	18	25	35	45	55	65														
YES	OHP TOT ADLT	37	49	48	63	86	41	289					35	16	305	196	124	140	184		
		88%	77%*	86%~	94%*	86%	89%	96%*	95%~	100%~	~	~	~	~	95%~	50%~	96%*	88%	93%*	93%*	90%
NO	OHP TOT ADLT	6	3	8	8	4	2	3	4	3	10	2	16	13	27	9	11	21			
		12%	23%*	14%~	6%*	14%	11%	4%*	5%~	~100%~	~100%~	~100%~	~100%~	5%~	50%~	4%*	12%	7%*	7%*	10%	
VALID CASES	OHP TOT ADLT	43	52	56	71	90	43	289	3	4	3	10	37	32	318	223	133	151	205		
NUMBER OF RESPONDENTS	OHP TOT ADLT	43	52	56	71	90	43	289	3	4	3	10	37	32	318	223	133	151	205		
		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	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	
Q56.2	PHSJ TOT ADLT	18	25	35	45	55	65													
YES	OHP TOT ADLT	3	2		1								3	1	5	5	1		6	
		2%	4%*	7%~	4%	~	1%	~	~	~	~	~	8%~	3%~	2%	2%	0.8%	~	3%~	
NO	OHP TOT ADLT	40	50	56	70	90	43	289	4	3	10	34	31	313	218	132	151	199		
		98%	96%*	93%~	96%	100%~	99%	100%~	100%~	~100%~	~100%~	92%~	97%~	98%	98%	99%	100%~	97%~		
VALID CASES	OHP TOT ADLT	43	52	56	71	90	43	289	3	4	3	10	37	32	318	223	133	151	205	
NUMBER OF RESPONDENTS	OHP TOT ADLT	43	52	56	71	90	43	289	3	4	3	10	37	32	318	223	133	151	205	
		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	

Q56.3 WHAT IS YOUR RACE? RESPONSE: ASIAN

		AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER		
		18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD &	FAIR & POOR	MALE	FE- MALE			
Q56.3																						
YES	PHSJ TOT ADLT	5	238	1	2	1	1		4			1	1	4	5			1	4			
		1%	4%*	2%~	~ 4%	~ 1%	2%~	~	~100%~	~	~	~ 3%~	3%~	1%	2%*		~0.7%	2%				
NO		365	5316	42	52	54	71	89	42	289	3		3	10	36	31	314	218	133	150	201	
		99%	96%*	98%~	100%~	96%	100%~	99%	98%	100%~	100%~	~	~100%~	100%~	97%~	97%~	99%	98%~	100%~	99%	98%	
VALID CASES		370	5554	43	52	56	71	90	43	289	3	4		3	10	37	32	318	223	133	151	205
NUMBER OF RESPONDENTS		370	5554	43	52	56	71	90	43	289	3	4		3	10	37	32	318	223	133	151	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	
		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	PHSJ TOT ADLT	18	25	35	45	55	65														
	OHP TOT ADLT	5	38		2	3							5		5	4	1	2	3		
YES		1%	0.7%	~	~	4%	4%	~	~	~	~	~	14%	~	2%*	2%	0.8%	1%	1%		
		365	5516	43	52	54	68	90	43	289	3	4	3	10	32	32	313	219	132	149	202
NO		99%	99%	100%	100%	96%	96%	100%	100%	100%	100%	100%	86%	100%	98%*	98%	99%	99%	99%		
		370	5554	43	52	56	71	90	43	289	3	4	3	10	37	32	318	223	133	151	205
VALID CASES		370	5554	43	52	56	71	90	43	289	3	4	3	10	37	32	318	223	133	151	205
NUMBER OF RESPONDENTS		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

		AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER	
PHSJ TOT ADLT	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	FE- MALE	MALE			
Q56.5 YES	31 8%	410 7%	4 9%	4 8%	8 14%	6 8%	7 8%	2 5%	~	~	~	~100%	3 ~	28 76%	5 16%	26 8%	15 7%	16 12%	15 10%	16 8%	
NO	339 92%	5144 93%	39 91%	48 92%	48 86%	65 92%	83 92%	41 95%	289 100%	3 100%	4 100%	~	10 ~100%	9 24%	27 84%	292 92%	208 93%	117 88%	136 90%	189 92%	
VALID CASES	370	5554	43	52	56	71	90	43	289	3	4		3	10	37	32	318	223	133	151	205
NUMBER OF RESPONDENTS	370 100%	5554 100%	43 100%	52 100%	56 100%	71 100%	90 100%	43 100%	289 100%	3 100%	4 100%		3 100%	10 100%	37 100%	32 100%	318 100%	223 100%	133 100%	151 100%	205 100%

Q56.6 WHAT IS YOUR RACE? RESPONSE: OTHER

		AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER	
		18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD &	FAIR & POOR	FE- MALE	MALE		
Q56.6	PHSJ TOT ADLT																				
YES	OHP TOT ADLT	20	323	5	2	6	3	3	1					10	10	9	11	14	6	7	13
		5%	6%	12%~	4%	11%	4%	3%	2%~	~	~	~	~	~100%~	27%~	28%~	3%*	6%	5%	5%	6%
NO		350	5231	38	50	50	68	87	42	289	3	4	3	27	23	307	209	127	144	192	
		95%	94%	88%~	96%	89%	96%	97%	98%~	100%~	100%~	100%~	~100%~	~ 73%~	72%~	97%*	94%	95%	95%	94%	
VALID CASES		370	5554	43	52	56	71	90	43	289	3	4	3	10	37	32	318	223	133	151	205
NUMBER OF RESPONDENTS		370	5554	43	52	56	71	90	43	289	3	4	3	10	37	32	318	223	133	151	205
		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?

	PHSJ TOT ADLT	OHP TOT ADLT	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER		
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC LLND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	FE- MALE	MALE	
Q57 YES	47 17%	778 19%	7 25%~	5 16%~	8 20%~	7 11%	11 13%	9 26%~	41 17%~	1 ~	1 33%~	1 ~	3 50%~	3 ~	2 9%~	45 18%~	32 19%	15 14%	29 25%*	18 11%*	
NO	234 83%	3221 81%	21 75%~	26 84%~	32 80%~	58 89%	71 87%	26 74%~	201 83%~	2 100%~	2 67%~	1 ~	8 50%~	16 100%~	20 91%~	210 82%~	136 81%	94 86%	88 75%*	146 89%*	
NOT ANSWERED	5	98					1	1	1						1	3	1		1		
VALID CASES	281	3999	28	31	40	65	82	35	242	2	3		2	8	19	22	255	168	109	117	164
NUMBER OF RESPONDENTS	286 100%	4097 100%	28 100%	31 100%	40 100%	65 100%	82 100%	36 100%	243 100%	2 100%	3 100%		2 100%	8 100%	19 100%	22 100%	256 100%	171 100%	110 100%	117 100%	165 100%

[ASKED IF SURVEY COMPLETED BY MAIL]

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

		AGE							RACE						ETHNICITY		HEALTH STATUS		GENDER	
		18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	WHITE	BLCK OR AFR-AMER	AS-IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	MUL-OTHR	TI	HIS-IC	NOT HIS-IC	EX & VERY GOOD &	FAIR & POOR	MALE	FE-MALE
Q58.1																				
YES	PHSJ TOT ADLT	26	312	2	3	5	2	8	6	20	1	1	3	1	25	16	10	15	11	
		55%	49%	29%	60%	63%	29%	73%	67%	49%	~100%	~100%	~100%	50%	56%	50%	67%	52%	61%	
NO	PHSJ TOT ADLT	21	325	5	2	3	5	3	3	21				1	20	16	5	14	7	
		45%	51%	71%	40%	38%	71%	27%	33%	51%	~	~	~	50%	44%	50%	33%	48%	39%	
VALID CASES		47	637	7	5	8	7	11	9	41	1	1	3	2	45	32	15	29	18	
NUMBER OF RESPONDENTS		47	637	7	5	8	7	11	9	41	1	1	3	2	45	32	15	29	18	
		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	

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

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

		AGE							RACE						ETHNICITY		HEALTH STATUS		GENDER	
		18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD &	FAIR & POOR	MALE	FE- MALE	
Q58.2																				
YES	19 40%	277 43%	3 43%	3 60%	3 38%	1 14%	4 36%	5 56%	15 37%	1 100%			3 100%	1 50%	18 40%	13 41%	6 40%	9 31%	10 56%	
NO	28 60%	360 57%	4 57%	2 40%	5 63%	6 86%	7 64%	4 44%	26 63%		1 100%			1 50%	27 60%	19 59%	9 60%	20 69%	8 44%	
VALID CASES	47	637	7	5	8	7	11	9	41	1	1	3	2	45	32	15	29	18		
NUMBER OF RESPONDENTS	47 100%	637 100%	7 100%	5 100%	8 100%	7 100%	11 100%	9 100%	41 100%	1 100%	1 100%	3 100%	2 100%	45 100%	32 100%	15 100%	29 100%	18 100%		

[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	18 38%	225 35%	3 43%	3 60%	4 50%	5 71%	1 9%	2 22%	18 44%	~	~	~	~	~	18 40%	14 44%	4 27%	15 52%	3 17%		
NO	29 62%	412 65%	4 57%	2 40%	4 50%	2 29%	10 91%	7 78%	23 56%	1 100%	1 100%	3 100%	2 100%	27 60%	18 56%	11 73%	14 48%	15 83%			
VALID CASES	47	637	7	5	8	7	11	9	41	1	1	3	2	45	32	15	29	18			
NUMBER OF RESPONDENTS	47 100%	637 100%	7 100%	5 100%	8 100%	7 100%	11 100%	9 100%	41 100%	1 100%	1 100%	3 100%	2 100%	45 100%	32 100%	15 100%	29 100%	18 100%			

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

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

		AGE							RACE						ETHNICITY		HEALTH STATUS		GENDER	
		18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	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	
Q58.4																				
YES	2 4%	83 14%~	1 ~	~	~	~	11%~	2 5%~	~	~	~	~	~	1 50%~	1 2%~	1 3%~	1 7%~	1 3%~	1 6%~	
NO	45 96%	554 87%~	6 86%~	5 100%~	8 100%~	7 100%~	11 100%~	8 89%~	39 95%~	1 ~100%~	1 ~100%~	3 ~100%~	1 50%~	44 98%~	31 97%~	14 93%~	28 97%~	17 94%~		
VALID CASES	47	637	7	5	8	7	11	9	41	1	1	3	2	45	32	15	29	18		
NUMBER OF RESPONDENTS	47 100%	637 100%	7 100%	5 100%	8 100%	7 100%	11 100%	9 100%	41 100%	1 100%	1 100%	3 100%	2 100%	45 100%	32 100%	15 100%	29 100%	18 100%		

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

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

		AGE							RACE						ETHNICITY		HEALTH STATUS		GENDER	
		18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD &	FAIR & POOR	MALE	FE- MALE	
Q58.5																				
YES	PHSJ TOT ADLT	6	59	2	~	2	~	2	~	2	~	2	~	2	~	2	~	2	~	
	OHP TOT ADLT	13%	9%	29%	~	29%	~	22%	~	10%	~	100%	~	100%	~	50%	~	11%	~	
NO	PHSJ TOT ADLT	41	578	5	5	8	5	11	7	37			3	1	40	29	12	26	15	
	OHP TOT ADLT	87%	91%	71%	~	100%	~	100%	~	78%	~	90%	~	50%	~	89%	~	91%	~	
VALID CASES		47	637	7	5	8	7	11	9	41	1	1	3	2	45	32	15	29	18	
NUMBER OF RESPONDENTS		47	637	7	5	8	7	11	9	41	1	1	3	2	45	32	15	29	18	
		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	

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

NQ13 RATING OF ALL HEALTH CARE

	PHSJ TOT ADLT	OHP TOT ADLT	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER		
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	MALE	FE- MALE	
NQ13 0-6	50 19%	821 21%	8 31%~	11 37%~	6 15%~	10 19%	10 14%	4 13%	41 19%~	~	~	~	2 67%~	1 17%~	5 19%~	4 17%~	45 20%~	21 14%*	28 27%*	20 19%	29 19%
7-8	90 35%	1319 34%	8 31%~	8 27%~	18 44%~	21 39%	24 33%	9 29%~	74 35%~	~	~	~	~	2 33%~	11 41%~	6 26%~	80 35%~	56 37%	33 32%	36 35%	52 34%
9-10	120 46%	1746 45%	10 38%~	11 37%~	17 41%~	23 43%	39 53%	18 58%~	97 46%~	1 100%~	2 100%~	~	1 33%~	3 50%~	11 41%~	13 57%~	104 45%~	75 49%	42 41%	48 46%	70 46%
VALID CASES	260	3886	26	30	41	54	73	31	212	1	2	~	3	6	27	23	229	152	103	104	151
NUMBER OF RESPONDENTS	260 100%	3886 100%	26 100%	30 100%	41 100%	54 100%	73 100%	31 100%	212 100%	1 100%	2 100%	~	3 100%	6 100%	27 100%	23 100%	229 100%	152 100%	103 100%	104 100%	151 100%
MEAN	2.27	2.24	2.08	2.00	2.27	2.24	2.40	2.45	2.26	3.00	3.00	~	1.67	2.33	2.22	2.39	2.26	2.36	2.14	2.27	2.27
p stat_(*=Sig @ p<=.05)		.526	~	~	~.757	.084	~	~	~	~	~	~	~	~	~	~	~	~.038*	.027*	1.00	.955

[ASKED IF Q7 >= 1 TIME]

NQ23 RATING OF PERSONAL DOCTOR

		AGE							RACE						ETHNICITY		HEALTH STATUS		GENDER		
		18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD &	FAIR & POOR	MALE	FE- MALE		
NQ23	PHSJ TOT ADLT																				
0-6	55 20%	644 16%	7 26%	14 38%	7 17%	10 18%	12 16%	5 13%	42 19%	~	~	~100%	1 14%	1 32%	10 18%	4 17%	51 21%	29 17%	26 25%	19 17%	36 23%
7-8	69 25%	927 23%	8 30%	14 38%	11 27%	14 25%	13 18%	5 13%	59 27%	~	1 33%	~	~	2 29%	3 10%	2 9%	63 26%	48 29%*	16 15%*	30 27%	35 22%
9-10	157 56%	2413 61%	12 44%	9 24%	23 56%	32 57%	48 66%*	28 74%	120 54%	2 100%	2 67%	~	~	4 57%	18 58%	16 73%	133 54%	91 54%	63 60%	64 57%	88 55%
VALID CASES	281	3984	27	37	41	56	73	38	221	2	3		1	7	31	22	247	168	105	113	159
NUMBER OF RESPONDENTS	281 100%	3984 100%	27 100%	37 100%	41 100%	56 100%	73 100%	38 100%	221 100%	2 100%	3 100%		1 100%	7 100%	31 100%	22 100%	247 100%	168 100%	105 100%	113 100%	159 100%
MEAN	2.36	2.44	2.19	1.86	2.39	2.39	2.49	2.61	2.35	3.00	2.67		1.00	2.43	2.26	2.55	2.33	2.37	2.35	2.40	2.33
p stat_(*=Sig @ p<=.05)	.081		~	~	~.751	.105	~	.686	~	~	~	~	~	~	~	~	~	.880	.867	.545	.384

[ASKED IF Q15 = YES]



NQ27 RATING OF SPECIALIST SEEN MOST OFTEN

	PHSJ TOT ADLT	OHP TOT ADLT	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER	
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	MALE	FE- MALE
NQ27 0-6	14 13%	230 13%	3 43%	4 44%	1 9%	3 11%	1 3%	1 6%	11 13%	~	~	~	~	~	2 15%	13 14%	8 15%	6 12%	4 10%	9 15%
7-8	21 20%	475 27%	1 14%	2 22%	2 18%	10 37%	5 17%	~	14 16%	~	~	1 50%	~	5 38%	2 33%	18 19%	9 17%	12 24%	12 30%	8 13%
9-10	70 67%	1078 60%	3 43%	3 33%	8 73%	14 52%	24 80%	17 94%	60 71%	~	~	1 50%	~	6 46%	4 67%	63 67%	37 69%	31 63%	24 60%	45 73%
VALID CASES	105	1782	7	9	11	27	30	18	85			2		13	6	94	54	49	40	62
NUMBER OF RESPONDENTS	105 100%	1782 100%	7 100%	9 100%	11 100%	27 100%	30 100%	18 100%	85 100%			2 100%		13 100%	6 100%	94 100%	54 100%	49 100%	40 100%	62 100%
MEAN	2.53	2.48	2.00	1.89	2.64	2.41	2.77	2.89	2.58			2.50		2.31	2.67	2.53	2.54	2.51	2.50	2.58
p stat_(*=Sig @ p<=.05)		.418	~	~	~	~	~	~	~	~	~	~	~	~	~	~	.958	~	~	~

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

NQ35 RATING OF HEALTH PLAN

	PHSJ TOT ADLT	OHP TOT ADLT	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER		
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	MALE	FE- MALE		
NQ35 0-6	75 22%	1152 23%	3 8%	17 36%	14 26%	20 30%	16 20%	3 8%	60 23%	~	~	2 67%	10 27%	3 10%	68 23%	34 17%*	38 31%*	31 22%	42 23%		
7-8	104 31%	1595 32%	18 46%	14 30%	17 32%	24 36%	25 30%	4 11%	82 31%	2 67%	1 25%	~	4 44%	11 30%	11 35%	89 31%	64 31%	37 30%	44 31%	58 31%	
9-10	155 46%	2187 44%	18 46%	16 34%	22 42%	23 34%*	41 50%	31 82%	119 46%	1 33%	3 75%	~	1 33%	5 56%	16 43%	17 55%	133 46%	107 52%*	47 39%*	65 46%	86 46%
VALID CASES	334	4933	39	47	53	67	82	38	261	3	4	~	3	9	37	31	290	205	122	140	186
NUMBER OF RESPONDENTS	334 100%	4933 100%	39 100%	47 100%	53 100%	67 100%	82 100%	38 100%	261 100%	3 100%	4 100%	~	3 100%	9 100%	37 100%	31 100%	290 100%	205 100%	122 100%	140 100%	186 100%
MEAN	2.24	2.21	2.38	1.98	2.15	2.04	2.30	2.74	2.23	2.33	2.75	~	1.67	2.56	2.16	2.45	2.22	2.36	2.07	2.24	2.24
p stat_(*=Sig @ p<=.05)		.505	~	~	.381	.029*	.388	~	.568	~	~	~	~	~	~	~	~	.001*	.005*	.948	.940

NQ35Z RATING OF INTERPRETER

	PHSJ TOT ADLT	OHP TOT ADLT	AGE					RACE					ETHNIC- ITY		HEALTH STATUS		GENDER	
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK	MUL- OTHR TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	FE- MALE	FE- MALE
NQ35Z 0-6		6 8%	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
7-8		26 31%	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
9-10	1 100%	52 62%	~	~	~100%	~	~	~	~	~	~	~	~	~100%	~100%	~100%	~	~
VALID CASES NUMBER OF RESPONDENTS	1 1 100%	85 85 100%			1 1 100%									1 1 100%	1 1 100%	1 1 100%		
MEAN	3.00	2.54			3.00									3.00	3.00	3.00		
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

	PHSJ TOT ADLT	OHP TOT ADLT	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER		
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC LLND	AMER IND/ ALSK	OTHER	MUL- TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	FE- MALE	FE- MALE	
NPRBSEE4 NQ25	2.28	2.27	2.13	1.67	2.50	2.32	2.18	2.65	2.26				2.50		2.40	2.00	2.30	2.19	2.36	2.28	2.27
p stat_(*=Sig @ p<=.05)		.928	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	.240	.256	~	.953
NCARNES4 NQ14	2.37	2.31	2.37	2.10	2.33	2.20	2.51	2.66	2.37	3.00	3.00		2.00	2.17	2.30	2.50	2.36	2.49	2.19	2.35	2.39
p stat_(*=Sig @ p<=.05)		.262	~	~	~.074	.054	~	.785	~	~	~	~	~	~	~	~	~	~.003*	.004*	.731	.595
COMPOSITE	2.32	2.29	2.25	1.88	2.41	2.26	2.34	2.65	2.32	3.00	3.00	x	2.25	2.17	2.35	2.25	2.33	2.34	2.28	2.31	2.33
p stat_(*=Sig @ p<=.05)		.879	~	~	~.897	.944	~	.957	~	~	~	~	~	~	~	~	~	~.914	.871	.981	.959

GETTING CARE QUICKLY

	AGE							RACE					ETHNICITY		HEALTH STATUS		GENDER		
	PHSJ TOT ADLT	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC LLND	AMER IND/ ALSK	MUL- OTHR TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	FE- MALE	FE- MALE
NCARSN4 NQ4	2.46	2.38	2.69	2.25	2.50	2.41	2.43	2.56	2.46	2.50	2.33	3.00	2.43	2.70	2.44	2.58	2.35	2.32	2.55
p stat_(*=Sig @ p<=.05)		.212	~	~	~	~	~	~	~	~	~	~	~	~	~	.090	.107	~	.167
NAPGET4 NQ6	2.35	2.29	2.46	2.10	2.09	2.41	2.38	2.63	2.37	2.00	3.00	2.17	2.21	2.35	2.35	2.34	2.37	2.29	2.39
p stat_(*=Sig @ p<=.05)		.252	~	~	~	~	.756	~	~	~	~	~	~	~	~	.753	.743	.324	.441
COMPOSITE	2.41	2.33	2.58	2.18	2.29	2.41	2.40	2.60	2.42	x 2.25	x 2.67	2.58	2.32	2.52	2.39	2.46	2.36	2.30	2.47
p stat_(*=Sig @ p<=.05)		.738	~	~	~	~	.991	~	.952	~	~	~	~	~	~	.810	.866	.721	.761

HOW WELL DOCTORS COMMUNICATE

	AGE							RACE						ETHNICITY		HEALTH STATUS		GENDER		
	PHSJ TOT ADLT	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- TI	OTHER	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	FE- MALE	FE- MALE
NDREXPL4 NQ17	2.60	2.60	2.52	2.39	2.67	2.60	2.65	2.56	2.59	3.00	3.00	1.00	2.80	2.48	2.63	2.59	2.68	2.46	2.61	2.57
p stat_(*=Sig @ p<=.05)	.977		~	~	~.995	.486	~	~	~	~	~	~	~	~	~	~	.026*	.011*	.774	.537
NDRLSTN4 NQ18	2.53	2.57	2.65	2.30	2.58	2.46	2.50	2.65	2.52	3.00	3.00	2.00	2.60	2.40	2.63	2.51	2.61	2.40	2.62	2.45
p stat_(*=Sig @ p<=.05)	.461		~	~	~.403	.634	~	~	~	~	~	~	~	~	~	~	.053	.013*	.097	.031*
NDRESPU4 NQ19	2.58	2.65	2.65	2.27	2.56	2.52	2.63	2.68	2.56	3.00	3.00	3.00	2.60	2.48	2.58	2.57	2.65	2.45	2.63	2.53
p stat_(*=Sig @ p<=.05)	.108		~	~	~.468	.497	~	~	~	~	~	~	~	~	~	~	.077	.026*	.392	.164
NDRTMEN4 NQ20	2.45	2.46	2.48	2.13	2.49	2.48	2.52	2.48	2.46	1.00	3.00	1.00	2.40	2.48	2.47	2.46	2.54	2.31	2.45	2.46
p stat_(*=Sig @ p<=.05)	.878		~	~	~.736	.392	~	~	~	~	~	~	~	~	~	~	.028*	.019*	.989	.755
COMPOSITE	2.54	2.57	2.58	2.27	2.57	2.51	2.57	2.59	2.53	2.50	3.00	x 1.75	2.60	2.46	2.58	2.53	2.62	2.40	2.58	2.50
p stat_(*=Sig @ p<=.05)	.931		~	~	~.967	.951	~	~	~	~	~	~	~	~	~	~	.772	.732	.927	.898

CUSTOMER SERVICE

			AGE						RACE						ETHNICITY		HEALTH STATUS		GENDER	
	PHSJ TOT ADLT	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC LLND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	FE- MALE	MALE	
NPBCLCS4 NQ31	2.41	2.14	2.33	2.38	2.56	2.35	2.25	2.67	2.35	3.00			2.00	2.57	2.56	2.38	2.47	2.24	2.39	2.41
p stat_(*=Sig @ p<=.05)		.005*	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
NCSRESP NQ32	2.74	2.59	2.44	2.88	2.69	2.88	2.67	3.00	2.72	3.00			2.00	2.88	2.70	2.75	2.78	2.65	2.66	2.80
p stat_(*=Sig @ p<=.05)		.041*	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
COMPOSITE	2.58	2.37	2.39	2.63	2.62	2.62	2.46	2.83	2.53	x 3.00	x	x	2.00	2.72	2.63	2.57	2.62	2.45	2.52	2.60
p stat_(*=Sig @ p<=.05)		.675	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~

