



Oregon Health Plan
CAHPS® 5.0 Medicaid Survey

Banner Book Report

June 2016



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METHODOLOGY

Introduction

This banner book report summarizes the results of the 2016 CAHPS® Medicaid survey of Oregon Health Plan members. A total of 17 health CCOs participated in the survey. It was administered over a twelve-week period using a mixed-mode (mail and telephone) six-wave protocol. This protocol consisted of a pre-notification letter, an initial survey mailing and reminder postcard to all respondents, followed by a second survey mailing and reminder postcard to non-respondents. Phone follow-up was conducted for members who had not responded to the mailings. Respondents were surveyed in English and Spanish. DataStat administered the survey under contract with the State of Oregon Department of Human Services.

Survey Milestones

Pre-notification letters mailed:	January 14, 2016
1st mailing of survey packets:	January 21, 2016
1st mailing of reminder postcards:	January 28, 2016
2nd mailing of survey packets:	February 18, 2016
2nd mailing of reminder postcards:	February 26, 2016
Phone follow-up start:	March 14, 2016
Mail and phone field terminated:	April 10, 2016

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. There was one plan, HealthShare, that sampled 2700 members - 900 members from each of the three counties that make up HealthShare. Adults were defined as members aged 18 years or older and children as 17 years old or younger, both as of December 31, 2015. To be eligible, members had to have been enrolled in Oregon Health Plan for at least six months as of December 31, 2015. The final selected sample consisted of 17,100 adult OHP enrollees and 17,100 child OHP enrollees.

Questionnaires

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

Selection of Cases for Analysis

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

Composites, Overall Ratings, and Measures for Reporting

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

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

Composite: Getting Needed Care

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

Q25/46. Getting appointments with specialists

Composite: Getting Care Quickly

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

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

Composite: How Well Doctors Communicate

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

Q18/33. Personal doctor listened carefully to you

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

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

Composite: Customer Service

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

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

Composite: Shared Decision Making

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

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

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

Rating Questions

Q13/14. Rating of all health care

Q23/41. Rating of personal doctor

Q27/47. Rating of specialist doctor

Q35/54. Rating of health plan

Composite: Access to Specialized Services (Child only)

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

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

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

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

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

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

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

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

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

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

Comparisons, Statistical Testing, Scoring, and Weighting

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

Significance testing was conducted between 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. The symbol '~' is used to indicate the test was not valid. For comparisons with statistically significant differences, a star (*) is found to the right of the relevant percentage in the table.

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

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

Sample Disposition

Adult Population

Category	Total	AHP	CCC	COPA	EAST	FMCA	FFS	INHE	JCC	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO	PCG	HTS
**First mailing - sent	17100	900	900	900	900	900	900	900	900	900	900	900	900	900	900	900	900	2700
*First mailing - usable survey returned	3058	191	154	171	167	127	149	152	146	171	184	158	177	213	146	154	177	421
Second mailing - sent	13527	695	715	694	679	726	720	730	728	715	690	702	669	665	733	727	717	2222
*Second mailing - usable survey returned	1118	67	60	51	59	51	70	64	60	63	63	60	58	53	41	63	67	168
*Phone - usable surveys	1495	92	87	69	73	63	73	82	78	63	71	81	96	63	103	85	79	237
Total - usable surveys	5671	350	301	291	299	241	292	298	284	297	318	299	331	329	290	302	323	826
†Ineligible: According to population criteria‡	431	15	19	16	23	36	25	19	22	23	32	25	19	29	21	23	14	70
†Ineligible: Deceased	38	1	0	2	2	0	5	1	2	3	2	0	1	7	1	1	1	9
†Ineligible: Mentally or physically unable to complete survey	166	5	5	7	5	6	30	9	7	9	0	3	14	9	15	8	4	30
†Ineligible: Language barrier	78	0	0	0	0	14	6	1	0	0	1	2	0	1	8	0	2	43
Incorrect address AND incorrect phone number	915	43	48	62	53	54	53	48	48	59	39	45	64	50	49	45	32	123
Refusal/Returned survey blank	871	42	48	44	51	37	51	35	54	44	66	51	39	56	42	42	37	132
Nonresponse - Unavailable by mail or phone	8930	444	479	478	467	512	438	489	483	465	442	475	432	419	474	479	487	1467
Adjusted Response Rate	34.6%	39.8%	34.4%	33.3%	34.4%	28.6%	35.0%	34.3%	32.7%	34.3%	36.8%	34.4%	38.2%	38.5%	33.9%	34.8%	36.7%	32.4%