SHARED DECISION MAKING

	PHSJ TOT ADLT	OHP TOT ADLT	AGE					RACE						ETHNIC- ITY		HEALTH STATUS		GENDER			
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	FE- MALE	FE- MALE	
NRXWHY NQ10	2.25	2.23	2.18	2.09	2.32	2.47	2.09	2.00	2.24	3.00	3.00		2.00	3.00	2.05	2.36	2.22	2.26	2.21	2.28	2.19
p stat_(*=Sig @ p<=.05)		.755	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	.873	.589	.743	.281
NRXWYNT NQ11	1.94	1.87	2.00	2.00	2.00	1.94	1.88	1.63	1.92	1.00	3.00		1.00	2.33	1.90	2.20	1.89	1.89	1.97	1.91	1.90
p stat_(*=Sig @ p<=.05)		.331	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	.419	.727	.759	.546
NRXBST NQ12	2.39	2.44	1.91	2.67	2.68	2.44	2.22	2.41	2.40	3.00	3.00		2.00	2.33	2.37	2.82	2.36	2.44	2.34	2.48	2.33
p stat_(*=Sig @ p<=.05)		.467	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	.465	.638	.315	.419
COMPOSITE	2.19	2.18	2.03	2.25	2.33	2.29	2.06	2.01	2.19	2.33	3.00	x	1.67	2.56	2.11	2.46	2.16	2.20	2.17	2.22	2.14
p stat_(*=Sig @ p<=.05)		.976	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	.990	.965	.944	.876



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

	PHSJ TOT ADLT	OHP TOT ADLT	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER		
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- TI	OTH-	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	FE- MALE	FE- MALE		
PRBSEE4 Q25	81%	78%	63%	58%	83%	87%	79%	95%	78%				100%		93%	71%	81%	79%	84%	83%	80%
CARNES4 Q14	84%	82%	89%	73%	78%	81%	88%	94%	84%	100%	100%		67%	83%	81%	88%	84%	89%	76%	80%	87%
AVERAGE	82.2	79.8	75.7	65.8	80.4	84.3	83.2	94.4	81.2	x	x	x	x	83.3	87.4	79.5	82.6	84.0	79.7	81.2	83.4

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

		AGE							RACE						ETHNICITY		HEALTH STATUS		GENDER		
		PHSJ TOT ADLT	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC LLND	AMER IND/ ALSK	MUL- OTHR TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	FE- MALE	MALE	
CARSN4 Q4	85%	82%	92%	75%	83%	86%	82%	94%	85%	100%		67%	100%	79%	90%	84%	89%	82%	77%	90%	
APGET4 Q6	80%	79%	88%	79%	65%	85%	79%	87%	80%	100%		100%	83%	75%	80%	80%	79%	82%	76%	83%	
AVERAGE	82.4	80.1	89.9	77.2	74.0	85.8	80.8	90.2	82.9	x	x	x	x	83.3	76.8	85.0	82.3	83.9	81.7	76.5	86.6

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

			AGE						RACE						ETHNICITY		HEALTH STATUS		GENDER		
	PHSJ TOT ADLT	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD &	FAIR & POOR	FE- MALE	MALE	
DREXPL4 Q17	88%	92%	83%	83%	94%	88%	87%	88%	88%	100%	100%	0%	100%	84%	89%	87%	93%	81%	90%	86%	
DRLSTN4 Q18	88%	89%	91%	87%	92%	87%	82%	91%	88%	100%	100%	100%	80%	80%	89%	87%	92%	81%	95%	82%	
DRESPU4 Q19	88%	91%	87%	82%	89%	87%	87%	91%	88%	100%	100%	100%	80%	80%	89%	87%	91%	81%	92%	84%	
DRTMEN4 Q20	85%	86%	81%	78%	91%	86%	85%	91%	87%	0%	100%	0%	80%	84%	89%	86%	92%	77%	86%	86%	
AVERAGE	87.2	89.3	85.5	82.4	91.6	86.9	85.2	90.4	87.5	x	x	x	x	x	82.0	89.5	86.8	92.0	79.9	90.7	84.4

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

		AGE						RACE						ETHNICITY		HEALTH STATUS		GENDER			
		PHSJ TOT ADLT	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	FE- MALE	FE- MALE		
PBCLCS4 Q31	84%	73%	78%	88%	94%	76%	75%	100%	82%	100%			100%	86%	89%	83%	88%	76%	86%	82%	
CSRESP Q32	96%	91%	78%	100%	94%	100%	100%	100%	95%	100%			100%	100%	90%	97%	96%	96%	93%	98%	
AVERAGE	90.2	82.1	77.8	93.8	93.8	88.2	87.5	100	88.3	x	x	x	x	x	92.9	89.4	89.7	91.9	86.1	89.4	89.8

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

			AGE					RACE					ETHNICITY		HEALTH STATUS		GENDER				
	PHSJ TOT ADLT	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	FE- MALE	MALE		
RXWHY Q10	81%	80%	82%	73%	84%	89%	74%	75%	79%	100%	100%	100%	100%	80%	91%	80%	81%	79%	81%	80%	
RXWYNT Q11	66%	61%	64%	73%	68%	61%	69%	56%	66%	0%	100%	0%	67%	70%	90%	64%	66%	65%	66%	65%	
FRXBST Q12	69%	72%	45%	83%	84%	72%	61%	71%	70%	100%	100%	50%	67%	68%	91%	68%	72%	67%	74%	67%	
AVERAGE	72.2	70.8	63.6	76.3	78.7	74.1	68.1	67.3	71.7	x	x	x	x	x	72.8	90.6	70.5	73.1	70.4	73.6	70.5

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

		AGE						RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER	
		<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC		
Q1	PHSJ TOT CHLD																		
YES	OHP TOT CHLD	305	5863	3	46	76	84	96	224	2	1	9	37	61	232	285	9	232	73
		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
NOT ANSWERED		7	155	2	2	3	7							1	5	7		5	2
VALID CASES		305	5863	3	46	76	84	96	224	2	1	9	37	61	232	285	9	232	73
NUMBER OF RESPONDENTS		312	6018	3	48	76	86	99	231	2	1	9	37	62	237	292	9	237	75
		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			
	PHSJ 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	
Q3 YES	108 35%	1775 30%		16 ~ 33%	31 ~ 41%	33 38%	28 28%	84 36%		1 ~ 50%			10 ~ 27%	21 34%	82 35%	99 34%	5 56%	78 33%	30 40%	
NO	203 65%	4117 70%	3 100%	32 ~ 67%	44 ~ 59%	53 62%	71 72%	147 64%		1 ~ 50%		1 ~ 100%	9 ~ 100%	27 73%	41 66%	155 65%	193 66%	4 44%	158 67%	45 60%
NOT ANSWERED	1	126			1														1	
VALID CASES	311	5892	3	48	75	86	99	231		2		1	9	37	62	237	292	9	236	75
NUMBER OF RESPONDENTS	312 100%	6018 100%	3 100%	48 100%	76 100%	86 100%	99 100%	231 100%		2 100%		1 100%	9 100%	37 100%	62 100%	237 100%	292 100%	9 100%	237 100%	75 100%

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

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER		
	PHSJ 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
Q4 NEVER	2 2%	28 2%	~	~	1 3%	1 3%	1 1%	~	~	~	~	~	~	2 3%	2 2%	2 3%	~	~	
SOMETIMES	4 4%	167 10%*	~	~	1 3%	3 13%	1 1%	~100%	~	~	~	1 11%	~	4 5%	3 3%	1 20%	3 4%	1 4%	
USUALLY	17 17%	270 16%	~	1 7%	5 17%	7 23%	4 17%	14 18%	~	~	~	~	~	6 33%	10 13%	15 16%	1 20%	11 15%	6 21%
ALWAYS	76 77%	1252 73%	~	14 93%	22 76%	23 74%	17 71%	62 79%	~	~	~	~	8 89%	12 67%	61 79%	71 78%	3 60%	55 77%	21 75%
#ALWAYS + USUALLY (NET)	93 94%	1522 89%*	~	15 100%	27 93%	30 97%	21 87%	76 97%	~	~	~	~	8 89%	18 100%	71 92%	86 95%	4 80%	66 93%	27 96%
TOP BOX SCORE	76 77%	1252 73%	~	14 93%	22 76%	23 74%	17 71%	62 79%	~	~	~	~	8 89%	12 67%	61 79%	71 78%	3 60%	55 77%	21 75%
NOT ANSWERED	9	136	~	1	2	2	4	6	~	~	~	~	1	3	5	8	~	7	2
VALID CASES	99	1718	~	15	29	31	24	78	1	~	~	~	9	18	77	91	5	71	28
NUMBER OF RESPONDENTS	108 100%	1854 100%	~	16 100%	31 100%	33 100%	28 100%	84 100%	1 100%	~	~	~	10 100%	21 100%	82 100%	99 100%	5 100%	78 100%	30 100%

[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		
	PHSJ TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	WHITE	BLCK OR AFR-	AMER IAN	NATV ILND	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD	FAIR & POOR	NO CCC	CCC
Q5																			
YES	198 64%	3764 65%	1 33%	36 77%	46 61%	54 65%	61 62%	145 64%	2 ~100%		1 ~100%	6 67%	23 62%	44 71%	147 63%	184 64%	8 89%	137 59%*	61 81%*
NO	109 36%	2063 35%	2 67%	11 23%	29 39%	29 35%	38 38%	83 36%	~	~	~	3 ~33%	14 38%	18 29%	88 37%	105 36%	1 11%	95 41%*	14 19%*
NOT ANSWERED	5	192		1	1	3		3						2		3		5	
VALID CASES	307	5826	3	47	75	83	99	228	2		1	9	37	62	235	289	9	232	75
NUMBER OF RESPONDENTS	312 100%	6018 100%	3 100%	48 100%	76 100%	86 100%	99 100%	231 100%	2 100%		1 100%	9 100%	37 100%	62 100%	237 100%	292 100%	9 100%	237 100%	75 100%

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

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER			
	PHSJ TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	WHITE	BLCK OR AFR-	AS- IAN	NATV ILND	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	GOOD & POOR	NO CCC	CCC	
Q6 NEVER	2 1%	57 2%	~	3%~	~	~	2%	0.7%	~	50%~	~	~	~	~	1%	2	2	2	~	
SOMETIMES	12 6%	442 13%*	~	8%~	11%~	4%	4%	6%	~	50%~	~	~	5%	15%~	6	6	11	1	9	3
USUALLY	38 20%	870 25%	~	14%~	23%~	28%	16%	21%	~	~	~	~	18%~	33%~	13	24	35	2	25	13
ALWAYS	134 72%	2092 60%*	100%~	75%~	66%~	68%	78%	72%	~	~	~100%~	100%~	77%~	52%~	21	107	124	5	93	41
#ALWAYS + USUALLY (NET)	172 92%	2961 86%*	100%~	89%~	89%~	96%	95%	93%	~	~	~100%~	100%~	95%~	85%~	34	131	159	7	118	54
TOP BOX SCORE	134 72%	2092 60%*	100%~	75%~	66%~	68%	78%	72%	~	~	~100%~	100%~	77%~	52%~	21	107	124	5	93	41
NOT ANSWERED	12	259			2	4	6	9					1	1	4	8	12		8	4
VALID CASES	186	3460	1	36	44	50	55	136		2		1	5	22	40	139	172	8	129	57
NUMBER OF RESPONDENTS	198	3719	1	36	46	54	61	145		2		1	6	23	44	147	184	8	137	61
	100%	100%	100%	100%	100%	100%	100%	100%		100%		100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q5 = YES]

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

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER		
	PHSJ TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD	FAIR & POOR	NO CCC	CCC	
Q7 NONE	81 26%	1770 31%	2 67%	12 25%	19 26%	24 29%	24 24%	61 27%	1 ~ 50%	~	2 ~ 22%	8 23%	17 28%	62 26%	79 27%	1 ~	74 32%*	7 9%*	
1 TIME	86 28%	1587 28%	~	10 21%	21 28%	22 27%	33 34%	65 28%	~	~	~	3 ~ 33%	10 29%	13 22%	70 30%	82 28%	1 11%	71 31%	15 20%
2	69 23%	1212 21%	1 33%	13 27%	18 24%	19 23%	18 18%	51 22%	~	~	~	3 ~ 33%	8 23%	17 28%	48 20%	63 22%	4 44%	50 22%	19 26%
3	43 14%	601 10%	~	8 17%	12 16%	10 12%	13 13%	34 15%	~	~	~	1 ~ 11%	6 17%	10 17%	33 14%	41 14%	2 22%	25 11%*	18 24%*
4	15 5%	266 5%	~	3 6%	2 3%	4 5%	6 6%	9 4%	1 ~ 50%	~	~	~	2 ~ 6%	2 3%	11 5%	13 5%	~	9 4%	6 8%
5 TO 9	11 4%	243 4%	~	2 4%	2 3%	3 4%	4 4%	9 4%	~	~	1 ~ 100%	1 ~ 3%	1 2%	10 4%	9 3%	2 22%	3 1%*	8 11%*	
10 OR MORE TIMES	1 0.3%	84 1%*	~	~	~	1 1%	1 ~ 0.4%	~	~	~	~	~	~	1 ~ 0.4%	1 ~ 0.3%	~	~	1 ~ 1%	
NOT ANSWERED	6	255			2	3	1	1					2	2	2	4		5	1
VALID CASES	306	5763	3	48	74	83	98	230	2		1	9	35	60	235	288	9	232	74
NUMBER OF RESPONDENTS	312	6018	3	48	76	86	99	231	2		1	9	37	62	237	292	9	237	75
	100%	100%	100%	100%	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%

Q8 A HEALTH PROVIDER IS THE PERSON YOU WOULD SEE IF 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?

	PHSJ TOT CHLD	OHP TOT CHLD	AGE					RACE						ETHNIC- ITY		HEALTH STATUS		CCC SCREENER		
			<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ ILND	AMER IND/ NATV	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC	
Q8 #YES	153 71%	2722 69%	1 100%	27 75%	41 77%	43 77%	41 58%*	119 73%	~	~	~100%	1 71%	5 62%	16 62%	24 59%	121 72%	142 71%	5 56%	109 71%	44 69%
NO	64 29%	1206 31%	~	9 25%	12 23%	13 23%	30 42%*	43 27%	~100%	~	~	~29%	2 38%	10 38%	17 41%	46 28%	59 29%	4 44%	44 29%	20 31%
NOT ANSWERED	8	97			2	3	3	7						1	2	6	8		5	3
VALID CASES	217	3927	1	36	53	56	71	162	1		1	7	26	41	167	201	9	153	64	
NUMBER OF RESPONDENTS	225	4024	1	36	55	59	74	169	1		1	7	27	43	173	209	9	158	67	
	100%	100%	100%	100%	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q7 >= 1 TIME]

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

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER			
	PHSJ TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR WHITE	AFR-AMER	AS-IAN	NATV HAW/IND/PAC	AMER ALSK	MUL-OTHR	TI	HIS-PAN-IC	NOT HIS-PAN-IC	EX & VERY GOOD & POOR	FAIR & POOR	NO CCC	CCC
Q9 NEVER	7 3%	99 3%	~	1 3%	1 2%	~	5 7%	6 4%	~	~	~	~	~	1 4%	1 2%	6 4%	6 3%	1 11%	4 3%	3 5%
SOMETIMES	17 8%	362 9%	~	5 14%	5 9%	4 7%	3 4%	12 7%	~	1 100%	~	~	~	2 8%	4 10%	12 7%	16 8%	~	13 9%	4 6%
USUALLY	45 21%	854 22%	~	6 17%	10 19%	14 25%	15 21%	35 22%	~	~	~	1 100%	1 14%	1 15%	4 24%	4 20%	41 20%	2 22%	37 24%*	8 12%*
ALWAYS	148 68%	2627 67%	100%	1 66%	23 70%	37 68%	39 68%	48 67%	~	~	~	~	6 86%	19 73%	26 63%	117 70%	138 69%	6 67%	98 64%	50 77%
#ALWAYS + USUALLY (NET)	193 89%	3480 88%	100%	1 83%	29 89%	47 93%	53 89%	63 89%	~	~	~	1 100%	7 100%	23 88%	36 88%	150 89%	179 89%	8 89%	135 89%	58 89%
TOP BOX SCORE	148 68%	2627 67%	100%	1 66%	23 70%	37 68%	39 68%	48 67%	~	~	~	~	6 86%	19 73%	26 63%	117 70%	138 69%	6 67%	98 64%	50 77%
NOT ANSWERED	8	83		1	2	2	3	7						1	2	5	8		6	2
VALID CASES	217	3941	1	35	53	57	71	162	1		1	7	26	41	168	201	9	152	65	
NUMBER OF RESPONDENTS	225	4024	1	36	55	59	74	169	1		1	7	27	43	173	209	9	158	67	
	100%	100%	100%	100%	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q7 >= 1 TIME]

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

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER		
	PHSJ TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR-	AMER AS-	NATV HAW/ PAC	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	GOOD & POOR	NO CCC	CCC
Q10 YES	55 25%	1194 30%	~	11%~	32%	25%	28%	45 28%	~	~	~100%~	43%~	15%~	20%~	27%	47 23%~	7 78%~	26 17%*	29 45%*
Q10 NO	163 75%	2727 70%	100%~	89%~	68%	75%	72%	118 72%	1 ~100%~	~	~	57%~	85%~	80%~	73%	155 77%~	2 22%~	127 83%*	36 55%*
NOT ANSWERED	7	102			2	2	3	6					1	2	5	7		5	2
VALID CASES	218	3922	1	36	53	57	71	163	1		1	7	26	41	168	202	9	153	65
NUMBER OF RESPONDENTS	225 100%	4024 100%	100%	100%	100%	100%	100%	169 100%	1 100%		1 100%	7 100%	27 100%	43 100%	173 100%	209 100%	9 100%	158 100%	67 100%

[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?

	PHSJ TOT CHLD	OHP TOT CHLD	AGE					RACE					ETHNIC- ITY		HEALTH STATUS		CCC SCREENER		
			<1	1-3	4-7	8-12	13 AND OVER	WHITE	BLCK OR AFR-	AMER AS-	IAN	NATV ILND	AMER IND/ PAC ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR POOR	NO CCC	CCC
Q11 NOT AT ALL		40 4%	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	
A LITTLE	4 8%	110 10%	~	1 25%	1 7%	1 7%	1 5%	3 7%	~	~	~	~	~	1 14%	3 7%	4 9%	3 12%	1 4%	
SOME	26 50%	287 26%*	~	3 75%	6 40%	6 43%	11 58%	22 52%	~	~	~	2 67%	2 50%	2 29%	24 55%	23 52%	3 43%	14 56%	12 44%
#A LOT	22 42%	660 60%*	~	~	8 53%	7 50%	7 37%	17 40%	~	~	1 100%	1 33%	2 50%	4 57%	17 39%	17 39%	4 57%	8 32%	14 52%
NOT ANSWERED	3	40			2		1	3						1	2	3	1	2	
VALID CASES	52	1098		4	15	14	19	42			1	3	4	7	44	44	7	25	27
NUMBER OF RESPONDENTS	55	1138		4	17	14	20	45			1	3	4	8	46	47	7	26	29
	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			
	PHSJ TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	WHITE	BLCK OR AFR-	AMER AS-	NATV HAW/ PAC	AMER IND/ ALSK	MUL- TI	OTHR	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	GOOD & POOR	NO CCC	CCC
Q12																				
NOT AT ALL	11 22%	204 19%	~	~	20%~	23%~	26%~	24%~	~	~	~	~	33%~	~	14%~	23%~	26%~	~	25%~	19%~
A LITTLE	14 27%	171 16%	~	50%~	27%~	23%~	26%~	29%~	~	~	~	~	50%~	~	14%~	30%~	33%~	~	29%~	26%~
SOME	14 27%	343 31%	~	25%~	27%~	23%~	32%~	27%~	~	~	~	~	67%~	25%~	29%~	28%~	21%~	71%~	21%~	33%~
#A LOT	12 24%	374 34%	~	25%~	27%~	31%~	16%~	20%~	~	~	~	100%~	~	25%~	43%~	19%~	21%~	29%~	25%~	22%~
NOT ANSWERED	4	47			2	1	1	4							1	3	4		2	2
VALID CASES	51	1091		4	15	13	19	41				1	3	4	7	43	43	7	24	27
NUMBER OF RESPONDENTS	55	1138		4	17	14	20	45				1	3	4	8	46	47	7	26	29
	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		
	PHSJ TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	WHITE	BLCK OR AFR-	AMER AS- IAN	NATV ILND	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	GOOD & POOR	NO CCC	CCC
Q13 #YES	35 69%	872 80%	2 ~ 50%	8 ~ 50%	10 ~ 77%	15 ~ 83%	28 68%	~	~	~	1 ~100%	3 ~100%	1 ~ 25%	6 86%	28 65%	29 66%	5 83%	16 64%	19 73%
NO	16 31%	225 20%	2 ~ 50%	8 ~ 50%	3 ~ 23%	3 ~ 17%	13 32%	~	~	~	~	~	3 ~ 75%	1 14%	15 35%	15 34%	1 17%	9 36%	7 27%
NOT ANSWERED	4	42		1	1	2	4							1	3	3	1	1	3
VALID CASES	51	1096	4	16	13	18	41				1	3	4	7	43	44	6	25	26
NUMBER OF RESPONDENTS	55	1138	4	17	14	20	45				1	3	4	8	46	47	7	26	29
	100%	100%	100%	100%	100%	100%	100%				100%	100%	100%	100%	100%	100%	100%	100%	100%

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

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

	PHSJ TOT CHLD	OHP TOT CHLD	AGE					RACE					ETHNIC- ITY		HEALTH STATUS		CCC SCREENER			
			<1	1-3	4-7	8-12	13 AND OVER	WHITE	BLCK OR AFR-	AS- IAN	NATV ILND	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC	
Q14 WORST HEALTH CARE POSSIBLE		4 0.1%	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~		
01	1 0.5%	5 0.1%	~	~	~	1 2%	1 0.6%	~	~	~	~	~	~	1 0.6%	1 0.5%	~	~	1 2%		
02		15 0.4%	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~		
03	2 0.9%	33 0.8%	~	~	~	~	2 3%	1 0.6%	~	~	~	~	1 4%	2 5%	~	2 1%	~	1 0.7%	1 2%	
04	7 3%	53 1%	~	2 6%	2 4%	1 2%	2 3%	6 4%	~	1 100%	~	~	~	~	1 3%	6 4%	7 4%	~	6 4%	1 2%
05	9 4%	141 4%	~	2 6%	3 6%	1 2%	3 4%	8 5%	~	~	~	~	~	~	9 5%	9 5%	~	6 4%	3 5%	
06	8 4%	124 3%	~	2 6%	3 6%	2 4%	1 1%	8 5%*	~	~	~	~	~	~	1 3%	7 4%	7 4%	1 14%	3 2%	5 8%
07	18 8%	316 8%	~	1 3%	6 12%	5 9%	6 9%	10 6%	~	~	~	~	1 14%	3 12%	2 5%	13 8%	15 8%	~	14 9%	4 6%
08	43 20%	886 23%	1 100%	4 11%	9 17%	11 20%	18 26%	32 20%	~	~	~	~	2 29%	6 24%	9 23%	33 20%	39 20%	3 43%	30 20%	13 21%
09	42 20%	849 22%	~	7 20%	13 25%	13 23%	9 13%	29 18%	~	~	~	1 100%	8 32%	8 20%	33 20%	42 21%	~	32 21%	10 16%	
BEST HEALTH CARE POSSIBLE	83 39%	1476 38%	~	17 49%	16 31%	22 39%	28 41%	65 41%	~	~	~	~	4 57%	7 28%	17 42%	63 38%	77 39%	3 43%	58 39%	25 40%
#8-10 (NET)	168 79%	3211 82%	1 100%	28 80%	38 73%	46 82%	55 80%	126 79%	~	~	~	1 100%	6 86%	21 84%	34 85%	129 78%	158 79%	6 86%	120 80%	48 76%

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	
	PHSJ TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR-	AMER AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD &	FAIR & POOR	NO CCC	CCC
9-10 (NET)	125 59%	2325 60%	24 ~ 69%	29 ~ 56%	35 62%	37 54%	94 59%	~	~	1 ~100%	4 57%	15 60%	25 62%	96 58%	119 60%	3 43%	90 60%	35 56%
NOT ANSWERED	12	122	1	3	3	5	9					2	3	8	10	2	8	4
VALID CASES	213	3902	1	35	52	56	69	160	1	1	7	25	40	165	199	7	150	63
NUMBER OF RESPONDENTS	225 100%	4024 100%	1 100%	36 100%	55 100%	59 100%	74 100%	169 100%	1 100%	1 100%	7 100%	27 100%	43 100%	173 100%	209 100%	9 100%	158 100%	67 100%
MEAN	8.48	8.59	8.00	8.63	8.31	8.61	8.43	8.46	4.00	9.00	9.00	8.56	8.60	8.45	8.48	8.57	8.54	8.33
p stat_(*=Sig @ p<=.05)		.390	~	~.416	.528	.806	.750	~	~	~	~	~	~	~	~	~	.485	.472

[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				
	PHSJ 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-IC	NOT HIS-IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC	
Q15 NEVER	1 0.5%	70 2%*	~	~	2%	~	~0.6%	~	~	~	~	~	~	~	~	1 ~0.6%	1 ~0.5%	~	1 ~0.7%	~
SOMETIMES	20 9%	378 10%	~	2 6%	9 17%	3 5%	6 9%	15 9%	~100%	1	~	~	~	3 ~12%	3 8%	16 10%	17 9%	2 25%	10 7%	10 16%
USUALLY	50 24%	1179 30%*	~	9 26%	8 15%	14 25%	19 28%	37 23%	~	~	~	~	2 ~29%	6 ~23%	12 30%	35 21%	45 23%	2 25%	37 25%	13 20%
ALWAYS	141 67%	2256 58%*	100%	1 68%	23 66%	35 70%	40 63%	42 67%	~	~	~100%	1 ~71%	5 ~65%	17 ~62%	25 62%	112 68%	135 68%	4 50%	100 68%	41 64%
#ALWAYS + USUALLY (NET)	191 90%	3435 88%	100%	1 94%	32 81%*	43 95%	54 91%	61 90%	~	~	~100%	1 ~100%	7 ~100%	23 ~88%	37 93%	147 90%	180 91%	6 75%	137 93%	54 84%
TOP BOX SCORE	141 67%	2256 58%*	100%	1 68%	23 66%	35 70%	42 63%	107 67%	~	~	~100%	1 ~71%	5 ~65%	17 ~62%	25 62%	112 68%	135 68%	4 50%	100 68%	41 64%
NOT ANSWERED	13	141		2	2	2	7	9					1	3	9	11	1	10	3	
VALID CASES	212	3883	1	34	53	57	67	160	1		1	7	26	40	164	198	8	148	64	
NUMBER OF RESPONDENTS	225 100%	4024 100%	100%	1 100%	36 100%	55 100%	59 100%	74 100%	169 100%	1 100%		1 100%	7 100%	27 100%	43 100%	173 100%	209 100%	9 100%	158 100%	67 100%

[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		
	PHSJ TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR WHT	AFR- AMER	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC
Q16 YES	226 74%	4005 69%*	1 33%~	8 17%~	59 80%	78 92%*	80 83%*	167 73%	2 ~100%~		1 ~100%~	6 67%~	29 81%~	44 72%	177 75%	216 74%~	6 75%~	160 69%*	66 89%*
NO	80 26%	1827 31%*	2 67%~	40 83%~	15 20%	7 8%*	16 17%*	62 27%	~	~	~	3 ~33%~	7 19%~	17 28%	58 25%	74 26%~	2 25%~	72 31%*	8 11%*
NOT ANSWERED	6	187			2	1	3	2					1	1	2	2	1	5	1
VALID CASES	306	5831	3	48	74	85	96	229	2		1	9	36	61	235	290	8	232	74
NUMBER OF RESPONDENTS	312 100%	6018 100%	3 100%	48 100%	74 100%	86 100%	99 100%	231 100%	2 100%		1 100%	9 100%	37 100%	62 100%	237 100%	292 100%	9 100%	237 100%	75 100%

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			
	PHSJ 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	
Q17 YES	168	460	~	~	11%	3%*	11%	7%	~	~	~	~	17%~	15%~	10%~	7%~	14%~	33%~	3%*	17%*
NO	19592	3425	100%*	100%~	89%	97%*	89%	93%	~100%~	~	100%~	83%~	85%~	90%~	93%~	93%~	67%~	97%*	83%*	
NOT ANSWERED	15	235		1	5	3	6	11					2	5	10	15		12	3	
VALID CASES	211	3885	1	7	54	75	74	156	2		1	6	27	39	167	201	6	148	63	
NUMBER OF RESPONDENTS	226	4120	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	

[ASKED IF Q16 = YES]

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

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER			
	PHSJ 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	13 81%	368 88%	~	~	5 83%	2 100%	6 75%	10 91%	~	~	~	~	1 ~100%	2 50%	3 75%	10 83%	11 79%	2 100%	4 80%	9 82%
NO	3 19%	51 12%	~	~	1 17%	2 25%	1 9%	~	~	~	~	~	2 50%	1 25%	2 17%	3 21%	~	1 20%	2 18%	
NOT ANSWERED		1																		
VALID CASES	16	419			6	2	8	11					1	4	4	12	14	2	5	11
NUMBER OF RESPONDENTS	16	420			6	2	8	11					1	4	4	12	14	2	5	11
	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		
	PHSJ 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
Q19 YES	14 5%	202 3%		1 ~ 2%	4 5%	4 5%	5 5%	13 6%*					1 3%	2 3%	12 5%	11 4%	3 33%	2 0.9%*	12 16%*
NO	294 95%	5625 97%	3 100%	47 98%	70 95%	80 95%	94 95%	217 94%*	2 ~100%		1 ~100%	9 100%	36 97%	60 97%	224 95%	280 96%	6 67%	232 99%*	62 84%*
NOT ANSWERED	4	191			2	2	1							1	1			3	1
VALID CASES	308	5827	3	48	74	84	99	230	2		1	9	37	62	236	291	9	234	74
NUMBER OF RESPONDENTS	312 100%	6018 100%	3 100%	48 100%	76 100%	86 100%	99 100%	231 100%	2 100%		1 100%	9 100%	37 100%	62 100%	237 100%	292 100%	9 100%	237 100%	75 100%



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

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER			
	PHSJ 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
Q20 NEVER	2 14%	22 11%	~	~	~	50%	2 15%	~	~	~	~	~	~	~	2 17%	2 18%	~	~	2 17%	~
SOMETIMES	5 36%	27 13%	~	100%	1 50%	2 25%	1 20%	4 31%	~	~	~	~	1 100%	~	5 42%	4 36%	1 33%	~	5 42%	~
USUALLY	4 29%	51 24%	~	~	~	25%	1 60%	3 31%	~	~	~	~	~	2 100%	2 17%	3 27%	1 33%	1 50%	3 25%	~
ALWAYS	3 21%	109 52%	~	~	2 50%	1 20%	4 23%	7 23%	~	~	~	~	~	~	3 25%	2 18%	1 33%	1 50%	2 17%	~
#ALWAYS + USUALLY (NET)	7 50%	160 76%	~	~	2 50%	1 25%	4 80%	7 54%	~	~	~	~	~	2 100%	5 42%	5 45%	2 67%	2 100%	5 42%	~
TOP BOX SCORE	3 21%	109 52%	~	~	2 50%	1 20%	4 23%	7 23%	~	~	~	~	~	~	3 25%	2 18%	1 33%	1 50%	2 17%	~
NOT ANSWERED		12																		
VALID CASES	14	210		1	4	4	5	13					1	2	12	11	3	2	12	
NUMBER OF RESPONDENTS	14	222		1	4	4	5	13					1	2	12	11	3	2	12	
	100%	100%		100%	100%	100%	100%	100%					100%	100%	100%	100%	100%	100%	100%	

[ASKED IF Q19 = YES]

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

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER		
	PHSJ 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
Q21 #YES	10 71%	178 86%	1	2	2	5	9	69%	~	~	~	~	~100%	1	9	8	2	2	8
			~100%	50%	50%	100%	~	~	~	~	~	~	~	50%	75%	73%	67%	100%	67%
NO	4 29%	30 14%	~	2	2	~	4	31%	~	~	~	~	~	1	3	3	1	~	4
			~	50%	50%	~	~	~	~	~	~	~	~	50%	25%	27%	33%	~	33%
NOT ANSWERED		14																	
VALID CASES	14	208	1	4	4	5	13						1	2	12	11	3	2	12
NUMBER OF RESPONDENTS	14	222	1	4	4	5	13						1	2	12	11	3	2	12
	100%	100%	100%	100%	100%	100%	100%						100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q19 = YES]

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

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER			
	PHSJ TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	WHITE	BLCK OR AFR-	AS- IAN	NATV ILND	AMER ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR POOR	NO CCC	CCC		
Q22 YES	23 7%	474 8%	~	3 6%	8 11%	6 7%	6 6%	17 7%	~	~	~	~	~	3 8%	6 10%	16 7%	19 7%	3 33%	8 3%*	15 20%*
NO	285 93%	5319 92%	100%	3 94%	45 89%	66 93%	78 94%	93 93%	2 ~100%	~	1 ~100%	9 100%	34 92%	55 90%	221 93%	272 93%	6 67%	225 97%*	60 80%*	
NOT ANSWERED	4	225			2	2								1		1		4		
VALID CASES	308	5793	3	48	74	84	99	231	2		1	9	37	61	237	291	9	233	75	
NUMBER OF RESPONDENTS	312 100%	6018 100%	3 100%	48 100%	74 100%	84 100%	99 100%	231 100%	2 100%		1 100%	9 100%	37 100%	61 100%	237 100%	292 100%	9 100%	237 100%	75 100%	

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			
	PHSJ TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR WHITE	AFR-AMER	AS-IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL-OTHR	TI	HIS-PAN-IC	NOT HIS-PAN-IC	EX & VERY GOOD & POOR	FAIR & POOR	NO CCC	CCC
Q23 NEVER	6 27%	60 14%	~	1 33%	~	2 33%	3 50%	4 25%	~	~	~	~	~	~	2 33%	4 27%	6 33%	~	2 29%	4 27%
SOMETIMES	6 27%	71 17%	~	1 33%	4 57%	~	1 17%	2 13%	~	~	~	~	3 ~100%	1 17%	4 27%	3 17%	2 67%	2 29%	4 27%	
USUALLY	5 23%	110 26%	~	1 33%	1 14%	2 33%	1 17%	5 31%	~	~	~	~	~	2 33%	3 20%	5 28%	~	2 29%	3 20%	
ALWAYS	5 23%	179 43%	~	~	2 29%	2 33%	1 17%	5 31%	~	~	~	~	~	1 17%	4 27%	4 22%	1 33%	1 14%	4 27%	
#ALWAYS + USUALLY (NET)	10 45%	289 69%	~	1 33%	3 43%	4 67%	2 33%	10 63%	~	~	~	~	~	3 50%	7 47%	9 50%	1 33%	3 43%	7 47%	
TOP BOX SCORE	5 23%	179 43%	~	~	2 29%	2 33%	1 17%	5 31%	~	~	~	~	~	1 17%	4 27%	4 22%	1 33%	1 14%	4 27%	
NOT ANSWERED	1	24			1		1								1	1		1		
VALID CASES	22	420		3	7	6	6	16					3	6	15	18	3	7	15	
NUMBER OF RESPONDENTS	23	444		3	8	6	6	17					3	6	16	19	3	8	15	
	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		
	PHSJ TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR- WHT	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & FAIR & POOR	NO CCC	CCC
Q24 #YES	16 73%	291 69%	~	2 67%	5 71%	3 50%	6 100%	11 69%	~	~	~	~	2 67%	4 67%	11 73%	13 72%	2 67%	5 71%	11 73%
NO	6 27%	132 31%	~	1 33%	2 29%	3 50%	5 31%	~	~	~	~	1 33%	2 33%	4 27%	5 28%	1 33%	2 29%	4 27%	
NOT ANSWERED	1	21			1		1								1	1		1	
VALID CASES	22	423		3	7	6	6	16				3	6	15	18	3	7	15	
NUMBER OF RESPONDENTS	23	444		3	8	6	6	17				3	6	16	19	3	8	15	
	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			
	PHSJ 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	
Q25 YES	33 11%	682 12%	~	2 4%	10 14%	11 13%	10 10%	25 11%	~	~	~100%	1 11%	1 14%	5 11%	7 11%	25 11%	30 10%	2 22%	7 3%*	26 35%*
NO	274 89%	5109 88%	100%	3 96%	45 86%	63 87%	74 90%	89 89%	~100%	~	~	8 89%	32 86%	55 89%	211 89%	261 90%	7 78%	226 97%*	48 65%*	
NOT ANSWERED	5	227		1	3	1		1						1		1		4	1	
VALID CASES	307	5791	3	47	73	85	99	230	2		1	9	37	62	236	291	9	233	74	
NUMBER OF RESPONDENTS	312 100%	6018 100%	3 100%	48 100%	76 100%	86 100%	99 100%	231 100%	2 100%		1 100%	9 100%	37 100%	62 100%	237 100%	292 100%	9 100%	237 100%	75 100%	

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			
	PHSJ TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR WHITE	AFR-AMER	AS-IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL-OTHR	TI	HIS-PAN-IC	NOT HIS-PAN-IC	EX & VERY GOOD & POOR	FAIR & POOR	NO CCC	CCC
Q26 NEVER	2 7%	90 14%	~	1 50%	~	1 10%	~	2 9%	~	~	~	~	~	~	1 17%	1 5%	2 8%	~	~	2 8%
SOMETIMES	8 28%	121 19%	~	3 38%	2 20%	3 33%	4 17%	~	~	~	1 100%	~	2 67%	1 17%	6 27%	6 23%	1 50%	2 40%	6 25%	
USUALLY	12 41%	156 24%	~	1 50%	2 25%	5 50%	4 44%	11 48%	~	~	~	~	1 33%	1 17%	11 50%	12 46%	~	2 40%	10 42%	
ALWAYS	7 24%	284 44%	~	3 38%	2 20%	2 22%	6 26%	~	~	~	~	1 100%	~	3 50%	4 18%	6 23%	1 50%	1 20%	6 25%	
#ALWAYS + USUALLY (NET)	19 66%	440 68%	~	1 50%	5 63%	7 70%	6 67%	17 74%	~	~	~	~	1 100%	1 33%	4 67%	15 68%	18 69%	1 50%	3 60%	16 67%
TOP BOX SCORE	7 24%	284 44%	~	3 38%	2 20%	2 22%	6 26%	~	~	~	~	~	1 100%	~	3 50%	4 18%	6 23%	1 50%	1 20%	6 25%
NOT ANSWERED	4	25			2	1	1	2						2	1	3	4		2	2
VALID CASES	29	651		2	8	10	9	23			1	1	3	6	22	26	2	5	24	
NUMBER OF RESPONDENTS	33	676		2	10	11	10	25			1	1	5	7	25	30	2	7	26	
	100%	100%		100%	100%	100%	100%	100%			100%	100%	100%	100%	100%	100%	100%	100%	100%	

[ASKED IF Q25 = YES]

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

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER		
	PHSJ 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	
Q27 #YES	12 41%	347 53%	~100%	1 44%	4 30%	3 44%	4 50%	11 50%	~	~	~100%	~	~	3 50%	9 41%	12 46%	~	2 40%	10 42%
NO	17 59%	304 47%	~	~	5 56%	7 70%	5 56%	11 50%	~	~	~	1 ~100%	4 100%	3 50%	13 59%	14 54%	2 100%	3 60%	14 58%
NOT ANSWERED	4	25		1	1	1	1	3					1	1	3	4		2	2
VALID CASES	29	651		1	9	10	9	22			1	1	4	6	22	26	2	5	24
NUMBER OF RESPONDENTS	33	676		2	10	11	10	25			1	1	5	7	25	30	2	7	26
	100%	100%		100%	100%	100%	100%	100%			100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q25 = YES]



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

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER		
	PHSJ 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
Q28 YES	56 19%	1072 19%	~	11%~	13%~	18%~	20%~	18%	~	~	~100%~	22%~	29%~	16%	20%	18%~	56%~	14%*	33%*
NO	244 81%	4688 81%	100%~	89%~	82%~	78%~	80%~	82%	~100%~	~	~	78%~	71%~	84%	80%	82%~	44%~	86%*	67%*
NOT ANSWERED	12	257		3	2	6	1	3					2	4	3	8		12	
VALID CASES	300	5761	3	45	74	80	98	228	2		1	9	35	58	234	284	9	225	75
NUMBER OF RESPONDENTS	312 100%	6018 100%	3 100%	48 100%	76 100%	86 100%	99 100%	231 100%	2 100%		1 100%	9 100%	37 100%	62 100%	237 100%	292 100%	9 100%	237 100%	75 100%

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

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER		
	PHSJ 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	31 56%	609 56%	4 ~ 80%	5 38%	10 56%	12 63%	23 55%	~	~	~	1 ~100%	2 100%	4 44%	5 56%	26 57%	28 56%	3 60%	16 53%	15 60%
NO	24 44%	471 44%	1 ~ 20%	8 62%	8 44%	7 37%	19 45%	~	~	~	~	~	5 56%	4 44%	20 43%	22 44%	2 40%	14 47%	10 40%
NOT ANSWERED	1	35				1							1	1	1			1	
VALID CASES	55	1080	5	13	18	19	42				1	2	9	9	46	50	5	30	25
NUMBER OF RESPONDENTS	56 100%	1115 100%	5 100%	13 100%	18 100%	20 100%	42 100%				1 100%	2 100%	10 100%	9 100%	47 100%	51 100%	5 100%	31 100%	25 100%

[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	
	PHSJ 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
Q30 YES	279 91%	4998 86%*	2 67%	46 98%	65 88%	79 94%	87 90%	209 91%	2 ~100%	1 ~100%	9 100%	35 95%	54 89%	216 92%	263 91%	9 100%	206 89%*	73 99%*
NO	26 9%	790 14%*	1 33%	1 2%	9 12%	5 6%	10 10%	20 9%	~	~	~	~	2 5%	7 11%	19 8%	26 9%	25 11%*	1 1%*
NOT ANSWERED	7	230		1	2	2	2	2					1	2	3		6	1
VALID CASES	305	5788	3	47	74	84	97	229	2	1	9	37	61	235	289	9	231	74
NUMBER OF RESPONDENTS	312 100%	6018 100%	3 100%	48 100%	76 100%	86 100%	99 100%	231 100%	2 100%	1 100%	9 100%	37 100%	62 100%	237 100%	292 100%	9 100%	237 100%	75 100%

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

	PHSJ TOT CHLD	OHP TOT CHLD	AGE					RACE						ETHNIC- ITY		HEALTH STATUS		CCC SCREENER		
			<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR-	AMER AS-	IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- OTHR	TI	HIS- PAN-	NOT HIS- PAN-	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC
Q31 NONE	63 24%	1324 27%	1 50%	9 20%	13 21%	23 31%	17 21%	50 25%	~	~	~	~	1 11%	5 15%	11 22%	51 24%	61 24%	1 11%	54 27%*	9 13%*
1 TIME	89 33%	1651 34%	~	13 28%	21 33%	23 31%	32 39%	66 33%	~100%	2	~	~	5 56%	12 36%	16 31%	71 34%	87 34%	1 11%	71 36%	18 25%
2	65 24%	1029 21%	1 50%	12 26%	16 25%	19 25%	17 21%	47 23%	~	~	~	~	3 33%	9 27%	15 29%	47 22%	60 24%	3 33%	45 23%	20 28%
3	29 11%	462 9%	~	8 17%	9 14%	5 7%	7 9%	24 12%	~	~	~	~	4 12%	7 14%	21 10%	27 11%	1 11%	19 10%	10 14%	
4	12 4%	201 4%	~	3 7%	2 3%	3 4%	4 5%	10 5%	~	~	~	~	~	~	1 2%	10 5%	9 4%	2 22%	4 2%*	8 11%*
5 TO 9	7 3%	173 4%	~	1 2%	2 3%	1 1%	3 4%	5 2%	~	~	~	~	2 6%	1 2%	6 3%	6 2%	1 11%	3 2%	4 6%	
10 OR MORE TIMES	3 1%	32 0.6%	~	~	~	1 1%	2 2%	1 0.5%	~	~	~	1 ~100%	1 3%	3 ~	3 1%	3 1%	~	1 ~0.5%	2 3%	
NOT ANSWERED	11	181			2	4	5	6					2	3	7	10		9	2	
VALID CASES	268	4872	2	46	63	75	82	203		2		1	9	33	51	209	253	9	197	71
NUMBER OF RESPONDENTS	279	5053	2	46	65	79	87	209		2		1	9	35	54	216	263	9	206	73
	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?

	PHSJ TOT CHLD	OHP TOT CHLD	AGE					RACE					ETHNIC- ITY		HEALTH STATUS		CCC SCREENER		
			<1	1-3	4-7	8-12	13 AND OVER	WHITE	BLCK OR AFR-	AS- IAN	NATV ILND	AMER HAW/ IND/ PAC ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & GOOD POOR	NO CCC	CCC	
Q31A ALWAYS	2 1%	68 2%	~	1 3%	1 2%	~	~	~	~	~	~	~	1 4%	1 3%	1 0.6%	1 0.5%	1 13%	1 0.7%	1 2%
USUALLY		51 1%	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
SOMETIMES	2 1%	288 8%*	~	~	~	1 2%	1 2%	~	1 50%	~	~	~	~	1 0.6%	1 0.5%	~	~	2 1%	~
NEVER	197 98%	3102 88%*	1 100%	35 97%	48 98%	50 98%	63 98%	150 100%	1 50%	1 100%	8 100%	27 96%	39 98%	153 99%	187 99%	7 88%	136 98%	61 98%	
#NEVER + SOMETIMES (NET)	199 99%	3390 97%*	1 100%	35 97%	48 98%	51 100%	64 100%	150 100%	2 100%	1 100%	8 100%	27 96%	39 98%	154 99%	188 99%	7 88%	138 99%	61 98%	
TOP BOX SCORE	197 98%	3102 88%*	1 100%	35 97%	48 98%	50 98%	63 98%	150 100%	1 50%	1 100%	8 100%	27 96%	39 98%	153 99%	187 99%	7 88%	136 98%	61 98%	
NOT ANSWERED	4	31	1	1	1	1	3						3	3		4			
VALID CASES	201	3509	1	36	49	51	64	150	2	1	8	28	40	155	189	8	139	62	
NUMBER OF RESPONDENTS	205	3540	1	37	50	52	65	153	2	1	8	28	40	158	192	8	143	62	
	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		
	PHSJ TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	GOOD & POOR	NO CCC	CCC	
Q32 NEVER	5 3%	74 2%	~	2 6%~	2 4%~	~	1 2%	3 2%~	1 ~ 50%~	~	~	~	1 4%~	5 ~ 3%~	4 2%~	1 13%~	3 2%	2 3%	
SOMETIMES	3 2%	183 5%*	~	2 6%~	1 2%~	~	3 2%~	~	~	~	~	~	1 3%~	2 1%~	3 2%~	~	3 2%	~	
USUALLY	37 19%	573 16%	~	7 20%~	7 15%~	10 19%	13 21%	28 19%~	1 ~ 50%~	~	~	6 ~ 22%~	6 16%~	30 19%~	36 19%~	1 13%~	27 20%	10 16%	
ALWAYS	153 77%	2676 76%	100%	24 69%~	37 79%~	42 81%	49 78%	115 77%~	~	~	1 ~100%~	8 ~100%~	20 74%~	31 82%~	119 76%~	144 77%~	6 75%~	104 76%	49 80%
#ALWAYS + USUALLY (NET)	190 96%	3249 93%*	100%	31 89%~	44 94%~	52 100%~	62 98%	143 96%~	1 ~ 50%~	1 ~100%~	8 ~100%~	26 96%~	37 97%~	149 96%~	180 96%~	7 88%~	131 96%	59 97%	
TOP BOX SCORE	153 77%	2676 76%	100%	24 69%~	37 79%~	42 81%	49 78%	115 77%~	~	~	1 ~100%~	8 ~100%~	20 74%~	31 82%~	119 76%~	144 77%~	6 75%~	104 76%	49 80%
NOT ANSWERED	7	33		2	3		2	4				1	2	2	5		6	1	
VALID CASES	198	3507	1	35	47	52	63	149	2	1	8	27	38	156	187	8	137	61	
NUMBER OF RESPONDENTS	205	3540	1	37	50	52	65	153	2	1	8	28	40	158	192	8	143	62	
	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			
	PHSJ 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
Q33 NEVER	4 2%	29 0.8%		2 ~ 6%	1 2%	1 ~ 2%	1 0.7%							3 ~ 11%	1 3%	3 2%	3 2%	1 13%	2 1%	2 3%
SOMETIMES	10 5%	199 6%		4 ~ 11%	2 4%	1 2%	3 5%	6 4%		2 ~ 100%				2 ~ 7%	2 5%	8 5%	10 5%		8 6%	2 3%
USUALLY	34 17%	611 17%		4 ~ 11%	8 17%	11 21%	11 17%	29 19%						3 ~ 11%	5 13%	28 18%	32 17%	1 13%	23 17%	11 18%
ALWAYS	153 76%	2666 76%	1 100%	26 72%	37 77%	40 77%	49 77%	115 76%				1 ~ 100%	8 100%	20 71%	32 80%	117 75%	145 76%	6 75%	106 76%	47 76%
#ALWAYS + USUALLY (NET)	187 93%	3277 93%	1 100%	30 83%	45 94%	51 98%*	60 94%	144 95%				1 ~ 100%	8 100%	23 82%	37 92%	145 93%	177 93%	7 88%	129 93%	58 94%
TOP BOX SCORE	153 76%	2666 76%	1 100%	26 72%	37 77%	40 77%	49 77%	115 76%				1 ~ 100%	8 100%	20 71%	32 80%	117 75%	145 76%	6 75%	106 76%	47 76%
NOT ANSWERED	4	34		1	2		1	2							2	2			4	
VALID CASES	201	3506	1	36	48	52	64	151		2		1	8	28	40	156	190	8	139	62
NUMBER OF RESPONDENTS	205 100%	3540 100%	1 100%	37 100%	50 100%	52 100%	65 100%	153 100%		2 100%		1 100%	8 100%	28 100%	40 100%	158 100%	192 100%	8 100%	143 100%	62 100%