*Included in response rate numerator

†Excluded from adjusted response rate denominator

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

Sample Disposition

Child Population

Category	Total	AHP	CCC	COPA	EAST	FMCA	FFS	INHE	JCC	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO	PCG	HTS
**First mailing - sent	17100	900	900	900	900	900	900	900	900	900	900	900	900	900	900	900	900	2700
*First mailing - usable survey returned	2302	137	133	96	118	105	106	116	129	129	134	113	103	125	114	124	175	345
Second mailing - sent	14026	721	721	767	723	759	734	742	736	741	718	754	702	710	763	750	731	2254
*Second mailing - usable survey returned	1027	44	60	55	64	64	51	47	58	43	51	56	57	56	61	53	58	149
*Phone - usable surveys	2309	109	96	116	137	126	109	137	115	119	102	110	97	105	142	131	143	415
Total - usable surveys	5638	290	289	267	319	295	266	300	302	291	287	279	257	286	317	308	376	909
†Ineligible: According to population criteria‡	323	14	7	24	14	26	30	13	12	22	12	17	11	12	17	21	12	59
†Ineligible: Deceased	2	0	0	0	0	0	0	0	0	1	0	1	0	0	0	0	0	0
†Ineligible: Mentally or physically unable to complete survey	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
†Ineligible: Language barrier	81	0	2	0	0	9	2	0	2	0	0	3	1	1	3	0	0	58
Incorrect address AND incorrect phone number	878	43	51	49	57	48	49	44	50	42	55	42	55	54	40	39	37	123
Refusal/Returned survey blank	905	48	48	39	37	29	62	61	44	58	49	49	54	62	40	65	27	133
Nonresponse - Unavailable by mail or phone	9273	505	503	521	473	493	491	482	490	486	497	509	522	485	483	467	448	1418
Adjusted Response Rate	33.8%	32.7%	32.4%	30.5%	36.0%	34.1%	30.6%	33.8%	34.1%	33.2%	32.3%	31.7%	28.9%	32.2%	36.0%	35.0%	42.3%	35.2%

*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.

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© 2016 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	4131 44.6%	2366 41.7%	-2.88%
Female	5131 55.4%	3305 58.3%	2.88%
18-24	1837 19.8%	590 10.4%	-9.43%
25-34	2661 28.7%	1005 17.7%	-11.01%
35-44	1874 20.2%	897 15.8%	-4.42%
45-54	1478 16.0%	1201 21.2%	5.22%
55-64	1041 11.2%	1561 27.5%	16.29%
65-74	221 2.4%	266 4.7%	2.30%
75 or Older	150 1.6%	151 2.7%	1.04%

Child

Gender / Age	Non-Respondents	Respondents	Difference
Male	4809 50.7%	2944 52.2%	1.48%
Female	4669 49.3%	2694 47.8%	-1.48%
<3	1891 20.0%	1015 18.0%	-1.95%
4-7	2317 24.4%	1402 24.9%	0.42%
8-12	2762 29.1%	1664 29.5%	0.37%
13 or older	2508 26.5%	1557 27.6%	1.15%

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

Banner I

	AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER	
	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- E	AM- ER	AS- IAN	NATV HAW/ ILND	AM- ER IND/ ALSK	MUL- TI	OTH- R	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	FE- MALE	MALE
Q1 YES	5577 100%	506 100%	898 100%	834 100%	1090 100%	1503 100%	412 100%	3130 100%	50 100%	118 100%	14 100%	59 100%	60 100%	224 100%	661 100%	4516 100%	3676 100%	1548 100%	2170 100%	3084 100%
NOT ANSWERED	94	15	10	9	18	23	12	64	3	1		1		4	14	74	63	28	45	47
VALID CASES	5577	506	898	834	1090	1503	412	3130	50	118	14	59	60	224	661	4516	3676	1548	2170	3084
NUMBER OF RESPONDENTS	5671 100%	521 100%	908 100%	843 100%	1108 100%	1526 100%	424 100%	3194 100%	53 100%	119 100%	14 100%	60 100%	60 100%	228 100%	675 100%	4590 100%	3739 100%	1576 100%	2215 100%	3131 100%

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

Banner II

	OHP TOT	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q1	5577	346	296	286	292	238	285	810	292	279	316	293	314	297	327	323	285	300
YES	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
NOT ANSWERED	94	4	5	5	7	3	7	16	6	5	7	4	4	2	4	6	5	2
VALID CASES	5577	346	296	286	292	238	285	810	292	279	316	293	314	297	327	323	285	300
NUMBER OF RESPONDENTS	5671	350	301	291	299	241	292	826	298	284	323	297	318	299	331	329	290	302
	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?