[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			
	PHSJ 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-IC	NOT HIS-IC	EX & VERY GOOD & FAIR	POOR	NO CCC	CCC
Q34 NEVER	3 2%	22 0.6%	~	1 3%	~	~	2 3%	1 0.7%	~	1 50%	~	~	~	1 4%	1 3%	2 1%	3 2%	~	2 1%	1 2%
SOMETIMES	8 4%	152 4%	~	3 8%	4 8%	~	1 2%	4 3%	~	1 50%	~	~	~	2 7%	3 8%	5 3%	7 4%	1 13%	6 4%	2 3%
USUALLY	35 18%	469 13%	~	4 11%	10 21%	10 20%	11 17%	30 20%	~	~	~	~	~	3 11%	3 8%	31 20%	34 18%	~	22 16%	13 21%
ALWAYS	153 77%	2859 82%	100%	1 78%	28 71%	34 80%	41 80%	49 78%	~	~	~	1 100%	8 100%	22 79%	33 82%	116 75%	144 77%	7 88%	108 78%	45 74%
#ALWAYS + USUALLY (NET)	188 94%	3328 95%	100%	1 89%	32 92%	44 100%	51 100%	60 95%	~	~	~	1 100%	8 100%	25 89%	36 90%	147 95%	178 95%	7 88%	130 94%	58 95%
TOP BOX SCORE	153 77%	2859 82%	100%	1 78%	28 71%	34 80%	41 80%	49 78%	~	~	~	1 100%	8 100%	22 79%	33 82%	116 75%	144 77%	7 88%	108 78%	45 74%
NOT ANSWERED	6	38	~	1	2	1	2	4	~	~	~	~	~	~	4	4	4	5	1	
VALID CASES	199	3502	100%	1 100%	36 100%	48 100%	51 100%	63 100%	149 100%	2 100%	~	1 100%	8 100%	28 100%	40 100%	154 100%	188 100%	8 100%	138 100%	61 100%
NUMBER OF RESPONDENTS	205 100%	3540 100%	100%	1 100%	37 100%	50 100%	52 100%	65 100%	153 100%	2 100%	~	1 100%	8 100%	28 100%	40 100%	158 100%	192 100%	8 100%	143 100%	62 100%

[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			
	PHSJ 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	140 71%	2353 68%		7 ~ 19%	31 66%	44 86%*	58 92%*	102 68%		2 ~100%		1 ~100%	8 100%	21 75%	23 61%	114 74%	132 71%	5 63%	96 70%	44 72%
NO	58 29%	1128 32%	1 100%	29 81%	16 34%	7 14%*	5 8%*	47 32%						7 25%	15 39%	41 26%	55 29%	3 38%	41 30%	17 28%
NOT ANSWERED	7	60		1	3	1	2	4							2	3	5		6	1
VALID CASES	198	3480	1	36	47	51	63	149		2		1	8	28	38	155	187	8	137	61
NUMBER OF RESPONDENTS	205 100%	3540 100%	1 100%	37 100%	50 100%	52 100%	65 100%	153 100%		2 100%		1 100%	8 100%	28 100%	40 100%	158 100%	192 100%	8 100%	143 100%	62 100%

[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		
	PHSJ 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
Q35A ALWAYS	1	43				1												1	
	0.7%	2%	~	~	~	2%~	~	~	~	~	~	~	~	~	~	~	~	1%	~
USUALLY		47																	
		2%	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
SOMETIMES	2	152			1	1		1					1		2	2		1	1
	1%	7%*	~	~	3%~	2%~	~	1%~	~	~	~	~	5%~	~	2%~	2%~	~	1%~	2%~
NEVER	134	2045	6	30	42	56	99	2		1	7	20	23	109	127	5	92	42	
	98%	89%*	~100%~	97%~	95%~	100%~	99%~	~100%~	~100%~	~100%~	100%~	95%~	100%~	98%~	98%~	100%~	98%~	98%~	
#NEVER + SOMETIMES (NET)	136	2197	6	31	43	56	100	2		1	7	21	23	111	129	5	93	43	
	99%	96%*	~100%~	100%~	98%~	100%~	100%~	~100%~	~100%~	~100%~	100%~	100%~	100%~	100%~	100%~	100%~	99%~	100%~	
TOP BOX SCORE	134	2045	6	30	42	56	99	2		1	7	20	23	109	127	5	92	42	
	98%	89%*	~100%~	97%~	95%~	100%~	99%~	~100%~	~100%~	~100%~	100%~	95%~	100%~	98%~	98%~	100%~	98%~	98%~	
NOT ANSWERED	3	49	1			2	2				1			3	3		2	1	
VALID CASES	137	2287	6	31	44	56	100	2		1	7	21	23	111	129	5	94	43	
NUMBER OF RESPONDENTS	140	2336	7	31	44	58	102	2		1	8	21	23	114	132	5	96	44	
	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	
	PHSJ 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
Q36 NEVER	4 3%	72 3%	1 ~ 17%	2 6%	1 ~ 2%	2 2%	1 ~ 50%	~	~	~	~	1 5%	1 4%	3 3%	4 3%	3 ~	1 3%	1 2%
SOMETIMES	6 4%	148 6%	~	3 ~ 10%	2 5%	1 2%	3 3%	~	~	~	~	2 10%	5 5%	4 3%	1 20%	5 5%	1 2%	
USUALLY	27 20%	454 20%	~	10 ~ 32%	5 12%	12 21%	23 23%	~	~	~	~	4 20%	4 17%	23 21%	27 21%	16 17%	11 25%	
ALWAYS	99 73%	1606 70%	5 ~ 83%	16 52%	36 84%	42 75%	72 72%	1 ~ 50%	1 ~ 100%	7 100%	13 65%	18 78%	79 72%	93 73%	4 80%	68 74%	31 70%	
#ALWAYS + USUALLY (NET)	126 93%	2060 90%	5 ~ 83%	26 84%	41 95%	54 96%	95 95%	1 ~ 50%	1 ~ 100%	7 100%	17 85%	22 96%	102 93%	120 94%	4 80%	84 91%	42 95%	
TOP BOX SCORE	99 73%	1606 70%	5 ~ 83%	16 52%	36 84%	42 75%	72 72%	1 ~ 50%	1 ~ 100%	7 100%	13 65%	18 78%	79 72%	93 73%	4 80%	68 74%	31 70%	
NOT ANSWERED	4	56	1	1	2	2					1	1	4	4	4			
VALID CASES	136	2280	6	31	43	56	100	2	1	7	20	23	110	128	5	92	44	
NUMBER OF RESPONDENTS	140	2336	7	31	44	58	102	2	1	8	21	23	114	132	5	96	44	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	

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

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

			AGE					RACE					ETHNICITY	HEALTH STATUS		CCC SCREENER				
	PHSJ TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR- WHT	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	GOOD & POOR	NO CCC	CCC	
Q37 NEVER	6 3%	98 3%	~	2 6%~	2 4%~	~	2 3%	4 3%~	2 ~100%~	~	~	~	~	6 ~	4 4%~	6 3%~	~	5 4%	1 2%	
SOMETIMES	21 10%	385 11%	~	6 17%~	7 15%~	1 2%*	7 11%	14 9%~	~	~	~	~	5 ~18%~	4 10%~	16 10%~	18 10%~	2 25%~	15 11%	6 10%	
USUALLY	40 20%	856 25%	~	8 22%~	7 15%~	16 31%*	9 14%	30 20%~	~	~	~	1 ~14%~	5 18%~	10 25%~	28 18%~	38 20%~	1 13%~	27 20%	13 21%	
ALWAYS	133 67%	2135 61%	100%~	1 56%~	20 67%~	32 67%~	35 71%	45 68%~	103 68%~	~	~	1 ~100%~	6 86%~	18 64%~	26 65%~	105 68%~	127 67%~	5 63%~	91 66%	42 68%
#ALWAYS + USUALLY (NET)	173 87%	2991 86%	100%~	1 78%~	28 81%~	39 81%~	51 98%*	54 86%	133 88%~	~	~	1 ~100%~	7 100%~	23 82%~	36 90%~	133 86%~	165 87%~	6 75%~	118 86%	55 89%
TOP BOX SCORE	133 67%	2135 61%	100%~	1 56%~	20 67%~	32 67%~	35 71%	45 68%~	103 68%~	~	~	1 ~100%~	6 86%~	18 64%~	26 65%~	105 68%~	127 67%~	5 63%~	91 66%	42 68%
NOT ANSWERED	5	67		1	2		2	2				1			3	3		5		
VALID CASES	200	3473	100%	1 100%	36 100%	48 100%	52 100%	63 100%	151 100%	2 100%		1 100%	7 100%	28 100%	40 100%	155 100%	189 100%	8 100%	138 100%	62 100%
NUMBER OF RESPONDENTS	205 100%	3540 100%	100%	1 100%	37 100%	50 100%	52 100%	65 100%	153 100%	2 100%		1 100%	8 100%	28 100%	40 100%	158 100%	192 100%	8 100%	143 100%	62 100%

[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		
	PHSJ TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR-	AMER AS-	NATV HAW/ PAC	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD &	FAIR POOR	NO CCC	CCC	
Q38 #YES	166 83%	2956 85%	1 100%	32 89%	36 75%	46 88%	51 81%	124 82%	2 ~100%	1 ~100%	6 86%	23 82%	35 88%	127 82%	158 84%	5 63%	113 82%	53 85%	
NO	34 17%	518 15%		4 ~11%	12 25%	6 12%	12 19%	27 18%	~	~	~	1 ~14%	5 18%	5 13%	28 18%	31 16%	3 38%	25 18%	9 15%
NOT ANSWERED	5	66		1	2		2				1			3	3		5		
VALID CASES	200	3474	1	36	48	52	63	151	2	1	7	28	40	155	189	8	138	62	
NUMBER OF RESPONDENTS	205 100%	3540 100%	1 100%	37 100%	50 100%	52 100%	65 100%	153 100%	2 100%	1 100%	8 100%	28 100%	40 100%	158 100%	192 100%	8 100%	143 100%	62 100%	

[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		
	PHSJ 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	58 29%	1340 39%*		6 ~ 17%	15 ~ 33%	15 ~ 29%	22 34%	44 30%	1 ~ 50%		1 ~ 100%	2 ~ 25%	6 ~ 21%	11 29%	45 29%	51 27%	5 63%	32 24%*	26 42%*
NO	140 71%	2127 61%*	1 100%	29 83%	31 67%	37 71%	42 66%	104 70%	1 ~ 50%			6 ~ 75%	22 79%	27 71%	111 71%	136 73%	3 38%	104 76%*	36 58%*
NOT ANSWERED	7	73		2	4		1	5						2	2	5		7	
VALID CASES	198	3467	1	35	46	52	64	148	2		1	8	28	38	156	187	8	136	62
NUMBER OF RESPONDENTS	205 100%	3540 100%	1 100%	37 100%	50 100%	52 100%	65 100%	153 100%	2 100%		1 100%	8 100%	28 100%	40 100%	158 100%	192 100%	8 100%	143 100%	62 100%

[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		
	PHSJ TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	WHITE	BLCK OR AFR-	AS- IAN	NATV ILND	AMER ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD	FAIR & POOR	NO CCC	CCC
Q40 NEVER	9 17%	102 8%		1 ~ 20%	6 40%	2 14%	7 17%						2 33%	9 21%		7 15%	2 40%	5 18%	4 15%
SOMETIMES	5 9%	189 15%		1 ~ 20%	1 7%	2 14%	1 5%	2 5%	1 ~100%				2 33%	2 20%	3 7%	5 11%		3 11%	2 8%
USUALLY	13 24%	353 28%			2 ~ 13%	3 21%	8 40%	11 27%			1 ~100%	1 50%		1 10%	12 29%	12 26%	1 20%	8 29%	5 19%
ALWAYS	27 50%	630 49%		3 ~ 60%	6 40%	7 50%	11 55%	21 51%				1 50%	2 33%	7 70%	18 43%	23 49%	2 40%	12 43%	15 58%
#ALWAYS + USUALLY (NET)	40 74%	983 77%		3 ~ 60%	8 53%	10 71%	19 95%	32 78%			1 ~100%	2 100%	2 33%	8 80%	30 71%	35 74%	3 60%	20 71%	20 77%
TOP BOX SCORE	27 50%	630 49%		3 ~ 60%	6 40%	7 50%	11 55%	21 51%				1 50%	2 33%	7 70%	18 43%	23 49%	2 40%	12 43%	15 58%
NOT ANSWERED	4	48		1		1	2	3						1	3	4		4	
VALID CASES	54	1274		5	15	14	20	41	1		1	2	6	10	42	47	5	28	26
NUMBER OF RESPONDENTS	58	1322		6	15	15	22	44	1		1	2	6	11	45	51	5	32	26
	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		
	PHSJ TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD	FAIR & POOR	NO CCC	CCC	
Q41 WORST PERSONAL DOCTOR POSSIBLE	1 0.4%	7 0.1%	~	~	2%	~	~	~	~	~	~	1 3%	1 ~0.5%	1 ~	1 ~11%	~	1 ~	1 1%	
01	1 0.4%	17 0.4%	~	~	~	~	1 ~	~	~	~	1 ~11%	~	1 ~0.5%	1 ~0.4%	~	1 ~0.5%	~	~	
02		17 0.3%	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	
03	2 0.8%	21 0.4%	~	~	2%	~	1 ~	1 0.5%	~	~	~	1 ~3%	1 2%	1 0.5%	2 0.8%	~	1 ~0.5%	1 1%	
04	6 2%	41 0.9%	~	1 2%	~	2 3%	3 4%	4 2%	1 ~50%	~	~	~	~	5 ~2%	6 2%	~	5 3%	1 1%	
05	8 3%	139 3%	1 50%	1 2%	1 2%	2 3%	3 4%	7 4%	~	~	~	~	1 2%	6 3%	7 3%	~	7 4%	1 1%	
06	11 4%	111 2%	~	1 2%	4 7%	3 4%	3 4%	9 5%	~	~	~	~	2 6%	3 6%	8 4%	11 4%	~	7 4%	4 6%
07	14 5%	320 7%	~	2 5%	3 5%	5 7%	4 5%	12 6%	~	~	~	~	1 3%	1 2%	13 6%	1 11%	9 5%	5 7%	
08	54 21%	785 16%	~	9 20%	16 26%	13 17%	16 20%	41 21%	~	~	~	1 ~11%	9 26%	8 16%	45 22%	51 20%	2 22%	42 22%	12 17%
09	51 19%	988 21%	~	10 23%	12 20%	17 23%	12 15%	40 20%	~	~	1 ~100%	2 22%	5 15%	8 16%	42 20%	48 19%	3 33%	37 19%	14 20%
BEST PERSONAL DOCTOR POSSIBLE	114 44%	2358 49%	1 50%	20 45%	23 38%	33 44%	37 46%	85 43%	1 ~50%	~	~	5 ~56%	15 44%	28 56%*	85 41%	110 44%	2 22%	84 44%	30 43%
#8-10 (NET)	219 84%	4130 86%	1 50%	39 89%	51 84%	63 84%	65 81%	166 83%	1 ~50%	~	1 ~100%	8 89%	29 85%	44 88%	172 83%	209 84%	7 78%	163 84%	56 81%

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		
	PHSJ TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR-	AMER AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD &	FAIR & POOR	NO CCC	CCC	
9-10 (NET)	165 63%	3346 70%*	1 50%~	30 68%~	35 57%	50 67%	49 61%	125 63%	1 ~ 50%~	1 ~100%~	7 78%~	20 59%~	36 72%	127 61%	158 63%~	5 56%~	121 63%	44 64%	
NOT ANSWERED	17	249		2	4	4	7	10				1	4	9	14		13	4	
VALID CASES	262	4804	2	44	61	75	80	199	2	1	9	34	50	207	249	9	193	69	
NUMBER OF RESPONDENTS	279 100%	5053 100%	2 100%	46 100%	65 100%	79 100%	87 100%	209 100%	2 100%	1 100%	9 100%	35 100%	54 100%	216 100%	263 100%	9 100%	206 100%	73 100%	
MEAN	8.65	8.87	7.50	8.89	8.51	8.77	8.54	8.69	7.00	9.00	8.56	8.50	8.98	8.60	8.69	7.78	8.67	8.59	
p stat_(*=Sig @ p<=.05)		.039*	~	~	.493	.432	.524	.551	~	~	~	~	~	.109	.421	~	~	.781	.775

[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		
	PHSJ 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	69 26%	1181 24%	1 50%	6 13%	14 23%	19 25%	29 37%*	51 25%	~	~	~100%	4 44%	12 35%	13 25%	55 26%	61 24%	7 78%	15 8%*	54 77%*
NO	196 74%	3655 76%	1 50%	39 87%	48 77%	58 75%	50 63%*	150 75%	2 ~100%	~	~	5 56%	22 65%	38 75%	153 74%	191 76%	2 22%	180 92%*	16 23%*
NOT ANSWERED	14	217		1	3	2	8	8					1	3	8	11		11	3
VALID CASES	265	4836	2	45	62	77	79	201	2		1	9	34	51	208	252	9	195	70
NUMBER OF RESPONDENTS	279	5053	2	46	65	79	87	209	2		1	9	35	54	216	263	9	206	73
	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		
	PHSJ 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	58 87%	1018 86%		3 ~ 50%	12 92%	17 89%	26 93%	43 86%	~	~	~ 100%	4 100%	9 82%	10 83%	47 87%	50 85%	7 100%	13 87%	45 87%
NO	9 13%	160 14%	1 100%	3 50%	1 8%	2 11%	2 7%	7 14%	~	~	~	~	2 18%	2 17%	7 13%	9 15%		2 13%	7 13%
NOT ANSWERED	2	36			1		1	1					1	1	1	2			2
VALID CASES	67	1178	1	6	13	19	28	50			1	4	11	12	54	59	7	15	52
NUMBER OF RESPONDENTS	69 100%	1214 100%	1 100%	6 100%	14 100%	19 100%	29 100%	51 100%			1 100%	4 100%	12 100%	13 100%	55 100%	61 100%	7 100%	15 100%	54 100%

[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		
	PHSJ 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
Q44 #YES	54 79%	992 85%		3 ~ 50%	11 85%	16 84%	24 83%	40 78%	~	~	~ 100%	4 100%	8 73%	10 83%	43 78%	47 78%	6 86%	12 80%	42 79%
NO	14 21%	179 15%	1 100%	3 50%	2 15%	3 16%	5 17%	11 22%	~	~	~	~	3 27%	2 17%	12 22%	13 22%	1 14%	3 20%	11 21%
NOT ANSWERED	1	43			1								1	1	1			1	
VALID CASES	68	1171	1	6	13	19	29	51			1	4	11	12	55	60	7	15	53
NUMBER OF RESPONDENTS	69	1214	1	6	14	19	29	51			1	4	12	13	55	61	7	15	54
	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			
	PHSJ TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	WHITE	BLCK OR AFR-	AMER AS- IAN	NATV ILND	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	GOOD & POOR	NO CCC	CCC	
Q45 YES	44 15%	817 14%		3 ~ 7%	9 12%	15 18%	17 18%	30 13%				1 ~100%	2 22%	8 22%	9 15%	34 14%	39 13%	4 44%	21 9%*	23 31%*
NO	258 85%	4882 86%	3 100%	43 93%	63 88%	69 82%	80 82%	200 87%	2 ~100%				7 ~ 78%	29 78%	53 85%	202 86%	252 87%	5 56%	206 91%*	52 69%*
NOT ANSWERED	10	319		2	4	2	2	1							1	1		10		
VALID CASES	302	5699	3	46	72	84	97	230	2		1	9	37	62	236	291	9	227	75	
NUMBER OF RESPONDENTS	312 100%	6018 100%	3 100%	48 100%	76 100%	86 100%	99 100%	231 100%	2 100%		1 100%	9 100%	37 100%	62 100%	237 100%	292 100%	9 100%	237 100%	75 100%	

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

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER			
	PHSJ 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	4 9%	42 5%		1 33%	1 13%	2 13%	2 7%							1 13%	1 11%	3 9%	4 11%		2 10%	2 9%
SOMETIMES	8 19%	149 19%			3 38%	1 7%	4 24%	3 10%				1 100%		4 50%	1 11%	7 21%	6 16%	2 50%	3 15%	5 22%
USUALLY	13 30%	195 25%		1 33%		5 33%	7 41%	11 38%					1 50%		4 44%	8 24%	11 29%	1 25%	6 30%	7 30%
ALWAYS	18 42%	401 51%		1 33%	4 50%	7 47%	6 35%	13 45%					1 50%	3 38%	3 33%	15 45%	17 45%	1 25%	9 45%	9 39%
#ALWAYS + USUALLY (NET)	31 72%	596 76%		2 67%	4 50%	12 80%	13 76%	24 83%					2 100%	3 38%	7 78%	23 70%	28 74%	2 50%	15 75%	16 70%
TOP BOX SCORE	18 42%	401 51%		1 33%	4 50%	7 47%	6 35%	13 45%					1 50%	3 38%	3 33%	15 45%	17 45%	1 25%	9 45%	9 39%
NOT ANSWERED	1	26			1			1							1	1			1	
VALID CASES	43	787		3	8	15	17	29				1	2	8	9	33	38	4	20	23
NUMBER OF RESPONDENTS	44	813		3	9	15	17	30				1	2	8	9	34	39	4	21	23
	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			
	PHSJ TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR WHITE	AFR-AMER	AS-IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL-OTHR	TI	HIS-PAN-IC	NOT HIS-PAN-IC	EX & VERY GOOD & POOR	FAIR & POOR	NO CCC	CCC
Q47 NONE	7 16%	60 8%	~ 33%	3 33%	2 14%	1 6%	5 17%	~	~	~	~	~	2 25%	~	7 21%	7 18%	~	5 24%	2 9%	
1 SPECIALIST	28 65%	510 64%	~ 33%	4 44%	10 71%	13 76%	17 59%	~	~	~	1 100%	2 100%	5 63%	7 78%	20 61%	24 63%	3 75%	14 67%	14 64%	
2	4 9%	153 19%	~ 33%	1 11%	1 11%	2 12%	3 10%	~	~	~	~	~	1 13%	1 11%	3 9%	4 11%	~	1 5%	3 14%	
3	2 5%	36 5%	~	~	2 14%	~	2 7%	~	~	~	~	~	~	1 11%	1 3%	2 5%	~	~	2 9%	
4	1 2%	16 2%	~	~	~	1 6%	1 3%	~	~	~	~	~	~	~	1 3%	1 3%	~	1 5%	~	
5 OR MORE SPECIALISTS	1 2%	17 2%	~	1 11%	~	~	1 3%	~	~	~	~	~	~	~	1 3%	~	1 25%	~	1 5%	
NOT ANSWERED	1	21			1		1								1	1			1	
VALID CASES	43	792		3	9	14	17	29				1	2	8	9	33	38	4	21	22
NUMBER OF RESPONDENTS	44	813		3	9	15	17	30				1	2	8	9	34	39	4	21	23
	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?

	PHSJ TOT CHLD	OHP TOT CHLD	AGE					RACE					ETHNIC- ITY		HEALTH STATUS		CCC SCREENER		
			<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK NATV	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC	
Q48 WORST SPECIALIST POSSIBLE		3 0.4%	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	
01		2 0.3%	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	
02		1 0.1%	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	
03		2 0.3%	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	
04	1 3%	5 0.6%	~	1 ~100%	~	~	1 4%	~	~	~	~	~	1 4%	1 3%	~	~	1 5%	~	
05	2 6%	22 3%	~	~	~	2 13%	2 9%	~	~	~	~	~	2 8%	1 3%	1 25%	1 7%	1 5%	~	
06	2 6%	34 5%	~	~	1 8%	1 7%	1 4%	~	~	1 ~100%	~	~	2 8%	2 7%	~	1 7%	1 5%	~	
07	3 9%	53 8%	~	~	2 17%	1 7%	2 9%	~	~	~	~	~	1 11%	2 8%	3 10%	2 14%	1 5%	~	
08	5 15%	121 17%	~	1 17%	2 17%	2 13%	3 13%	~	~	~	~	2 33%	3 33%	2 8%	5 17%	2 14%	3 15%	~	
09	6 18%	144 20%	~	1 17%	3 25%	2 13%	5 22%	~	~	~	~	~	3 33%	3 12%	6 20%	4 29%	2 10%	~	
BEST SPECIALIST POSSIBLE	15 44%	324 45%	~	4 67%	4 33%	7 47%	9 39%	~	~	~	2 ~100%	4 67%	2 22%	13 52%	12 40%	3 75%	4 29%	11 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		
	PHSJ 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- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	GOOD & POOR	NO CCC	CCC	
#8-10 (NET)	26 76%	589 83%	~	~	6 ~100%	9 75%	11 73%	17 74%	~	~	~	2 ~100%	6 100%	8 89%	18 72%	23 77%	3 75%	10 71%	16 80%
9-10 (NET)	21 62%	468 66%	~	~	5 83%	7 58%	9 60%	14 61%	~	~	~	2 ~100%	4 67%	5 56%	16 64%	18 60%	3 75%	8 57%	13 65%
NOT ANSWERED	2	9	1			1	1							1	1		2		
VALID CASES	34	712	1	6	12	15	23			1	2	6	9	25	30	4	14	20	
NUMBER OF RESPONDENTS	36	721	2	6	12	16	24			1	2	6	9	26	31	4	16	20	
	100%	100%	100%	100%	100%	100%	100%			100%	100%	100%	100%	100%	100%	100%	100%	100%	
MEAN	8.56	8.75	4.00	9.50	8.58	8.47	8.39			6.00	10.0	9.33	8.67	8.52	8.53	8.75	8.36	8.70	
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?

	PHSJ TOT CHLD	OHP TOT CHLD	AGE					RACE						ETHNIC- ITY		HEALTH STATUS		CCC SCREENER	
			<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	MUL- OTHR TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC	
Q49 YES	60 20%	1474 26%*	12 ~	12 26%~	20 17%	16 24%	44 19%	1 ~	50%~	5 ~	8 22%~	14 23%	46 19%	57 20%~	3 33%~	36 16%*	24 32%*		
NO	240 80%	4149 74%*	3 100%~	34 74%~	60 83%	64 76%	79 83%	185 81%	1 ~	50%~	1 ~	4 100%~	29 44%~	47 77%	190 81%	233 80%~	6 67%~	189 84%*	51 68%*
NOT ANSWERED	12	395	2	4	2	4	2					1	1	2		12			
VALID CASES	300	5623	3	46	72	84	95	229	2		1	9	37	61	236	290	9	225	75
NUMBER OF RESPONDENTS	312 100%	6018 100%	3 100%	48 100%	76 100%	86 100%	99 100%	231 100%	2 100%		1 100%	9 100%	37 100%	62 100%	237 100%	292 100%	9 100%	237 100%	75 100%

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

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER			
	PHSJ TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	WHITE	BLCK OR AFR-	AS- IAN	NATV ILND	AMER ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD	FAIR & POOR	NO CCC	CCC	
Q50 NEVER	3 5%	37 3%	~	~	1 8%	2 11%	2 5%	~	~	~	~	~	~	1 8%	2 4%	3 5%	~	2 6%	1 4%	
SOMETIMES	7 12%	224 17%	~	42%	1 8%	1 5%	4 9%	~	100%	~	~	1 20%	1 14%	2 17%	5 11%	6 11%	1 33%	5 15%	2 8%	
USUALLY	11 19%	391 30%*	~	17%	2 17%	2 11%	2 33%	5 18%	~	~	~	~	3 43%	2 17%	9 20%	11 20%	~	5 15%	6 25%	
ALWAYS	37 64%	645 50%*	~	42%	5 67%	8 74%	14 74%	10 67%	30 68%	~	~	~	4 80%	3 43%	7 58%	30 65%	35 64%	2 67%	22 65%	15 63%
#ALWAYS + USUALLY (NET)	48 83%	1037 80%	~	58%	7 83%	10 83%	16 84%	15 100%	38 86%	~	~	~	4 80%	6 86%	9 75%	39 85%	46 84%	2 67%	27 79%	21 88%
TOP BOX SCORE	37 64%	645 50%*	~	42%	5 67%	8 74%	14 74%	10 67%	30 68%	~	~	~	4 80%	3 43%	7 58%	30 65%	35 64%	2 67%	22 65%	15 63%
NOT ANSWERED	2	44				1	1						1	2		2		2		
VALID CASES	58	1297		12	12	19	15	44	1			5	7	12	46	55	3	34	24	
NUMBER OF RESPONDENTS	60	1341		12	12	20	16	44	1			5	8	14	46	57	3	36	24	
	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		
	PHSJ TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	WHITE	BLCK OR AFR-AMER	AS-IAN	NATV ILND	AMER HAW/IND/PAC ALSK	MUL-TI	HIS-IC	NOT HIS-PAN-IC	EX & VERY GOOD & FAIR	GOOD & POOR	NO CCC	CCC
Q51 NEVER	1 2%	31 2%	~	~	~	5%~	1 2%~	~	~	~	~	~	~	1 2%~	1 2%~	~	~	1 4%~	~
SOMETIMES	4 7%	120 9%	~ 17%~	2 9%~	1 5%~	1 5%~	2 5%~	~ 100%~	~	~	~	1 13%~	~	4 9%~	3 5%~	1 33%~	2 6%~	2 8%~	~
USUALLY	7 12%	278 21%*	~ 17%~	2 ~	1 ~	4 5%~	5 12%~	~	~	~	~	1 20%~	~	3 23%~	4 9%~	7 13%~	~	4 12%~	3 13%~
ALWAYS	46 79%	871 67%*	~ 67%~	8 91%~	10 85%~	17 73%~	11 81%~	~	~	~	~	4 80%~	7 88%~	10 77%~	36 80%~	44 80%~	2 67%~	28 82%~	18 75%~
#ALWAYS + USUALLY (NET)	53 91%	1149 88%	~ 83%~	10 91%~	10 90%~	18 100%~	15 93%~	~	~	~	~	5 100%~	7 88%~	13 100%~	40 89%~	51 93%~	2 67%~	32 94%~	21 88%~
TOP BOX SCORE	46 79%	871 67%*	~ 67%~	8 91%~	10 85%~	17 73%~	11 81%~	~	~	~	~	4 80%~	7 88%~	10 77%~	36 80%~	44 80%~	2 67%~	28 82%~	18 75%~
NOT ANSWERED	2	41			1	1	1							1	1	2		2	
VALID CASES	58	1300		12	11	20	15	43		1		5	8	13	45	55	3	34	24
NUMBER OF RESPONDENTS	60	1341		12	12	20	16	44		1		5	8	14	46	57	3	36	24
	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		
	PHSJ 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	
Q52 YES	79 26%	1596 29%	2 67%	13 29%	21 29%	18 22%	25 26%	58 25%	~	~	~100%	2 22%	14 39%	15 25%	64 27%	78 27%	1 11%	58 26%	21 28%
NO	220 74%	3983 71%	1 33%	32 71%	51 71%	65 78%	71 74%	171 75%	2 ~100%	~	~	7 78%	22 61%	46 75%	171 73%	211 73%	8 89%	166 74%	54 72%
NOT ANSWERED	13	439		3	4	3	3	2				1		1	2	3		13	
VALID CASES	299	5579	3	45	72	83	96	229	2		1	9	36	61	235	289	9	224	75
NUMBER OF RESPONDENTS	312 100%	6018 100%	3 100%	48 100%	76 100%	86 100%	99 100%	231 100%	2 100%		1 100%	9 100%	37 100%	62 100%	237 100%	292 100%	9 100%	237 100%	75 100%

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

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER				
	PHSJ TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR WHITE	AFR-AMER	AS-IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK	OTHR	MUL-TI	HIS-PAN-IC	NOT HIS-PAN-IC	EX & VERY GOOD & POOR	FAIR & POOR	NO CCC	CCC	
PQ53 NEVER	4 1%	65 1%	~	~	1%	2%	1%	0.9%	~	~	~	~	~	3%	1%	3%	4%	1%	4%	2%*	~
SOMETIMES	9 3%	282 5%*	~	4%	1%	1%	5%	4%*	~	~	~	~	~	~	3%	7%	9%	3%	8%	4%	1%
USUALLY	30 10%	520 9%	1%	4%	9%	5%	11%	23%	~	~	~	~	17%	6%	7%	23%	30%	10%	23%	10%	9%
ALWAYS	255 86%	4656 84%	2%	39%	61%	74%	79%	195%	2%	~100%	~100%	1%	9%	28%	51%	201%	245%	9%	189%	66%	89%
#ALWAYS + USUALLY (NET)	285 96%	5175 94%	3%	43%	70%	79%	90%	218%	2%	~100%	~100%	1%	9%	34%	58%	224%	275%	9%	212%	73%	99%*
TOP BOX SCORE	255 86%	4656 84%	2%	39%	61%	74%	79%	195%	2%	~100%	~100%	1%	9%	28%	51%	201%	245%	9%	189%	66%	89%
NOT ANSWERED	1	67				1							1		1		1				1
VALID CASES	298	5523	3	45	72	82	96	229	2			1	9	35	61	234	288	9	224	74	
NUMBER OF RESPONDENTS	299 100%	5590 100%	3%	45%	72%	83%	96%	229%	2%	100%		1%	9%	36%	61%	235%	289%	9%	224%	75%	

[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		
	PHSJ TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR- WHT	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & POOR	FAIR & POOR	NO CCC	CCC
Q54 WORST HEALTH PLAN POSSIBLE	2	18			2			1					1	2		1	1	1	1
	0.7%	0.3%	~	~	3%	~	~0.4%	~	~	~	~	~	3%	~0.8%	0.3%	11%	~0.4%	1%	
01		11																	
		0.2%	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	
02	1	27		1			1						1		1		1		
	0.3%	0.5%	~	2%	~	~	~0.4%	~	~	~	~	~	~0.4%	0.3%	~	~0.4%	~	~	
03	5	40		3		2	5						5		5		3	2	
	2%	0.7%	~	7%	~	2%	2%*	~	~	~	~	~	~	2%*	2%	~	1%	3%	
04	5	53		1	1		3	4				1	1	4	4	1	4	1	
	2%	0.9%	~	2%	1%	~	3%	2%	~	~	~	11%	2%	2%	1%	11%	2%	1%	
05	23	288	1	3	5	5	9	18					3	3	19	23		16	7
	8%	5%	33%	7%	7%	6%	9%	8%	~	~	~	~	8%	5%	8%	8%	~	7%	9%
06	25	265		3	5	6	11	16		1		1	4	3	22	24	1	19	6
	8%	5%*	~	7%	7%	7%	12%	7%	~	50%	~	~	11%	11%	5%	9%	8%	11%	8%
07	30	565	1	6	6	8	9	25					4	2	28	30		25	5
	10%	10%	33%	13%	8%	10%	9%	11%	~	~	~	~	11%	3%*	12%*	10%	~	11%	7%
08	52	980		7	16	17	12	43				1	7	9	43	51	1	38	14
	17%	18%	~	16%	22%	20%	13%	19%	~	~	~	11%	19%	15%	18%	18%	11%	17%	19%
09	45	1008		3	14	12	16	39			1	1	2	9	36	42	2	30	15
	15%	18%	~	7%	19%	14%	17%	17%	~	~	~100%	11%	6%	15%	15%	15%	22%	13%	20%
BEST HEALTH PLAN POSSIBLE	111	2334	1	18	23	34	35	78		1		5	15	34	76	108	3	87	24
	37%	42%	33%	40%	32%	40%	37%	34%*	~	50%	~	~	56%	42%	56%*	32%*	37%	33%	39%
#8-10 (NET)	208	4322	1	28	53	63	63	160		1		1	7	24	52	155	6	155	53
	70%	77%*	33%	62%	74%	75%	66%	70%	~	50%	~	~100%	78%	67%	85%*	66%*	70%	67%	69%

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		
	PHSJ 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 & POOR	GOOD & POOR	NO CCC	CCC	
9-10 (NET)	156 52%	3342 60%*	1 33%~	21 47%~	37 51%	46 55%	51 54%	117 51%	1 ~ 50%~	1 ~100%~	6 67%~	17 47%~	43 70%*	112 47%*	150 52%~	5 56%~	117 52%	39 52%	
NOT ANSWERED	13	430		3	4	2	4	1				1	1	1	3		13		
VALID CASES	299	5588	3	45	72	84	95	230	2	1	9	36	61	236	289	9	224	75	
NUMBER OF RESPONDENTS	312 100%	6018 100%	3 100%	48 100%	76 100%	86 100%	99 100%	231 100%	2 100%	1 100%	9 100%	37 100%	62 100%	237 100%	292 100%	9 100%	237 100%	75 100%	
MEAN	8.17	8.52	7.33	7.84	8.12	8.42	8.17	8.13	8.00	9.00	8.56	8.08	8.92	7.98	8.19	7.33	8.21	8.04	
p stat_(*=Sig @ p<=.05)		.003*	~	~	.826	.156	.990	.510	~	~	~	~	~	.000*	.002*	~	~	.542	.532



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

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER		
	PHSJ 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	
Q55 YES	114 38%	2224 39%	~	15 33%	33 46%	29 35%	37 38%	87 38%	2 ~100%	1 ~100%	6 67%	15 41%	28 45%	86 36%	105 36%	9 100%	62 27%*	52 70%*	
NO	187 62%	3434 61%	100%	3 67%	31 54%	39 65%	60 62%	143 62%	~	~	~	3 33%	22 59%	34 55%	150 64%	186 64%	~	165 73%*	22 30%*
NOT ANSWERED	11	359		2	4	3	2	1						1	1		10	1	
VALID CASES	301	5659	3	46	72	83	97	230	2	1	9	37	62	236	291	9	227	74	
NUMBER OF RESPONDENTS	312 100%	6018 100%	3 100%	48 100%	76 100%	86 100%	99 100%	231 100%	2 100%	1 100%	9 100%	37 100%	62 100%	237 100%	292 100%	9 100%	237 100%	75 100%	

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

	PHSJ TOT CHLD	OHP TOT CHLD	AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER		
			<1	1-3	4-7	8-12	13 AND OVER	WHITE	BLCK OR AFR-	AMER IAN	NATV ILND	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD	FAIR & POOR	NO CCC	CCC
Q56 NEVER		36 2%	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	
SOMETIMES	15 14%	208 9%	~ 27%	4 15%	5 11%	3 9%	3 12%	10 12%	1 50%	~	1 17%	3 21%	1 4%	14 17%	13 13%	2 22%	9 15%	6 12%	
USUALLY	28 25%	522 24%	~ 7%	1 33%	11 33%	5 18%	11 32%	21 25%	1 50%	~	1 100%	~	4 29%	10 37%	18 22%	25 25%	3 33%	14 24%	14 27%
ALWAYS	67 61%	1443 65%	~ 67%	10 52%	17 52%	20 71%	20 59%	54 64%	~	~	~	5 83%	7 50%	16 59%	51 61%	63 62%	4 44%	36 61%	31 61%
#ALWAYS + USUALLY (NET)	95 86%	1964 89%	~ 73%	11 85%	28 85%	25 89%	31 91%	75 88%	1 50%	~	1 100%	5 83%	11 79%	26 96%	69 83%	88 87%	7 78%	50 85%	45 88%
TOP BOX SCORE	67 61%	1443 65%	~ 67%	10 52%	17 52%	20 71%	20 59%	54 64%	~	~	~	5 83%	7 50%	16 59%	51 61%	63 62%	4 44%	36 61%	31 61%
NOT ANSWERED	4	47				1	3	2				1	1	3	4		3	1	
VALID CASES	110	2208	15	33	28	34	85	2		1	6	14	27	83	101	9	59	51	
NUMBER OF RESPONDENTS	114	2255	15	33	29	37	87	2		1	6	15	28	86	105	9	62	52	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	

[ASKED IF Q55 = YES]

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

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER	
	PHSJ TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR- WHT	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	MUL- OTHR TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & FAIR & POOR	NO CCC	CCC
Q57 #YES	63 58%	1308 61%	9 ~ 60%	15 ~ 45%	18 ~ 62%	21 ~ 66%	44 52%	~	~	1 ~ 100%	5 ~ 83%	11 ~ 85%	15 58%	48 58%	56 56%	7 78%	29 50%	34 67%
NO	46 42%	853 39%	6 ~ 40%	18 ~ 55%	11 ~ 38%	11 ~ 34%	41 48%	2 ~ 100%	2	1 ~ 17%	2 ~ 15%	11 42%	35 42%	44 44%	2 22%	29 50%	17 33%	
NOT ANSWERED	5	94				5	2					2	2	3	5		4	1
VALID CASES	109	2161	15	33	29	32	85	2		1	6	13	26	83	100	9	58	51
NUMBER OF RESPONDENTS	114 100%	2255 100%	15 100%	33 100%	29 100%	37 100%	87 100%	2 100%		1 100%	6 100%	15 100%	28 100%	86 100%	105 100%	9 100%	62 100%	52 100%

[ASKED IF Q55 = YES]

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

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER			
	PHSJ 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
Q58 EXCELLENT	130 43%	2291 40%	3 100%	29 63%	31 43%	36 43%	31 32%*	100 43%	~	~	~	~	4 44%	18 49%	26 43%	103 43%	130 45%	~	116 51%*	14 19%*
VERY GOOD	118 39%	2006 35%	~	15 33%	30 42%	32 39%	41 42%	92 40%	~100%	2	~	~	1 11%	14 38%	24 39%	92 39%	118 40%	~	87 38%	31 41%
GOOD	44 15%	1106 20%*	~	2 4%	7 10%	15 18%	20 21%	32 14%	~	~	~100%	1	2 22%	4 11%	9 15%	35 15%	44 15%	~	22 10%*	22 29%*
FAIR	7 2%	239 4%*	~	~	2 3%	~	5 5%	5 2%	~	~	~	~	2 22%	~	2 3%	5 2%	7 ~	1 78%	6 0.4%*	8%*
POOR	2 0.7%	17 0.3%	~	~	2 3%	~	1 ~0.4%	~	~	~	~	~	1 3%	~	2 ~0.8%	2	2 ~	2 22%	2 ~	2 3%
#EXCELLENT + VERY GOOD + GOOD (NET)	292 97%	5403 95%	3 100%	46 100%	68 94%	83 100%	92 95%	224 97%	~100%	2	~100%	1	7 78%	36 97%	59 97%	230 97%	292 100%	~	225 100%*	67 89%*
NOT ANSWERED	11	359		2	4	3	2	1							1				11	
VALID CASES	301	5659	3	46	72	83	97	230	2		1	9	37	61	237	292	9	226	75	
NUMBER OF RESPONDENTS	312 100%	6018 100%	3 100%	48 100%	76 100%	86 100%	99 100%	231 100%	2 100%		2 100%	1 100%	9 100%	37 100%	62 100%	237 100%	292 100%	9 100%	237 100%	75 100%

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

	AGE						RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER			
	PHSJ 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	120 40%	2506 44%	2 67%	33 72%	30 42%	27 33%	28 29%*	104 45%*	~	~	~	~	3 33%	8 22%	26 43%	94 40%	120 42%	~	110 49%*	10 14%*
VERY GOOD	103 34%	1630 29%*	~	11 24%	22 31%	34 42%	36 37%	68 30%*	~100%	2	~	~	4 44%	17 46%	21 34%	79 34%	100 35%	2 22%	86 38%*	17 23%*
GOOD	50 17%	1044 18%	1 33%	~	16 22%	14 17%	19 20%	39 17%	~	~	~	~	1 11%	8 22%	8 13%	42 18%	47 16%	3 33%	21 9%*	29 40%*
FAIR	22 7%	420 7%	~	2 4%	2 3%*	5 6%	13 13%*	15 7%	~	~	~	~	1 11%	1 11%	3 8%	18 8%	19 7%	3 33%	9 4%*	13 18%*
POOR	4 1%	74 1%	~	~	2 3%	1 1%	1 1%	3 1%	~	~	~	~	~	1 3%	2 3%	2 0.9%	3 1%	1 11%	~	4 5%*
#EXCELLENT + VERY GOOD + GOOD (NET)	273 91%	5181 91%	3 100%	44 96%	68 94%	75 93%	83 86%*	211 92%	~100%	2	~	~	8 89%	33 89%	55 90%	215 91%	267 92%	5 56%	217 96%*	56 77%*
NOT ANSWERED	13	344		2	4	5	2	2							1	2	3		11	2
VALID CASES	299	5674	3	46	72	81	97	229	2		1	9	37	61	235	289	9	226	73	
NUMBER OF RESPONDENTS	312 100%	6018 100%	3 100%	48 100%	76 100%	86 100%	99 100%	231 100%	2 100%		1 100%	9 100%	37 100%	62 100%	237 100%	292 100%	9 100%	237 100%	75 100%	

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

	PHSJ TOT CHLD	OHP TOT CHLD	AGE					RACE						ETHNIC- ITY		HEALTH STATUS		CCC SCREENER	
			<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	OTHR	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC
Q60 YES	65 22%	1197 21%	~	2 4%	12 17%	19 23%	32 33%*	48 21%	1 ~	1 50%	5 ~	8 22%	13 21%	52 22%	56 19%	9 100%	14 6%*	51 68%*	
NO	237 78%	4478 79%	100%	3 100%	44 100%	60 83%	65 77%	65 67%*	183 79%	1 ~	4 ~	29 44%	49 78%	185 78%	236 81%	~	213 94%*	24 32%*	
NOT ANSWERED	10	343		2	4	2	2										10		
VALID CASES	302	5675	3	46	72	84	97	231	2	1	9	37	62	237	292	9	227	75	
NUMBER OF RESPONDENTS	312 100%	6018 100%	3 100%	48 100%	76 100%	86 100%	99 100%	231 100%	2 100%	1 100%	9 100%	37 100%	62 100%	237 100%	292 100%	9 100%	237 100%	75 100%	

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

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER		
	PHSJ TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR- WHT	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & POOR	FAIR & POOR	NO CCC	CCC
Q61 YES	51 82%	945 79%	1 ~ 50%	10 83%	16 94%	24 77%	40 87%	~	~	1 ~100%	5 100%	4 50%	10 83%	41 82%	42 79%	9 100%	4 36%	47 92%	
NO	11 18%	248 21%	1 ~ 50%	2 17%	1 6%	7 23%	6 13%	1 ~100%	~	~	~	4 50%	2 17%	9 18%	11 21%	~	7 64%	4 8%	
NOT ANSWERED	3	41			2	1	2						1	2	3		3		
VALID CASES	62	1192	2	12	17	31	46	1		1	5	8	12	50	53	9	11	51	
NUMBER OF RESPONDENTS	65	1233	2	12	19	32	48	1		1	5	8	13	52	56	9	14	51	
	100%	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		
	PHSJ TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR- WHT	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & POOR	FAIR & POOR	NO CCC	CCC
Q62 YES	46 92%	867 92%	1 ~100%	10 ~100%	15 94%	20 87%	37 92%	~	~	1 ~100%	4 80%	4 100%	7 78%	39 95%	38 93%	8 89%	46 ~98%		
NO	4 8%	75 8%	~	~	~	1 6%	3 13%	3 8%	~	~	~	1 20%	2 22%	2 5%	3 7%	1 11%	3 100%	1 2%	
NOT ANSWERED	1	13				1							1		1		1		
VALID CASES	50	942	1	10	16	23	40			1	5	4	9	41	41	9	3	47	
NUMBER OF RESPONDENTS	51 100%	955 100%	1 100%	10 100%	16 100%	24 100%	40 100%			1 100%	5 100%	4 100%	10 100%	41 100%	41 100%	9 100%	4 100%	47 100%	

[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			
	PHSJ 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	
Q63 YES	45 15%	872 15%		5 ~ 11%	12 ~ 17%	9 11%	19 20%	33 14%				1 ~ 100%	2 22%	6 16%	10 16%	35 15%	39 13%	6 67%	9 4%*	36 49%*
NO	256 85%	4772 85%	3 100%	41 89%	59 83%	75 89%	78 80%	197 86%	2 ~ 100%			7 ~ 78%	31 84%	51 84%	202 85%	252 87%	3 33%	218 96%*	38 51%*	
NOT ANSWERED	11	374		2	5	2	2	1						1		1		10	1	
VALID CASES	301	5644	3	46	71	84	97	230	2		1	9	37	61	237	291	9	227	74	
NUMBER OF RESPONDENTS	312 100%	6018 100%	3 100%	48 100%	76 100%	86 100%	99 100%	231 100%	2 100%		1 100%	9 100%	37 100%	62 100%	237 100%	292 100%	9 100%	237 100%	75 100%	

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

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER		
	PHSJ TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR- WHT	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & POOR	FAIR & POOR	NO CCC	CCC
Q64 YES	36 88%	716 83%	~	3 60%	11 100%	7 88%	15 88%	27 87%	~	~	1 100%	2 100%	6 100%	7 88%	29 88%	30 86%	6 100%	36 100%	~
NO	5 12%	150 17%	~	2 40%	~	1 13%	2 12%	4 13%	~	~	~	~	~	1 13%	4 12%	5 14%	~	5 100%	~
NOT ANSWERED	4	15			1	1	2	2						2	2	4		4	
VALID CASES	41	866		5	11	8	17	31			1	2	6	8	33	35	6	5	36
NUMBER OF RESPONDENTS	45	881		5	12	9	19	33			1	2	6	10	35	39	6	9	36
	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		
	PHSJ TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR- WHT	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & POOR	FAIR & POOR	NO CCC	CCC
Q65 YES	35 97%	679 96%	~100%	91%	100%	100%	96%	~	~	~100%	100%	100%	86%	100%	97%	100%	~	97%	~
NO	1 3%	29 4%	~	~	9%	~	4%	~	~	~	~	~	14%	~	3%	~	~	3%	~
NOT ANSWERED		17																	
VALID CASES	36	708		3	11	7	15	27		1	2	6	7	29	30	6		36	
NUMBER OF RESPONDENTS	36 100%	725 100%		3 100%	11 100%	7 100%	15 100%	27 100%		1 100%	2 100%	6 100%	7 100%	29 100%	30 100%	6 100%		36 100%	

[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		
	PHSJ 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- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	GOOD & POOR	NO CCC	CCC
Q66 YES	39 13%	674 12%	1 33%~	2 4%~	7 10%	8 10%	21 22%*	32 14%	~	~	~	2 ~ 22%~	3 8%~	9 15%	30 13%	33 11%~	6 75%~	4 2%*	35 47%*
NO	261 87%	4980 88%	2 67%~	44 96%~	64 90%	75 90%	76 78%*	198 86%	2 ~100%~		1 ~100%~	7 78%~	33 92%~	53 85%	205 87%	258 89%~	2 25%~	222 98%*	39 53%*
NOT ANSWERED	12	364		2	5	3	2	1					1		2	1	1	11	1
VALID CASES	300	5654	3	46	71	83	97	230	2		1	9	36	62	235	291	8	226	74
NUMBER OF RESPONDENTS	312 100%	6018 100%	3 100%	48 100%	76 100%	86 100%	99 100%	231 100%	2 100%		1 100%	9 100%	37 100%	62 100%	237 100%	292 100%	9 100%	237 100%	75 100%

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

	AGE						RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER			
	PHSJ TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12 AND OVER	BLCK OR AFR- WHT	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC		
Q67 YES	36 95%	505 79%	1 100%	1 50%	7 100%	7 88%	20 100%	30 97%	~	~	~	~	2 100%	3 100%	8 89%	28 97%	30 94%	6 100%	1 33%	35 100%
NO	2 5%	133 21%	~	1 50%	~	1 13%	~	1 3%	~	~	~	~	~	1 11%	1 3%	2 6%	~	2 67%	~	
NOT ANSWERED	1	30				1	1							1	1		1			
VALID CASES	38	638	1	2	7	8	20	31			2	3	9	29	32	6	3	35		
NUMBER OF RESPONDENTS	39	668	1	2	7	8	21	32			2	3	9	30	33	6	4	35		
	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	
	PHSJ 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
Q68 YES	35	510	1	1	7	7	19	30				2	3	7	28	29	6	35
	100%	96%	100%	100%	100%	100%	100%	100%	~	~	~	100%	100%	100%	100%	100%	100%	~100%
NO		19																
		4%	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
NOT ANSWERED	1	5					1							1		1		1
VALID CASES	35	529	1	1	7	7	19	30				2	3	7	28	29	6	35
NUMBER OF RESPONDENTS	36	534	1	1	7	7	20	30				2	3	8	28	30	6	35
	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			
	PHSJ 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	22 7%	583 10%	1 33%~	3 7%~	6 8%	4 5%	8 8%	20 9%*	~	~	~	~	11%~	3%~	2 3%	20 8%	19 7%~	3 33%~	5 2%*	17 23%*
NO	280 93%	5081 90%	2 67%~	43 93%~	66 92%	80 95%	89 92%	211 91%*	2 ~100%~	1 ~100%~	8 89%~	36 97%~	60 97%	217 92%	273 93%~	6 67%~	222 98%*	58 77%*		
NOT ANSWERED	10	354		2	4	2	2													10
VALID CASES	302	5664	3	46	72	84	97	231	2	1	9	37	62	237	292	9	227	75		
NUMBER OF RESPONDENTS	312 100%	6018 100%	3 100%	48 100%	76 100%	86 100%	99 100%	231 100%	2 100%	1 100%	9 100%	37 100%	62 100%	237 100%	292 100%	9 100%	237 100%	75 100%		

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

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER		
	PHSJ 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
Q70 YES	16 84%	317 61%	~	2 67%	4 80%	2 67%	8 100%	14 82%	~	~	~	1 100%	1 100%	2 100%	14 82%	13 81%	3 100%	~	16 100%
NO	3 16%	205 39%	~	1 33%	1 20%	1 33%	~	3 18%	~	~	~	~	~	3 18%	3 19%	3 19%	~	3 100%	~
NOT ANSWERED	3	42	1		1	1		3						3	3			2	1
VALID CASES	19	522		3	5	3	8	17				1	1	2	17	16	3	3	16
NUMBER OF RESPONDENTS	22	564	1	3	6	4	8	20				1	1	2	20	19	3	5	17
	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		
	PHSJ 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
Q71 YES	16	315	2	4	2	8	14					1	1	2	14	13	3	16
	100%	96%	~100%	~100%	~100%	~100%	~100%	~	~	~	~	~100%	~100%	~100%	~100%	~100%	~100%	~100%
NO		14																
		4%	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
NOT ANSWERED		6																
VALID CASES	16	330	2	4	2	8	14					1	1	2	14	13	3	16
NUMBER OF RESPONDENTS	16	336	2	4	2	8	14					1	1	2	14	13	3	16
	100%	100%	100%	100%	100%	100%	100%					100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q69 = YES AND Q70 = YES]

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

	PHSJ TOT CHLD	OHP TOT CHLD	AGE					RACE					ETHNIC- ITY		HEALTH STATUS		CCC SCREENER			
			<1	1-3	4-7	8-12	13 AND OVER	WHITE	BLCK OR AFR-	AS- IAN	NATV ILND	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC	
Q72 YES	47 16%	799 14%	1 33%~	2 4%~	13 18%	13 15%	18 19%	35 15%	~	~	~100%~	1 11%~	1 24%~	9 16%	10 16%	37 16%	44 15%~	3 33%~	9 4%*	38 51%*
NO	253 84%	4843 86%	2 67%~	43 96%~	59 82%	71 85%	78 81%	194 85%	2 ~100%~	~	~	8 89%~	28 76%~	52 84%	198 84%	246 85%~	6 67%~	217 96%*	36 49%*	
NOT ANSWERED	12	376		3	4	2	3	2						2	2	2		11	1	
VALID CASES	300	5642	3	45	72	84	96	229	2		1	9	37	62	235	290	9	226	74	
NUMBER OF RESPONDENTS	312 100%	6018 100%	3 100%	48 100%	76 100%	86 100%	99 100%	231 100%	2 100%		1 100%	9 100%	37 100%	62 100%	237 100%	292 100%	9 100%	237 100%	75 100%	

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

	AGE						RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER		
	PHSJ 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
Q73 YES	38 90%	744 94%	1 100%	2 100%	11 92%	10 91%	14 88%	29 91%	~	~	~	1 100%	1 100%	7 88%	9 100%	29 88%	35 90%	3 100%	38 100%
NO	4 10%	48 6%	~	~	1 8%	1 9%	2 13%	3 9%	~	~	~	~	1 13%	4 12%	4 10%	4 10%	4 100%	4 ~	
NOT ANSWERED	5	31			1	2	2	3					1	1	4	5		5	
VALID CASES	42	793	1	2	12	11	16	32			1	1	8	9	33	39	3	4	38
NUMBER OF RESPONDENTS	47	824	1	2	13	13	18	35			1	1	9	10	37	44	3	9	38
	100%	100%	100%	100%	100%	100%	100%	100%			100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q72 = YES]

NQ74 WHAT IS YOUR CHILD'S AGE?

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER			
	PHSJ TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR WHITE	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
NQ74																				
LESS THAN 1 YEAR OLD	3 1%	27 0.4%	3 100%	~	~	~	~	3 1%	~	~	~	~	~	~	3 1%	3 1%	~	2 0.8%	1 1%	
1 TO 3 YEARS OLD	48 15%	1125 19%	~	48 ~100%	~	~	~	38 16%	1 50%	~	~	1 11%	3 8%	11 18%	33 14%	46 16%	~	45 19%*	3 4%*	
4 TO 7 YEARS OLD	76 24%	1651 27%	~	~	76 ~100%	~	~	61 26%	~	~	~	~	11 30%	13 21%	59 25%	68 23%	4 44%	59 25%	17 23%	
8 TO 12 YEARS OLD	86 28%	1813 30%	~	~	~	86 ~100%	~	57 25%	~	~	~	3 33%	12 32%	20 32%	63 27%	83 28%	~	66 28%	20 27%	
13 OR OLDER	99 32%	1402 23%*	~	~	~	99 ~100%	~	72 31%	1 50%	~	1 ~100%	5 56%	11 30%	18 29%	79 33%	92 32%	5 56%	65 27%*	34 45%*	
VALID CASES	312	6018	3	48	76	86	99	231	2		1	9	37	62	237	292	9	237	75	
NUMBER OF RESPONDENTS	312 100%	6018 100%	3 100%	48 100%	76 100%	86 100%	99 100%	231 100%	2 100%		1 100%	9 100%	37 100%	62 100%	237 100%	292 100%	9 100%	237 100%	75 100%	

[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		
NQ75	PHSJ TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR WHITE	AFR- AMER	AS- IAN	NATV ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & POOR	FAIR & POOR	NO CCC	CCC
FEMALE	161 52%	2898 48%	2 67%	23 48%	39 51%	46 53%	51 52%	118 51%	1 ~ 50%	~	7 ~ 78%	21 57%	34 55%	122 51%	154 53%	4 44%	125 53%	36 48%		
VALID CASES	312	6018	3	48	76	86	99	231	2	1	9	37	62	237	292	9	237	75		
NUMBER OF RESPONDENTS	312 100%	6018 100%	3 100%	48 100%	76 100%	86 100%	99 100%	231 100%	2 100%	1 100%	9 100%	37 100%	62 100%	237 100%	292 100%	9 100%	237 100%	75 100%		

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

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

	PHSJ TOT CHLD	OHP TOT CHLD	AGE					RACE						ETHNIC- ITY		HEALTH STATUS		CCC SCREENER	
			<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	MUL- OTHR TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC	
Q76 HISPANIC OR LATINO	62 21%	2443 43%*	11 ~ 25%	13 ~ 18%	20 24%	18 19%	31 13%*	~	~	~	~	5 56%~	9 24%~	62 100%~	~	59 20%~	2 22%~	48 21%	14 19%
NOT HISPANIC OR LATINO	237 79%	3183 57%*	3 100%~	33 75%~	59 82%	79 81%	199 87%*	2 ~100%~	1 ~100%~	4 44%~	28 76%~	~	237 ~100%~	~	230 80%~	7 78%~	176 79%	61 81%	
NOT ANSWERED	13	391	4	4	3	2	1								3		13		
VALID CASES	299	5627	3	44	72	83	97	230	2	1	9	37	62	237	289	9	224	75	
NUMBER OF RESPONDENTS	312 100%	6018 100%	3 100%	48 100%	76 100%	86 100%	99 100%	231 100%	2 100%	1 100%	9 100%	37 100%	62 100%	237 100%	292 100%	9 100%	237 100%	75 100%	

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	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 & POOR	NO CCC	CCC	
Q77.1	PHSJ TOT CHLD																		
YES	268 86%	3921 65%*	3 100%~	41 85%~	72 95%*	69 80%	83 84%	231 100%~	~	~	~	~	37 ~100%~	40 65%*	227 96%*	260 89%~	7 78%~	198 84%*	70 93%*
NO	44 14%	2097 35%*	~	15%~	5%*	20%	16%	~	2 ~100%~	1 ~100%~	9 ~100%~	~	22 35%*	10 4%*	32 11%~	2 22%~	39 16%*	5 7%*	
VALID CASES	312	6018	3	48	76	86	99	231	2	1	9	37	62	237	292	9	237	75	
NUMBER OF RESPONDENTS	312 100%	6018 100%	3 100%	48 100%	76 100%	86 100%	99 100%	231 100%	2 100%	1 100%	9 100%	37 100%	62 100%	237 100%	292 100%	9 100%	237 100%	75 100%	

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

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER			
	PHSJ 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	
Q77.2 YES	8 3%	320 5%*	~	~	4%	5%	1%	~	~	~	~	~	22%	3%	3%	7%~	11%~	3%	3%	
NO	304 97%	5698 95%*	100%	100%	96%	95%	99%	100%	~	100%	~	100%	100%	78%	97%	97%	98%	89%	97%	97%
VALID CASES	312	6018	3	48	76	86	99	231	2	1	9	37	62	237	292	9	237	75	75	
NUMBER OF RESPONDENTS	312 100%	6018 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		
	PHSJ TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR- WHT	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK	MUL- OTHR TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR POOR	NO CCC	CCC		
Q77.3 YES	6 2%	238 4%*	~	2 4%~	2 3%	~	2 2%	~	2 ~100%~	~	~	4 ~ 11%~	~	6 3%~	6 2%~	~	5 2%	1 1%	
NO	306 98%	5780 96%*	3 100%~	46 96%~	74 97%	86 100%~	97 98%	231 100%~	~	~	1 ~100%~	9 100%~	33 89%~	62 100%~	231 97%*	286 98%~	9 100%~	232 98%	74 99%
VALID CASES	312	6018	3	48	76	86	99	231	2	1	9	37	62	237	292	9	237	75	
NUMBER OF RESPONDENTS	312 100%	6018 100%	3 100%	48 100%	76 100%	86 100%	99 100%	231 100%	2 100%	1	9	37	62	237	292	9	237	75	

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	MUL- OTHR TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR POOR	NO CCC	CCC		
Q77.4	PHSJ TOT CHLD																	
YES	8 3%	104 2%	~	~	4 5%	3 3%	1 1%	~	~	~	~	~	8 22%	1 2%	7 3%	8 3%	7 3%	1 1%
NO	304 97%	5914 98%	3 100%	48 100%	72 95%	83 97%	98 99%	231 100%	2 ~100%	1 ~100%	9 100%	29 78%	61 98%	230 97%	284 97%	9 100%	230 97%	74 99%
VALID CASES	312	6018	3	48	76	86	99	231	2	1	9	37	62	237	292	9	237	75
NUMBER OF RESPONDENTS	312 100%	6018 100%	3 100%	48 100%	76 100%	86 100%	99 100%	231 100%	2 100%	1 100%	9 100%	37 100%	62 100%	237 100%	292 100%	9 100%	237 100%	75 100%

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

		AGE						RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER	
		<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD &	FAIR & POOR	NO CCC	CCC	
Q77.5	PHSJ TOT CHLD																		
YES	18 6%	339 6%	~	~	3 4%	5 6%	10 10%	~	~	~	1 ~100%	17 ~46%	4 6%	14 6%	18 6%	~	11 5%	7 9%	
NO	294 94%	5679 94%	3 100%	48 100%	73 96%	81 94%	89 90%	231 100%	2 ~100%	~	9 ~100%	20 54%	58 94%	223 94%	274 94%	9 100%	226 95%	68 91%	
VALID CASES	312	6018	3	48	76	86	99	231	2	1	9	37	62	237	292	9	237	75	
NUMBER OF RESPONDENTS	312 100%	6018 100%	3 100%	48 100%	76 100%	86 100%	99 100%	231 100%	2 100%	1 100%	9 100%	37 100%	62 100%	237 100%	292 100%	9 100%	237 100%	75 100%	

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

		AGE						RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER	
		<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ ILND PAC	AMER IND/ ALSK	MUL- OTHR	TI	HIS- PAN- IC	HIS- PAN- IC	NOT GOOD & POOR	VERY FAIR & POOR	NO CCC	CCC	
Q77.6	PHSJ TOT CHLD																		
YES	OHP TOT CHLD	17	629	3	1	7	6			9	8	11	6	15	2	11	6		
		5%	10%*	~ 6%~	1%*	8%	6%	~	~	~100%~	22%~	18%*	3%*	5%~	22%~	5%	8%		
NO	PHSJ TOT CHLD	295	5389	3	45	75	79	93	231	2	1	29	51	231	277	7	226	69	
		95%	90%*	100%~	94%~	99%*	92%	94%	100%~	~100%~	~100%~	~ 78%~	82%*	97%*	95%~	78%~	95%	92%	
VALID CASES	PHSJ TOT CHLD	312	6018	3	48	76	86	99	231	2	1	9	37	62	237	292	9	237	75
NUMBER OF RESPONDENTS	OHP TOT CHLD	312	6018	3	48	76	86	99	231	2	1	9	37	62	237	292	9	237	75
		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Q78 WHAT IS YOUR AGE?

			AGE					RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER		
	PHSJ 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
Q78 UNDER 18	21 7%	209 4%*	~	2 4%~	1 1%*	9 11%	9 9%	16 7%	~	~	~	~	~	2 6%~	5 8%	16 7%	21 7%~	~	15 7%	6 8%
18 TO 24	21 7%	307 5%	~	13 29%~	5 7%	3 4%	~	20 9%*	~	~	~	~	~	1 3%~	4 6%	17 7%	21 7%~	~	20 9%*	1 1%*
25 TO 34	92 31%	2087 37%*	33%~	1 49%~	22 58%*	42 27%	22 5%*	5 35%*	~	~	~	1 100%~	1 11%~	9 25%~	17 27%	74 32%	91 32%~	1 11%~	74 33%	18 24%
35 TO 44	82 28%	2042 36%*	~	7 16%~	15 21%	25 30%	35 37%*	53 23%*	~	2 100%~	~	~	3 33%~	12 33%~	21 34%	60 26%	78 27%~	3 33%~	59 26%	23 31%
45 TO 54	50 17%	708 13%	67%~	2 ~	5 7%*	14 17%	29 31%*	34 15%	~	~	~	~	4 44%~	8 22%~	10 16%	40 17%	46 16%~	4 44%~	35 16%	15 20%
55 TO 64	21 7%	233 4%	~	1 2%~	4 6%	5 6%	11 12%	17 7%	~	~	~	~	1 11%~	3 8%~	4 6%	17 7%	21 7%~	~	12 5%	9 12%
65 TO 74	7 2%	39 0.7%	~	~	~	5 6%	2 2%	5 2%	~	~	~	~	~	1 3%~	1 2%	6 3%	7 2%~	~	7 3%~	~
75 OR OLDER	4 1%	12 0.2%	~	~	~	~	4 4%~	4 2%~	~	~	~	~	~	~	~	4 2%~	3 1%~	1 11%~	2 0.9%	2 3%
NOT ANSWERED	14	382		3	4	3	4	3						1	3	4			13	1
VALID CASES	298	5636	3	45	72	83	95	228	2		1	9	36	62	234	288	9		224	74
NUMBER OF RESPONDENTS	312	6018	3	48	76	86	99	231	2		1	9	37	62	237	292	9		237	75
	100%	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	
	PHSJ 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	
Q79																			
MALE	52 17%	691 12%*	1 33%~	2 4%~	9 12%	20 24%	20 21%	39 17%	1 ~ 50%~			7 ~ 19%~	9 15%	43 18%	52 18%~	9 ~	39 17%	13 17%	
FEMALE	248 83%	4976 88%*	2 67%~	44 96%~	63 88%	63 76%	76 79%	191 83%	1 ~ 50%~	1 ~100%~	9 100%~	30 81%~	53 85%	192 82%	238 82%~	9 100%~	186 83%	62 83%	
NOT ANSWERED	12	352		2	4	3	3	1						2	2		12		
VALID CASES	300	5666	3	46	72	83	96	230	2	1	9	37	62	235	290	9	225	75	
NUMBER OF RESPONDENTS	312 100%	6018 100%	3 100%	48 100%	76 100%	86 100%	99 100%	231 100%	2 100%	1 100%	9 100%	37 100%	62 100%	237 100%	292 100%	9 100%	237 100%	75 100%	

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

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER			
	PHSJ 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	14 5%	729 13%*	~	1 2%~	1 1%*	6 7%	6 7%	6 3%*	~	~	~	~	2 25%~	1 3%~	8 14%*	5 2%*	12 4%~	2 22%~	12 5%	2 3%
SOME HIGH SCHOOL BUT DID NOT GRADUATE	30 10%	659 12%	~	6 13%~	5 7%	12 15%	7 8%	20 9%	~	~	~	~	1 13%~	6 17%~	10 17%	19 8%	29 10%~	1 11%~	26 12%	4 5%
HIGH SCHOOL GRADUATE OR GED	100 34%	1741 31%	~	14 30%~	16 22%*	29 35%	41 45%*	82 36%	~	2 100%~	~	~	2 25%~	8 22%~	18 31%	81 35%	96 34%~	3 33%~	74 34%	26 35%
SOME COLLEGE OR 2-YEAR DEGREE	127 43%	1785 32%*	67%~	2 41%~	19 61%*	44 35%	29 36%	103 45%	~	~	~	~	1 ~100%~	19 ~	18 31%*	109 47%*	124 44%~	3 33%~	90 41%	37 49%
4-YEAR COLLEGE GRADUATE	13 4%	395 7%*	33%~	1 11%~	5 3%	2 4%	3 2%	2 4%	~	~	~	~	2 25%~	1 3%~	2 3%	11 5%	13 5%~	~	11 5%	2 3%
MORE THAN 4-YEAR COLLEGE DEGREE	11 4%	239 4%	~	1 2%~	4 6%	3 4%	3 3%	9 4%	~	~	~	~	1 ~13%~	1 3%~	3 5%	8 3%	11 4%~	~	7 3%	4 5%
NOT ANSWERED	17	471		2	4	4	7	2					1	1	3	4	7		17	
VALID CASES	295	5547	3	46	72	82	92	229	2			1	8	36	59	233	285	9	220	75
NUMBER OF RESPONDENTS	312 100%	6018 100%	3 100%	48 100%	76 100%	86 100%	99 100%	231 100%	2 100%			1 100%	9 100%	37 100%	62 100%	237 100%	292 100%	9 100%	237 100%	75 100%

Q81 HOW ARE YOU RELATED TO THE CHILD?

	PHSJ TOT CHLD	OHP TOT CHLD	AGE					RACE						ETHNIC- ITY		HEALTH STATUS		CCC SCREENER	
			<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR- WHT	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
Q81																			
MOTHER OR FATHER	259 90%	5300 95%*	3 100%	46 ~100%	61 ~90%	73 92%	76 83%*	202 91%	2 ~100%	~	9 ~100%	26 74%	56 93%	200 89%	252 90%	6 86%	202 92%	57 84%	
GRANDPARENT	13 5%	137 2%	~	~	3 4%	3 4%	7 8%	9 4%	~	~	~	~	4 ~11%	2 3%	11 5%	12 4%	1 14%	9 4%	4 6%
AUNT OR UNCLE	5 2%	36 0.6%	~	~	1 1%	1 1%	3 3%	4 2%	~	~	~	~	1 ~3%	5 ~2%*	5 2%	~	4 2%	1 1%	
OLDER BROTHER OR SISTER	4 0.1%	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	
OTHER RELATIVE	6 0.1%	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	
LEGAL GUARDIAN	7 2%	77 1%	~	~	1 1%	2 3%	4 4%	4 2%	~	~	~	~	3 ~9%	2 3%	5 2%	7 3%	~	3 1%	4 6%
SOMEONE ELSE	4 1%	44 0.8%	~	~	2 3%	~	2 2%	2 0.9%	~	~	1 ~100%	~	1 ~3%	~	4 ~2%	4 1%	~	2 ~0.9%	2 3%
NOT ANSWERED	24	415		2	8	7	7	10					2	2	12	12	2	17	7
VALID CASES	288	5603	3	46	68	79	92	221	2		1	9	35	60	225	280	7	220	68
NUMBER OF RESPONDENTS	312	6018	3	48	76	86	99	231	2		1	9	37	62	237	292	9	237	75
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%



Q82 DID SOMEONE HELP YOU COMPLETE THIS SURVEY?

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER		
	PHSJ 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	
Q82 YES	5 3%	157 5%	~	1 4%	~	1 2%	3 4%	4 3%	~	~	~	1 14%	~	2 5%	3 2%	5 3%	~	4 3%	1 2%
NO	192 97%	3319 95%	2 100%	26 96%	42 100%	53 98%	69 96%	153 97%	2 ~100%	1 ~100%	6 86%	13 100%	38 95%	152 98%	184 97%	7 100%	137 97%	55 98%	
NOT ANSWERED	2	40	2				2							1	2		2		
VALID CASES	197	3476	2	27	42	54	72	157	2	1	7	13	40	155	189	7	141	56	
NUMBER OF RESPONDENTS	199	3516	2	29	42	54	72	159	2	1	7	13	40	156	191	7	143	56	
	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		
	PHSJ TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR- WHT	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR POOR	NO CCC	CCC	
Q83.1 YES	3 60%	68 57%	~	~	~100%	~	67%	3 75%	~	~	~	~	~	~	1 50%	2 67%	3 60%	3 75%	~
NO	2 40%	51 43%	~	1 ~100%	~	~	33%	1 25%	~	~	~	1 ~100%	~	1 50%	1 33%	2 40%	1 25%	1 100%	~
VALID CASES	5	119		1	1	3	4				1		2	3	5		4	1	
NUMBER OF RESPONDENTS	5 100%	119 100%		1 100%	1 100%	3 100%	4 100%				1 100%		2 100%	3 100%	5 100%		4 100%	1 100%	

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

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

			AGE					RACE					ETHNICITY	HEALTH STATUS	CCC SCREENER				
	PHSJ 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	
Q83.2 YES	1 20%	52 44%	~	~	~	100%	~	25%	~	~	~	~	~	~	33%	20%	~	25%	~
NO	4 80%	67 56%	~	1	~	100%	3	75%	~	~	~	1	~	100%	67%	80%	~	75%	100%
VALID CASES	5	119	1	1	3	4	4				1		2	3	5	4	1		
NUMBER OF RESPONDENTS	5 100%	119 100%	1 100%	1 100%	3 100%	4 100%	4 100%				1 100%		2 100%	3 100%	5 100%	4 100%	1 100%		

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

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

			AGE					RACE					ETHNICITY	HEALTH STATUS	CCC SCREENER			
	PHSJ 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
Q83.3 YES	1	9					1	1						1	1		1	
	20%	7%	~	~	~	~	33%	25%	~	~	~	~	~	33%	20%	~	100%	~
NO	4	110		1		1	2	3				1		2	2	4	4	
	80%	93%	~	100%	~	100%	67%	75%	~	~	~	100%	~	100%	67%	80%	100%	~
VALID CASES	5	119		1		1	3	4				1		2	3	5	4	1
NUMBER OF RESPONDENTS	5	119		1		1	3	4				1		2	3	5	4	1
	100%	100%		100%		100%	100%	100%				100%		100%	100%	100%	100%	100%

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

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

			AGE					RACE					ETHNIC- ITY	HEALTH STATUS	CCC SCREENER			
	PHSJ TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR-	AMER IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- OTHR TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC
Q83.4 YES		31 26%	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
NO	5 100%	88 74%	~100%	1	1	3	4	~	~	~	~100%	~	2	3	5	~100%	4	1
VALID CASES	5	119	100%	1	1	3	4				100%		2	3	5	100%	4	1
NUMBER OF RESPONDENTS	5	119	100%	1	1	3	4				100%		2	3	5	100%	4	1
	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	
	PHSJ TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR-	AMER IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK	MUL- OTHR TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & POOR	FAIR & POOR	NO CCC	CCC
Q83.5 YES		11 9%	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
NO	5 100%	108 91%	~100%	1	1	3	4	~	~	~	~100%	~100%	2	3	5	~100%	4	1
VALID CASES	5	119	100%	1	1	3	4				100%	100%	2	3	5	100%	4	1
NUMBER OF RESPONDENTS	5 100%	119 100%	100%	1	1	3	4				100%	100%	2	3	5	100%	4	1

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

NQ14 RATING OF ALL CHILD'S HEALTH CARE

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER		
	PHSJ 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	
NQ14 0-6	27 13%	375 10%		6 ~ 17%	8 ~ 15%	5 9%	8 12%	24 15%*	1 ~100%			1 4%	4 10%	23 14%	26 13%	1 14%	16 11%	11 17%	
7-8	61 29%	1202 31%	1 100%	5 ~ 14%	15 ~ 29%	16 29%	24 35%	42 26%				3 43%	9 36%	11 28%	46 28%	54 27%	3 43%	44 29%	17 27%
9-10	125 59%	2325 60%		24 ~ 69%	29 ~ 56%	35 62%	37 54%	94 59%			1 ~100%	4 57%	15 60%	25 62%	96 58%	119 60%	3 43%	90 60%	35 56%
VALID CASES	213	3902	1	35	52	56	69	160	1	1	7	25	40	165	199	7	150	63	
NUMBER OF RESPONDENTS	213 100%	3902 100%	1 100%	35 100%	52 100%	56 100%	69 100%	160 100%	1 100%	1 100%	7 100%	25 100%	40 100%	165 100%	199 100%	7 100%	150 100%	63 100%	
MEAN	2.46	2.50	2.00	2.51	2.40	2.54	2.42	2.44	1.00	3.00	2.57	2.56	2.53	2.44	2.47	2.29	2.49	2.38	
p stat_(*=Sig @ p<=.05)		.393	~	~	.517	.336	.577	.425	~	~	~	~	~	~	~	~	~	.334	.320

[ASKED IF Q7 >= 1 TIME]

NQ41 RATING OF CHILD'S PERSONAL DOCTOR

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER			
	PHSJ 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	29 11%	353 7%	1 50%~	3 7%~	7 11%	7 9%	11 14%	21 11%	1 ~ 50%~			1 ~ 11%~	4 12%~	5 10%	22 11%	27 11%~	1 11%~	21 11%	8 12%	
7-8	68 26%	1106 23%		11 ~ 25%~	19 31%	18 24%	20 25%	53 27%				1 ~ 11%~	10 29%~	9 18%	58 28%	64 26%~	3 33%~	51 26%	17 25%	
9-10	165 63%	3349 70%*	1 50%~	30 68%~	35 57%	50 67%	49 61%	125 63%	1 ~ 50%~		1 ~ 100%~	7 78%~	20 59%~	36 72%	127 61%	158 63%~	5 56%~	121 63%	44 64%	
VALID CASES	262	4809	2	44	61	75	80	199	2		1	9	34	50	207	249	9	193	69	
NUMBER OF RESPONDENTS	262 100%	4809 100%	2 100%	44 100%	61 100%	75 100%	80 100%	199 100%	2 100%		1 100%	9 100%	34 100%	50 100%	207 100%	249 100%	9 100%	193 100%	69 100%	
MEAN	2.52	2.62	2.00	2.61	2.46	2.57	2.47	2.52	2.00		3.00	2.67	2.47	2.62	2.51	2.53	2.44	2.52	2.52	
p stat_(*=Sig @ p<=.05)		.016*	~	~	.441	.411	.509	.890	~	~	~	~	~	~	.242	.615	~	~	.971	.971

[ASKED IF Q30 = YES]



NQ48 RATING OF SPECIALIST CHILD SAW MOST OFTEN

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER		
	PHSJ 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
NQ48 0-6	5 15%	69 10%	~100%	~	1 8%	1 20%	3 17%	4 ~	~	~	1 ~100%	~	~	5 ~20%	4 13%	1 25%	2 14%	3 15%	
7-8	8 24%	173 25%	~	~	1 17%	4 33%	3 20%	5 22%	~	~	~	~	2 33%	4 44%	4 16%	8 27%	~	4 29%	4 20%
9-10	21 62%	464 66%	~	~	5 83%	7 58%	9 60%	14 61%	~	~	~	2 100%	4 67%	5 56%	16 64%	18 60%	3 75%	8 57%	13 65%
VALID CASES	34	706	1	6	12	15	23			1	2	6	9	25	30	4	14	20	
NUMBER OF RESPONDENTS	34 100%	706 100%	1 100%	6 100%	12 100%	15 100%	23 100%			1 100%	2 100%	6 100%	9 100%	25 100%	30 100%	4 100%	14 100%	20 100%	
MEAN	2.47	2.56	1.00	2.83	2.50	2.40	2.43			1.00	3.00	2.67	2.56	2.44	2.47	2.50	2.43	2.50	
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		
	PHSJ 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 & POOR	FAIR & POOR	NO CCC	CCC		
NQ54 0-6	61 20%	702 13%*	1 33%~	11 24%~	13 18%	23 24%	45 20%	1 ~ 50%~	2 ~	8 22%~	22%~	7 11%*	53 22%	58 20%~	3 33%~	44 20%	17 23%		
7-8	82 27%	1548 28%	1 33%~	13 29%~	22 31%	21 22%	68 30%	~	~	~	11 ~ 11%~	31%~	11 18%*	71 30%*	81 28%~	1 11%~	63 28%	19 25%	
9-10	156 52%	3348 60%*	1 33%~	21 47%~	37 51%	51 54%	117 51%	1 ~ 50%~	1 ~ 100%~	6 67%~	17 47%~	43 70%*	112 47%*	150 52%~	5 56%~	117 52%	39 52%		
VALID CASES	299	5598	3	45	72	84	95	230	2	1	9	36	61	236	289	9	224	75	
NUMBER OF RESPONDENTS	299 100%	5598 100%	3 100%	45 100%	72 100%	84 100%	95 100%	230 100%	2 100%	1 100%	9 100%	36 100%	61 100%	236 100%	289 100%	9 100%	224 100%	75 100%	
MEAN	2.32	2.47	2.00	2.22	2.33	2.39	2.29	2.31	2.00	3.00	2.44	2.25	2.59	2.25	2.32	2.22	2.33	2.29	
p stat_(*=Sig @ p<=.05)		.001*	~	~	.846	.291	.741	.862	~	~	~	~	~	.003*	.004*	~	~	.770	.764

GETTING NEEDED CARE

		AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER			
PHSJ TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	WHITE	BLCK OR AFR-AMER	AS-IAN	NATV HAW/ILND	AMER IND/ALSK NATV	MUL-OTHR	TI	HIS-PAN-IC	NOT HIS-PAN-IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC	
NPRBSEE4	NQ46	2.14	2.27	2.00	2.00	2.27	2.12	2.28			1.00	2.50	1.75	2.11	2.15	2.18	1.75	2.20	2.09
p stat_(*=Sig @ p<=.05)		~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
NCARNES4	NQ15	2.57	2.47	3.00	2.62	2.47	2.65	2.54	2.57	1.00	3.00	2.71	2.54	2.55	2.58	2.59	2.25	2.60	2.48
p stat_(*=Sig @ p<=.05)		.038*	~	~.300	.238	.671	.919	~	~	~	~	~	~	~	~	~	~	.295	.281
COMPOSITE		2.35	2.37	3.00	2.31	2.24	2.46	2.33	2.42	x 1.00	x 2.00	2.61	2.14	2.33	2.37	2.39	2.00	2.40	2.29
p stat_(*=Sig @ p<=.05)		.946	~	~.727	.775	.934	.544	~	~	~	~	~	~	~	~	~	~	.734	.835

GETTING CARE QUICKLY

		AGE					RACE					ETHNICITY	HEALTH STATUS		CCC SCREENER			
	PHSJ 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	
NCARSN4 NQ4	2.71	2.61	2.93	2.69	2.71	2.58	2.77	1.00			2.78	2.67	2.71	2.73	2.40	2.70	2.71	
p stat_(*=Sig @ p<=.05)	.184		~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	
NAPGET4 NQ6	2.65	2.46	3.00	2.64	2.55	2.64	2.73	2.65	1.00	3.00	3.00	2.73	2.38	2.71	2.65	2.50	2.64	2.67
p stat_(*=Sig @ p<=.05)	.000*		~	~	~.942	.220	.742	~	~	~	~	~	~	~	~	~.752	.746	
COMPOSITE	2.68	2.54	3.00	2.79	2.62	2.67	2.66	2.71	x 1.00	x 3.00	3.00	2.75	2.52	2.71	2.69	2.45	2.67	2.69
p stat_(*=Sig @ p<=.05)	.601		~	~.901	1.00	.961	.812	~	~	~	~	~	~.810		~	~.972	.974	

HOW WELL DOCTORS COMMUNICATE

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER			
	PHSJ 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 ALSK NATV	MUL- OTHR TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC		
NDREXPL4 NQ32	2.73	2.69	3.00	2.57	2.72	2.81	2.76	2.73		1.50		3.00	3.00	2.70	2.79	2.72	2.73	2.63	2.72	2.77
p stat_(*=Sig @ p<=.05)		.269	~	~	~.163	.570	~	~	~	~	~	~	~	~	~	~	~	~	.497	.487
NDRLSTN4 NQ33	2.69	2.70	3.00	2.56	2.71	2.75	2.70	2.72		1.00		3.00	3.00	2.54	2.73	2.68	2.69	2.63	2.69	2.69
p stat_(*=Sig @ p<=.05)		.931	~	~	~.354	.850	.419	~	~	~	~	~	~	~	~	~	~	~	.975	.975
NDRESPU4 NQ34	2.71	2.77	3.00	2.67	2.63	2.80	2.73	2.73		1.00		3.00	3.00	2.68	2.73	2.71	2.71	2.75	2.72	2.69
p stat_(*=Sig @ p<=.05)		.167	~	~	~.111	.781	.522	~	~	~	~	~	~	~	~	~	~	~	.682	.681
NDRTMEN4 NQ37	2.53	2.48	3.00	2.33	2.48	2.65	2.57	2.56		1.00		3.00	2.86	2.46	2.55	2.54	2.54	2.38	2.51	2.56
p stat_(*=Sig @ p<=.05)		.302	~	~	~.087	.588	~	~	~	~	~	~	~	~	~	~	~	~	.654	.646
COMPOSITE	2.67	2.66	3.00	2.53	2.63	2.75	2.69	2.69	x	1.13	x	3.00	2.96	2.60	2.70	2.66	2.67	2.59	2.66	2.68
p stat_(*=Sig @ p<=.05)		.979	~	~	~.897	.966	.935	~	~	~	~	~	~	~	~	~	~	~	.983	.983

CUSTOMER SERVICE

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER	
	PHSJ 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	
NPBCLCS4 NQ50	2.47	2.30	2.00	2.50	2.58	2.67	2.55	1.00			2.60	2.29	2.33	2.50	2.47	2.33	2.44	2.50
p stat_(*=Sig @ p<=.05)	.106		~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
NCSRESP NQ51	2.71	2.55	2.50	2.82	2.75	2.73	2.74	1.00			2.80	2.75	2.77	2.69	2.73	2.33	2.76	2.63
p stat_(*=Sig @ p<=.05)	.096		~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
COMPOSITE	2.59	2.43	x	2.25	2.66	2.66	2.70	2.64	x	1.00	x	x	2.70	2.52	2.55	2.59	2.60	2.56
p stat_(*=Sig @ p<=.05)	.798		~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~

SHARED DECISION MAKING

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER			
	PHSJ TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR- AMER	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD	FAIR	NO CCC	CCC
NRXWHY NQ11	2.35	2.46	1.75	2.47	2.43	2.32	2.33			3.00	2.33	2.50	2.43	2.32	2.30	2.57	2.20	2.48		
p stat_(*=Sig @ p<=.05)		.243	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
NRXWYNT NQ12	1.75	2.00	1.75	1.80	1.85	1.63	1.66			3.00	1.67	1.75	2.14	1.65	1.63	2.29	1.71	1.78		
p stat_(*=Sig @ p<=.05)		.031*	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
NRXBST NQ13	2.37	2.59	2.00	2.00	2.54	2.67	2.37			3.00	3.00	1.50	2.71	2.30	2.32	2.67	2.28	2.46		
p stat_(*=Sig @ p<=.05)		.107	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
COMPOSITE	2.15	2.35	x	1.83	2.09	2.27	2.20	2.12	x	x	x	3.00	2.33	1.92	2.43	2.09	2.08	2.51	2.06	2.24
p stat_(*=Sig @ p<=.05)		.760	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~

ACCESS TO SPECIALIZED SERVICES

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER			
	PHSJ TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR 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	GOOD & FAIR & POOR	NO CCC	CCC		
NEZMDEQ NQ20	1.71	2.28		1.00	2.00	1.25	2.00	1.77				1.00	2.00	1.67	1.64	2.00	2.50	1.58		
p stat_(*=Sig @ p<=.05)			~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~		
NEZTHP NQ23	1.68	2.11		1.33	1.71	2.00	1.50	1.94				1.00	1.67	1.73	1.72	1.67	1.57	1.73		
p stat_(*=Sig @ p<=.05)			~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~		
NEZTC NQ26	1.90	2.11		1.50	2.00	1.90	1.89	2.00		1.00	3.00	1.33	2.17	1.86	1.92	2.00	1.80	1.92		
p stat_(*=Sig @ p<=.05)			~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~		
COMPOSITE	1.76	2.17	x	1.28	1.90	1.72	1.80	1.90	x	x	x	1.00	3.00	1.11	1.94	1.75	1.76	1.89	1.96	1.74
p stat_(*=Sig @ p<=.05)			~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~		



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

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER			
	PHSJ 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	72%	76%	67%	50%	80%	76%	83%			0%	100%	38%	78%	70%	74%	50%	75%	70%		
CARNES4 Q15	90%	88%	100%	94%	81%	95%	90%	0%		100%	100%	88%	93%	90%	91%	75%	93%	84%		
AVERAGE	81.1	82.1	x	94.1	65.6	87.4	83.8	86.4	x	x	x	x	100	63.0	85.1	79.7	82.3	75.0	83.8	77.0

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

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER			
	PHSJ 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		
CARSN4 Q4	94%	89%	100%	93%	97%	87%	97%	0%				89%	100%	92%	95%	80%	93%	96%		
APGET4 Q6	92%	86%	100%	89%	89%	96%	95%	93%	0%	100%	100%	95%	85%	94%	92%	88%	91%	95%		
AVERAGE	93.2	87.1	x	94.4	90.9	96.4	91.0	95.4	x	x	x	x	x	92.2	92.5	93.2	93.5	87.5	92.2	95.6

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

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER			
	PHSJ TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR- WHT	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	MUL- OTHR TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC			
DREXPL4 Q32	96%	93%	100%	89%	94%	100%	98%	96%	50%	100%	100%	96%	97%	96%	96%	88%	96%	97%		
DRLSTN4 Q33	93%	93%	100%	83%	94%	98%	94%	95%	0%	100%	100%	82%	92%	93%	93%	88%	93%	94%		
DRESPU4 Q34	94%	95%	100%	89%	92%	100%	95%	97%	0%	100%	100%	89%	90%	95%	95%	88%	94%	95%		
DRTMEN4 Q37	87%	86%	100%	78%	81%	98%	86%	88%	0%	100%	100%	82%	90%	86%	87%	75%	86%	89%		
AVERAGE	92.5	91.8	x	84.6	90.1	99.0	93.3	94.0	x	x	x	x	100	87.5	92.5	92.4	92.8	84.4	92.0	93.5

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

		AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER		
PHSJ TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR- WHT	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC	
83%	80%	58%	83%	84%	100%	86%	0%		80%	86%		75%	85%	84%	67%	79%	88%	
CSRESP Q51	91%	88%	83%	91%	90%	100%	93%	0%		100%	88%	100%	89%	93%	67%	94%	88%	
AVERAGE	87.1	84.1	x 70.8	87.1	87.1	100	89.7	x	x	x	x	x 86.6	87.5	86.8	88.2	x	86.8	87.5

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

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER			
	PHSJ TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR- WHT	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR POOR	NO CCC	CCC		
RXWHY Q11	92%	86%	75%	93%	93%	95%	93%			100%	100%	100%	86%	93%	91%	100%	88%	96%		
RXWYNT Q12	51%	66%	50%	53%	54%	47%	46%			100%	67%	50%	71%	47%	42%	100%	46%	56%		
FRXBST Q13	69%	80%	50%	50%	77%	83%	68%			100%	100%	25%	86%	65%	66%	83%	64%	73%		
AVERAGE	70.6	77.2	x	x	65.6	74.5	75.1	69.2	x	x	x	x	x	x	81.0	68.3	66.2	94.4	65.9	75.0

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

			AGE					RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER		
	PHSJ 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	50%	76%	0%	50%	25%	80%	54%					0%	100%	42%	45%	67%	100%	42%		
EZTHP Q23	45%	69%	33%	43%	67%	33%	63%					0%	50%	47%	50%	33%	43%	47%		
EZTC Q26	66%	68%	50%	63%	70%	67%	74%			0%	100%	33%	67%	68%	69%	50%	60%	67%		
AVERAGE	53.7	70.9	x	x	52.7	68.3	50.0	63.4	x	x	x	x	x	x	58.3	52.2	54.9	x	42.9	51.7

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

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER			
	PHSJ 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	83%	85%	100%	89%	75%	88%	81%	82%	100%	100%	86%	82%	88%	82%	84%	63%	82%	85%		
DRUNCON Q43	87%	86%	0%	50%	92%	89%	93%	86%		100%	100%	82%	83%	87%	85%	100%	87%	87%		
DRUNFAM Q44	79%	85%	0%	50%	85%	84%	83%	78%		100%	100%	73%	83%	78%	78%	86%	80%	79%		
AVERAGE	83.0	85.4	x	63.0	84.0	87.4	85.5	82.2	x	x	x	x	85.7	78.9	84.7	82.4	82.2	82.7	82.9	83.8

CARE COORDINATION (YES) -- GLOBAL PROPORTION COMPOSITE

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER			
	PHSJ TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR- WHT	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC		
HELPCONT Q18	81%	88%			83%	100%	75%	91%				100%	50%	75%	83%	79%	100%	80%	82%	
HLPCOORD Q29	56%	56%	80%	38%	56%	63%	55%			100%	100%	44%	56%	57%	56%	60%	53%	60%		
AVERAGE	68.8	72.1	x	x	60.9	55.6	69.1	72.8	x	x	x	x	x	44.4	55.6	69.9	67.3	x	53.3	70.9



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



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

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

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

- Yes
- No

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

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

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

- Never
- Sometimes
- Usually
- Always

## YOUR PERSONAL DOCTOR

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

- Yes
- No → *Go to Question 24*

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

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

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

- Never
- Sometimes
- Usually
- Always

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

- Never
- Sometimes
- Usually
- Always

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

- Never
- Sometimes
- Usually
- Always



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

- Never
- Sometimes
- Usually
- Always

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

- Yes
- No → *Go to Question 23*

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

- Never
- Sometimes
- Usually
- Always

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

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

## GETTING HEALTH CARE FROM SPECIALISTS

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

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

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

- Yes
- No → *Go to Question 28*

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

- Never
- Sometimes
- Usually
- Always

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

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

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

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



## YOUR HEALTH PLAN

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

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

- Yes
- No → *Go to Question 30*

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

- Never
- Sometimes
- Usually
- Always

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

- Yes
- No → *Go to Question 33*

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

- Never
- Sometimes
- Usually
- Always

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

- Never
- Sometimes
- Usually
- Always

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

- Yes
- No → *Go to Question 35*

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

- Never
- Sometimes
- Usually
- Always

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

- |                       |                       |                       |                       |                       |                       |                       |                       |                       |                       |                       |
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| <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.

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Correct  
Mark 

Incorrect  
Marks



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

- Yes → *Go to Question 1*
- No

↓ **START HERE** ↓

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

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

\_\_\_\_\_

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

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

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

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



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

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

**SPECIALIZED SERVICES**

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



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

- Yes
- No → *Go to Question 25*

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

- Never
- Sometimes
- Usually
- Always

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

- Yes
- No

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

- Yes
- No → *Go to Question 28*

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

- Never
- Sometimes
- Usually
- Always

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

- Yes
- No

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

- Yes
- No → *Go to Question 30*

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

- Yes
- No

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

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

- Yes
- No → *Go to Question 45*

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

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

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

- Never
- Sometimes
- Usually
- Always

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

- Never
- Sometimes
- Usually
- Always

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

- Never
- Sometimes
- Usually
- Always

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

- Never
- Sometimes
- Usually
- Always

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

- Yes
- No → **Go to Question 37**

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

- Never
- Sometimes
- Usually
- Always

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

- Never
- Sometimes
- Usually
- Always

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

- Never
- Sometimes
- Usually
- Always

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

- Yes
- No

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

- Yes
- No → **Go to Question 41**

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

- Never
- Sometimes
- Usually
- Always



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

0 1 2 3 4 5 6 7 8 9 10

Worst Personal Doctor Possible Best Personal Doctor Possible

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

- Yes
- No → **Go to Question 45**

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

- Yes
- No

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

- Yes
- No

## GETTING HEALTH CARE FROM SPECIALISTS

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

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

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

- Yes
- No → **Go to Question 49**

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

- Never
- Sometimes
- Usually
- Always

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

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



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

0 1 2 3 4 5 6 7 8 9 10

Worst Specialist Possible                      Best Specialist Possible

**YOUR CHILD'S HEALTH PLAN**

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

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

Yes  
 No → *Go to Question 52*

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

Never  
 Sometimes  
 Usually  
 Always

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

Never  
 Sometimes  
 Usually  
 Always

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

Yes  
 No → *Go to Question 54*

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

Never  
 Sometimes  
 Usually  
 Always

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

0 1 2 3 4 5 6 7 8 9 10

Worst Health Plan Possible                      Best Health Plan Possible

**PRESCRIPTION MEDICINES**

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

Yes  
 No → *Go to Question 58*

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

Never  
 Sometimes  
 Usually  
 Always



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

- Yes
- No

### ABOUT YOUR CHILD AND YOU

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

- Excellent
- Very good
- Good
- Fair
- Poor

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

- Excellent
- Very good
- Good
- Fair
- Poor

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

- Yes
- No → *Go to Question 63*

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

- Yes
- No → *Go to Question 63*

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

- Yes
- No

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

- Yes
- No → *Go to Question 66*

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

- Yes
- No → *Go to Question 66*

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

- Yes
- No

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

- Yes
- No → *Go to Question 69*

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

- Yes
- No → *Go to Question 69*

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

- Yes
- No

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

- Yes
- No → *Go to Question 72*



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

- Yes
- No → *Go to Question 72*

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

- Yes
- No

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

- Yes
- No → *Go to Question 74*

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

- Yes
- No

74. What is your child's age?

- Less than 1 year old

YEARS OLD (write in)

75. Is your child male or female?

- Male
- Female

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

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

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

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

78. What is your age?

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

79. Are you male or female?

- Male
- Female

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

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

81. How are you related to the child?

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



82. Did someone help you complete this survey?

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

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

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

## THANK YOU

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

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

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







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

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

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

**INSTRUCCIONES PARA EL CUESTIONARIO**

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

Marca  
Correcta ●

Marca  
Incorrecta   

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

● Sí → *Pase a la Pregunta 1*  
○ No

↓ **COMIENCE AQUI** ↓

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

- Sí → *Pase a la pregunta 3*
- No

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

\_\_\_\_\_

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

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

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

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





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

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

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

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

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

- Sí
- No → *Pase a la pregunta 23*

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

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

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

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

## LA ATENCIÓN MÉDICA QUE RECIBÍ DE ESPECIALISTAS

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

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

- Sí
- No → *Pase a la pregunta 28*

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

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

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

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

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

0 1 2 3 4 5 6 7 8 9 10

El peor especialista posible El mejor especialista posible

### SU PLAN DE SALUD

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

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

- Sí
- No → *Pase a la pregunta 30*

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

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

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

- Sí
- No → *Pase a la pregunta 33*

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

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

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

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

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

- Sí
- No → *Pase a la pregunta 35*

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

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

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

0 1 2 3 4 5 6 7 8 9 10

El peor plan de salud posible El mejor plan de salud posible



## 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 rápido 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

**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

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



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





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.***

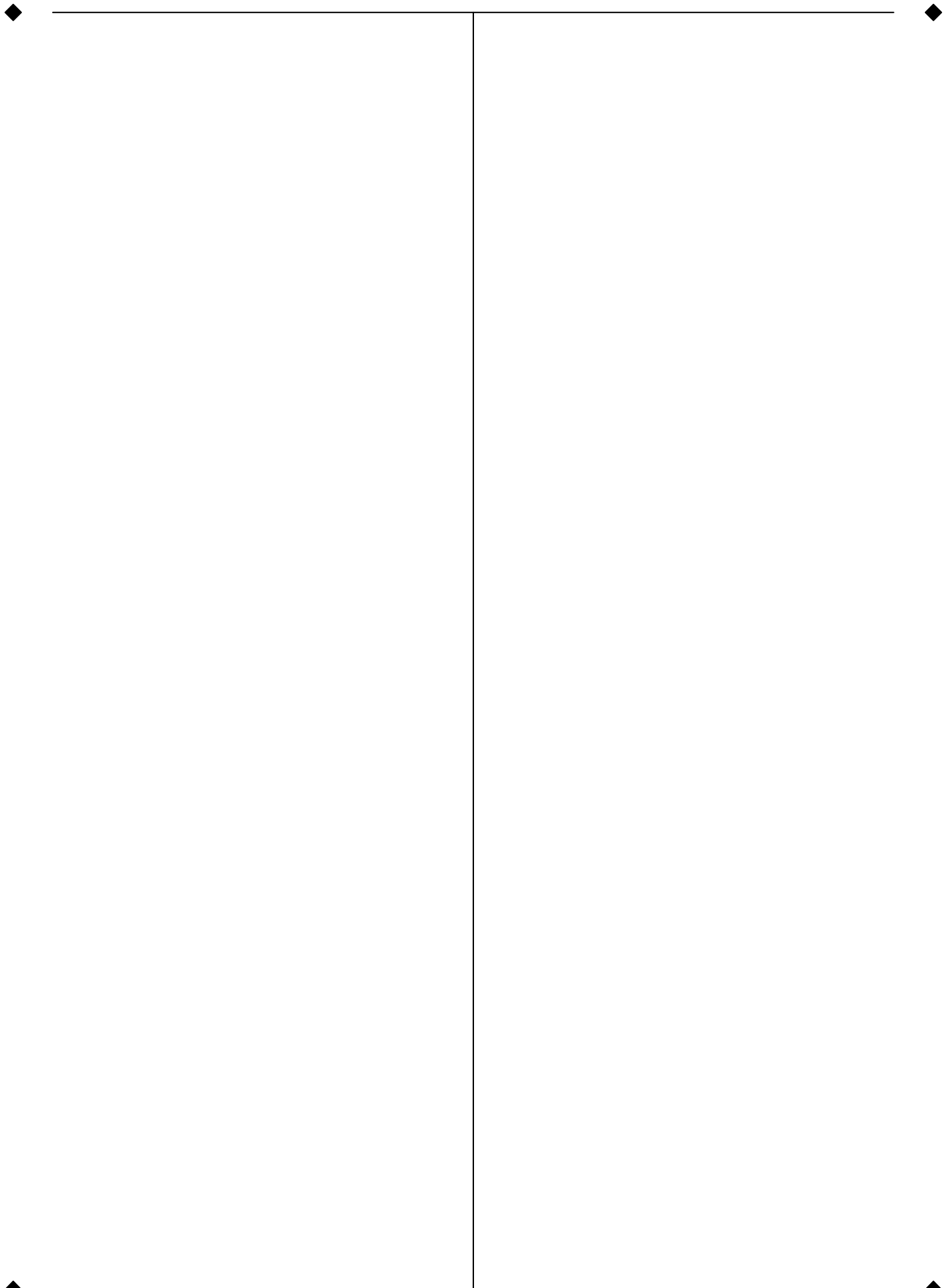
**83. ¿Cómo le ayudó a usted esta persona? Marque una o más.**

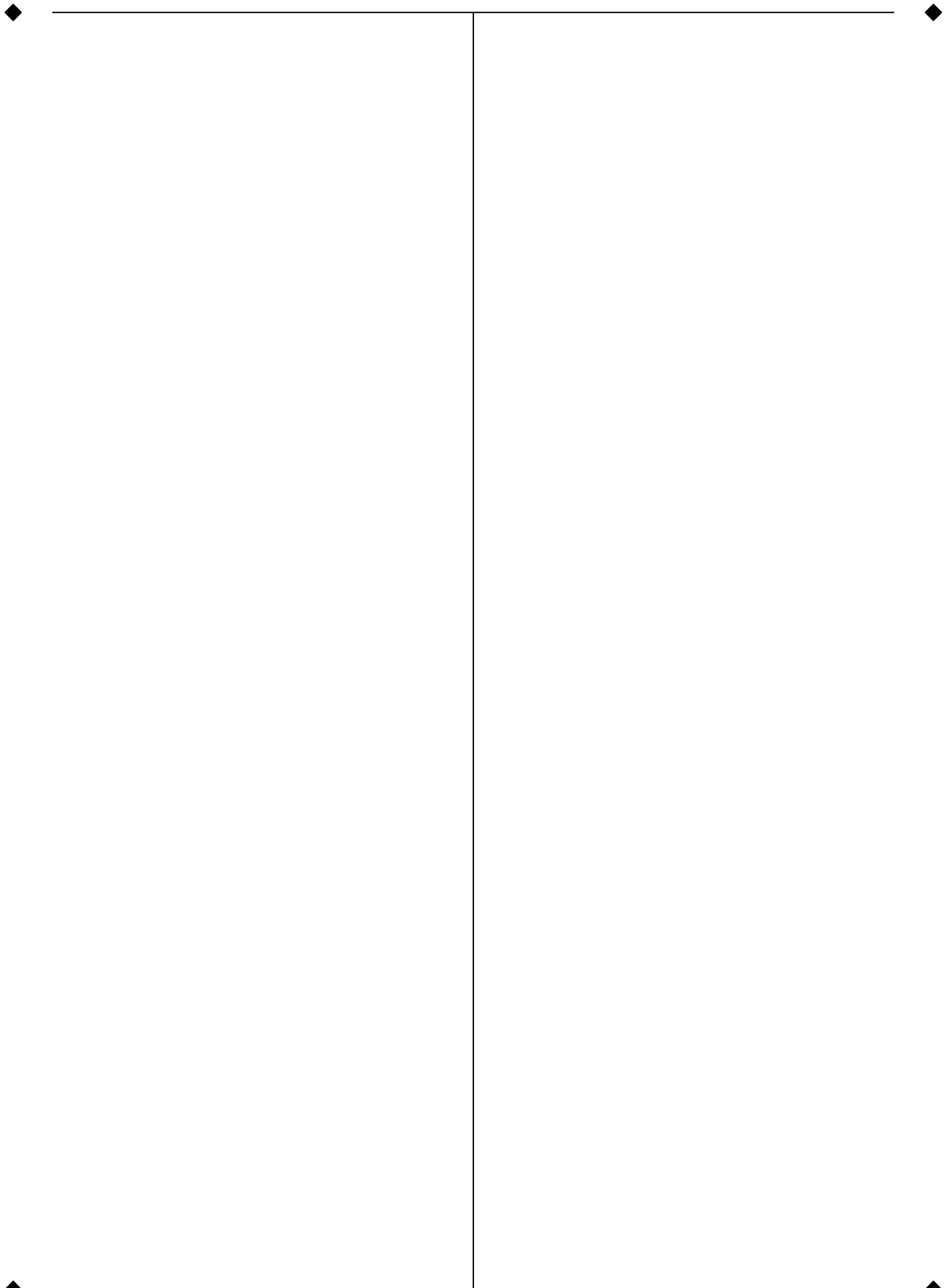
- Me leyó las preguntas
  - Anotó las respuestas que le di
  - Contestó las preguntas por mí
  - Tradujo las preguntas a mi idioma
  - Me ayudó de otra forma (Por favor use letra de molde)
- 

**¡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**





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. /PBDRNG

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

(READ LIST)

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

DK/REFUSAL/NOT ASCERTAINED

DREXPL4

32. / DREXPL4

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

- 1. YES
- 2. NO

DK/REFUSAL/NOT ASCERTAINED

DRLSTN4

33. / DRLSTN4

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

- 1. YES
- 2. NO

DK/REFUSAL/NOT ASCERTAINED

DRESPU4

34. / DRESPU4

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

- 1. YES
- 2. NO

DK/REFUSAL/NOT ASCERTAINED

CABLTLK

35. / CABLTLK

Is your child able to talk with doctors about [his/her] health care?

- 1. YES
- 2. NO -----> DRTMEN4

DK/REFUSAL/NOT ASCERTAINED --> DRTMEN4

CPBDRLN

35a. / CPBDRLN

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

(READ LIST)

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

DK/REFUSAL/NOT ASCERTAINED

CDREXPL

36. / CDREXPL

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

(READ LIST)

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

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

DRTMEN4

37. / DRTMEN4

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

(READ LIST)

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

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

DRTLKU

38. / DRTLKU

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

1. YES
2. NO

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)



DIFFDR

39. / DIFFDR

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

- 1. YES
- 2. NO -----> RATEDR4

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

DRINFO

40. / DRINFO

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

(READ LIST)

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

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

RATEDR4

41. / RATEDR4

Using ANY NUMBER FROM 0 TO 10, where 0 is the worst personal doctor possible and 10 is the best personal doctor possible, what number would you use to rate your child's personal doctor?

00	01	02	03	04	05	06	07	08	09	10
WORST										BEST
PERSONAL										PERSONAL
DOCTOR POSSIBLE										DOCTOR POSSIBLE

DK/REFUSAL/NOT ASCERTAINED

COND3MO

42. / COND3MO

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

(IWER: "We are looking for a condition that the child CURRENTLY HAS that has lasted for more than 3 months." )

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

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

DRUNCON

43. / DRUNCON

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

- 1. YES
- 2. NO

DK/REFUSAL/NOT ASCERTAINED

DRUNFAM

44. / DRUNFAM

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

- 1. YES
- 2. NO

DK/REFUSAL/NOT ASCERTAINED

INTRO.SPDR

INTRO.SPDR

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

NDSPDR4

45. / NDSPDR4

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

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

(CLARIFY IF NEEDED: "Specialists are doctors who specialize in one area of health care. Please include all doctors you consider to be specialists, but do not include any dental visits.")

(IWER: IF RESPONDENT ASKS, "Does a (type of specialist) count?", CLARIFY, "I don't have any information about that, so please just interpret it however it seems best to you.")

(CLARIFY IF NEEDED: "You can interpret this question however it seems best to you.")

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

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

PRBSEE4

46. / PRBSEE4

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

(READ LIST)

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

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

SPDRS

47. / SPDRS

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

(CLARIFY IF NEEDED: "Specialists are doctors like surgeons, heart doctors, allergy doctors, skin doctors, and other doctors who specialize in one area of health care. Would you say your child has seen...")

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

- 0. NONE, -----> INTRO.PLAN
- 1. 1 SPECIALIST,
- 2. 2,
- 3. 3,
- 4. 4, OR
- 5. 5 OR MORE SPECIALISTS?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ) --> INTRO.PLAN

RTSPDR4

48. / RTSPDR4

We want to know your rating of the specialist your child saw most often in the last 6 months.

Using any number from 0 to 10, where 0 is the worst specialist possible and 10 is the best specialist possible, what number would you use to rate that specialist?

(Clarify if necessary: "Specialists are doctors like surgeons, heart doctors, allergy doctors, skin doctors, and other doctors who specialize in one area of health care.")

- |            |    |    |    |    |    |    |    |    |    |            |
|------------|----|----|----|----|----|----|----|----|----|------------|
| 00         | 01 | 02 | 03 | 04 | 05 | 06 | 07 | 08 | 09 | 10         |
| WORST      |    |    |    |    |    |    |    |    |    | BEST       |
| SPECIALIST |    |    |    |    |    |    |    |    |    | SPECIALIST |
| POSSIBLE   |    |    |    |    |    |    |    |    |    | POSSIBLE   |

DK/REFUSAL/NOT ASCERTAINED

INTRO.PLAN  
INTRO.PLAN

Now I'm going to ask you some questions about your experience with your child's health plan.

CLCSR4  
49. / CLCSR4

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

- 1. YES
- 2. NO -----> PLPRWK4

DK/REFUSAL/NOT ASCERTAINED --> PLPRWK4

PBCLCS4  
50. / PBCLCS4

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

(READ LIST)

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

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

CSRESP  
51. / CSRESP

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

(READ LIST)

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

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

PLPRWK4  
52. / PLPRWK4

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

- 1. YES
- 2. NO -----> RTPLEXP

DK/REFUSAL/NOT ASCERTAINED --> RTPLEXP

PBPLPW4

53. / PBPLPW4

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

(READ LIST)

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

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

RTPLEXP

54. / RTPLEXP

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

00	01	02	03	04	05	06	07	08	09	10
WORST										BEST
HEALTH PLAN										HEALTH PLAN
POSSIBLE										POSSIBLE

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

CHPRES

55. / CHPRES

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

- 1. YES
- 2. NO -----> HLTSTA4

DK/REFUSAL/NOT ASCERTAINED --> HLTSTA4

EZPRES

56. / EZPRES

In the last 6 months, how often was it easy to get prescription medicines for your child through [his/her] health plan? Would you say...

(READ LIST)

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

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

HELPPRES

57. / HELPPRES

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

- 1. YES
- 2. NO

DK/REFUSAL/NOT ASCERTAINED

HLTSTA4

58. / HLTSTA4

In general, how would you rate your child's overall health? Would you say it is...

(READ LIST)

- 1. EXCELLENT,
- 2. VERY GOOD,
- 3. GOOD,
- 4. FAIR, OR
- 5. POOR?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

MNTLSTAT

59. / MNTLSTAT

In general, how would you rate your child's overall MENTAL OR EMOTIONAL health? Would you say it is...

(READ LIST)

- 1. EXCELLENT,
- 2. VERY GOOD,
- 3. GOOD,
- 4. FAIR, OR
- 5. POOR?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

CUSEMED

60. / CUSEMED

Other than vitamins, does your child currently need or use medicine prescribed by a doctor?

- 1. YES
- 2. NO -----> MOREMED

DK/REFUSAL/NOT ASCERTAINED --> MOREMED

WHYMEDA

61. / WHYMEDA

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

- 1. YES
- 2. NO -----> MOREMED

DK/REFUSAL/NOT ASCERTAINED --> MOREMED

WHYMEDB

62. / WHYMEDB

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

- 1. YES
- 2. NO

DK/REFUSAL/NOT ASCERTAINED

MOREMED

63. / MOREMED

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

- 1. YES
- 2. NO -----> LIMITED

DK/REFUSAL/NOT ASCERTAINED --> LIMITED

WHYMOREA

64. / WHYMOREA

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

- 1. YES
- 2. NO -----> LIMITED

DK/REFUSAL/NOT ASCERTAINED --> LIMITED

WHYMOREB

65. / WHYMOREB

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

- 1. YES
- 2. NO

DK/REFUSAL/NOT ASCERTAINED

LIMITED

66. / LIMITED

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

- 1. YES
- 2. NO -----> SPECTHP

DK/REFUSAL/NOT ASCERTAINED --> SPECTHP

WHYLIMA

67. / WHYLIMA

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

- 1. YES
- 2. NO -----> SPECTHP

DK/REFUSAL/NOT ASCERTAINED --> SPECTHP

WHYLIMB

68. / WHYLIMB

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

- 1. YES
- 2. NO

DK/REFUSAL/NOT ASCERTAINED

SPECTHP

69. / SPECTHP

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

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

DK/REFUSAL/NOT ASCERTAINED --> CHCOUNS

WHYSTA

70. / WHYSTA

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

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

DK/REFUSAL/NOT ASCERTAINED --> CHCOUNS



WHYSTB

71. / WHYSTB

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

- 1. YES
- 2. NO

DK/REFUSAL/NOT ASCERTAINED

CHCOUNS

72. / CHCOUNS

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

- 1. YES
- 2. NO -----> CAGE

DK/REFUSAL/NOT ASCERTAINED --> CAGE

TIMCOUNA

73. / TIMCOUNA

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

- 1. YES
- 2. NO

DK/REFUSAL/NOT ASCERTAINED

CAGE

74. / CAGE

I have just a few more questions.

What is YOUR CHILD'S age?

(IWER: ENTER 00 IF LESS THAN 1 YEAR OLD)

(IWER: IF NEEDED CLARIFY, "Please answer based on your child's age as of their last birthday.")

\_\_\_ ENTER CHILD'S AGE

DK/REFUSAL/NOT ASCERTAINED

IF CAGE<19 THEN GO TO CGENDER

CAGE.CK

74a. / CAGE.CK

I have entered that [NAME OF CHILD] is [CAGE]. Is that correct?

("DK" NOT ALLOWED)

- 1. YES-AGE ENTERED CORRECTLY
- 2. NO-CORRECT AGE -----> CAGE

CGENDER

75. / CGENDER

(IF NEEDED: "Is your child male or female?")

- 1. MALE
- 2. FEMALE

REFUSAL/NOT ASCERTAINED

LATINO

76. / LATINO

Is your child of Hispanic or Latino origin or descent?

- 1. YES / HISPANIC OR LATINO
- 2. NO / NOT HISPANIC OR LATINO

DK/REFUSAL/NOT ASCERTAINED

INTRO.RACE

INTRO.RACE

I am going to read a list of race categories. For each category, please say YES or NO if it describes your child's race. I must ask you about all categories in case more than one applies.

PQRACE3.(1-6)

77.(1-6) / PQRACE3.(1-6)

[Is your child)]

- 1. "White"
- 2. "Black or African-American"
- 3. "Asian"
- 4. "Native Hawaiian or other Pacific Islander"
- 5. "American Indian or Alaska Native"
- 6. "Some other race"?

(IWER: IF R REPLIES "WHY ARE YOU ASKING ABOUT MY CHILD'S RACE?" SAY  
"We ask about your child's race for demographic purposes only.  
We want to be sure that the people we survey accurately represent the  
racial diversity of managed care enrollees in this country.")

(IWER: If R answers with a category not listed here, such as "HISPANIC"  
or "AMERICAN" or "MIXED RACE", probe using the category "OTHER".)

1. YES
2. NO

DK/REFUSAL/NOT ASCERTAINED

QRACE3.OTH / QRACE3.OTH  
(What is your child's race?)

---

PAGE  
78. / PAGE

Now I have a few questions about you. What is YOUR age?

(IWER: IF NEEDED CLARIFY, "Please answer based on your age as of your  
last birthday.")

(READ IF NEEDED, "Are you...")

0. UNDER 18,
1. 18 TO 24,
2. 25 TO 34,
3. 35 TO 44,
4. 45 TO 54,
5. 55 TO 64,
6. 65 TO 74, OR
7. 75 OR OLDER?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

PGENDER  
79. / PGENDER

(IWER: ENTER RESPONDENT'S SEX. "DK" NOT ALLOWED.)

(IWER: IF NECESSARY ASK, "Are you male or female?")

1. MALE
2. FEMALE

EDUCAT

80. / EDUCAT

What is the highest grade or level of school that you have COMPLETED?  
Did you complete...

(IWER: IF R SAYS HE/SHE HAD NON-ACADEMIC TRAINING, SUCH AS TRADE  
SCHOOL, PROBE: "Did you receive a high school diploma or GED?")

(IWER: ACADEMIC TRAINING BEYOND A HIGH SCHOOL DIPLOMA THAT DOES NOT  
LEAD TO A BACHELORS DEGREE, SHOULD BE CODED "4". IF R WENT TO BUSINESS  
SCHOOL OR GOT A 3-YEAR NURSING DEGREE, ENTER "4")

(IWER: IF R OFFERS MORE THAN ONE RESPONSE, FOR EXAMPLE: "SOME HIGH  
SCHOOL OR GED", ENTER THE HIGHEST NUMBER THAT APPLIES.)

(READ LIST)

1. 8TH GRADE OR LESS,
2. SOME HIGH SCHOOL, BUT DID NOT GRADUATE,
3. HIGH SCHOOL GRADUATE OR GED,
4. SOME COLLEGE OR 2-YEAR DEGREE,
5. 4-YEAR COLLEGE GRADUATE, OR
6. MORE THAN A 4-YEAR COLLEGE DEGREE?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

CHRELT

81. / CHRELT

How are you related to the child?

(READ IF NEEDED: "Are you the ...")

1. MOTHER OR FATHER,
2. GRANDPARENT,
3. AUNT OR UNCLE,
4. OLDER BROTHER OR SISTER,
5. OTHER RELATIVE,
6. LEGAL GUARDIAN, OR
7. SOMEONE ELSE?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

ALL.DONE

THANKS.SCREEN.

Those are all the questions I have.

Thank you for taking part in this important interview.

Have a nice (day/evening). Good bye.

RETURN TO COVERSHEET

EDIT.FLG

(IWER: DO YOU NEED TO TYPE AN EDIT?)

1. YES
2. NO

IF EDIT.FLG = 2 THEN GO TO CK.END.EDIT

EDIT.OTH

EDIT.OTH. (IWER: PLEASE TYPE YOUR EDIT-BE SPECIFIC-INCLUDE:

- 1) QUESTION NUMBER(S)
  - 2) WHAT WAS ENTERED
  - 3) WHAT NEEDS TO BE CHANGED
- 

CK.END.EDIT

LANG.DID

LANG.DID. IWER: DID YOU DO THIS INTERVIEW IN...

1. ENGLISH,
2. SPANISH OR
3. BOTH?

END.SCREEN

COVERSHEET NOT NEEDED

I may need to contact you again later, but today we are only interviewing members of Oregon Health Plan, so those are all the questions I have. Thank you very much for your help.

( RC = [RC%] )

RETURN TO COVERSHEET

TRANS.SCRN

INTERVIEWER: YOU HAVE INDICATED THAT YOU HAVE A SPANISH SPEAKER OR  
A HOUSEHOLD WITH A LANGUAGE PROBLEM.

1. IF THIS COVERSHEET SHOULD BE MOVED TO THE SPANISH PROJECT  
ENTER "1"
2. IF THIS WAS AN ERROR, TYPE "2" TO GO BACK

WHAT.LANG

INTERVIEWER: WHAT LANGUAGE DO YOU THINK THEY SPEAK IN THIS HOUSEHOLD?

---

DK

GOOD.BYE

INTERVIEWER: [THIS ID HAS BEEN TRANSFERRED TO THE SPANISH PROJECT/THIS ID IS  
NOT ELIGIBLE FOR TRANSFER TO THE SPANISH PROJECT. THIS ID WILL BE CODED AS  
A LANGUAGE PROBLEM]

[( RC = 80 )/( RC = 63 )]