Banner I

	AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER	
	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-	NATV HAW/ IAN	AMER IND/ ALSK	MUL-	TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD &	FAIR POOR	FE- MALE	MALE	
Q3 YES	2267 41%	146 28%*	341 38%*	365 44%	478 44%*	615 41%	192 47%*	1331 42%	25 49%	32 27%*	6 44%~	33 56%*	16 28%*	98 43%	237 36%*	1891 42%	1336 36%*	808 52%*	760 35%*	1389 45%*
NO	3221 59%	371 72%*	556 62%*	470 56%	597 56%*	881 59%	219 53%*	1813 58%	26 51%	84 73%*	8 56%~	26 44%*	41 72%*	129 57%	413 64%*	2628 58%	2343 64%*	737 48%*	1411 65%*	1688 55%*
NOT ANSWERED	183	4	11	8	33	31	13	50	1	4		2	3	1	25	71	60	31	44	54
VALID CASES	5488	517	897	835	1075	1495	411	3144	52	115	14	58	57	227	650	4519	3679	1545	2171	3077
NUMBER OF RESPONDENTS	5671 100%	521 100%	908 100%	843 100%	1108 100%	1526 100%	424 100%	3194 100%	53 100%	119 100%	14 100%	60 100%	60 100%	228 100%	675 100%	4590 100%	3739 100%	1576 100%	2215 100%	3131 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?

Banner II

	OHP TOT ADLT	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q3																		
YES	2267 41%	138 41%	97 33%*	138 49%*	112 38%	76 32%*	135 48%*	329 42%	124 42%	112 40%	106 34%*	142 48%*	108 35%*	124 43%	131 41%	131 41%	114 40%	120 41%
NO	3221 59%	198 59%	196 67%*	146 51%*	181 62%	158 68%*	144 52%*	461 58%	169 58%	167 60%	205 66%*	153 52%*	203 65%*	167 57%	185 59%	187 59%	168 60%	173 59%
NOT ANSWERED	183	14	8	7	6	7	13	36	5	5	12	2	7	8	15	11	8	9
VALID CASES	5488	336	293	284	293	234	279	790	293	279	311	295	311	291	316	318	282	293
NUMBER OF RESPONDENTS	5671	350	301	291	299	241	292	826	298	284	323	297	318	299	331	329	290	302
	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?

Banner I

	AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER	
	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR WHT	AFR- AMER	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & FAIR & POOR	MALE	FE- MALE
Q4 NEVER	61 3%	2 1%	10 3%	9 3%	19 4%	17 3%	2 1%*	30 3%	~	2 6%~	~	~	~	4 4%	5 2%	53 3%	20 2%*	35 5%*	18 3%	40 3%
SOMETIMES	267 13%	11 8%*	53 16%	46 14%	68 16%	58 11%	12 7%*	127 11%*	5 21%~	7 24%~	~	5 17%~	6 36%~	17 17%	28 14%	213 12%	134 11%*	117 16%*	74 11%*	174 14%
USUALLY	526 26%	43 32%	82 24%	95 29%	110 25%	118 22%*	47 28%	304 26%	7 31%~	11 40%~	3 49%~	3 9%~	6 36%~	21 21%	59 28%	434 25%	292 24%*	201 28%	173 25%	325 26%
ALWAYS	1196 58%	78 58%	193 57%	175 54%	243 55%	340 64%*	105 64%	695 60%	11 48%~	8 30%~	4 51%~	20 74%~	4 28%~	58 58%	119 56%	1005 59%	771 63%*	373 51%*	421 61%	719 57%
#ALWAYS + USUALLY (NET)	1723 84%	121 90%*	275 81%	270 83%	353 80%*	459 86%	152 92%*	999 86%*	19 79%~	19 70%~	7 100%~	23 83%~	10 64%~	80 79%	178 84%	1439 84%	1063 87%*	574 79%*	594 87%*	1045 83%
TOP BOX SCORE	1196 58%	78 58%	193 57%	175 54%	243 55%	340 64%*	105 64%	695 60%	11 48%~	8 30%~	4 51%~	20 74%~	4 28%~	58 58%	119 56%	1005 59%	771 63%*	373 51%*	421 61%	719 57%
NOT ANSWERED	187	9	11	27	34	81	17	135	1	5	3	4	7	21	159	102	73	70	108	
VALID CASES	2050	133	338	325	440	533	166	1156	24	27	7	27	16	101	211	1705	1217	726	685	1259
NUMBER OF RESPONDENTS	2237	142	349	352	474	614	183	1291	25	32	7	30	20	108	232	1864	1319	799	755	1367
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q3 = YES]

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

	OHP TOT																	
	ADLT	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q4																		
NEVER	61 3%	3 2%	3 4%	2 2%	1 1%	1 1%	1 0.8%*	13 4%	1 0.9%*	1 1%*	2 2%	8 6%	5 5%	4 4%	3 3%	7 6%	5 5%	2 2%
SOMETIMES	267 13%	15 12%	16 19%	9 7%*	18 18%	11 15%	12 10%	43 14%	12 11%	8 8%*	10 10%	23 17%	13 14%	16 14%	18 15%	21 19%	10 9%	11 10%
USUALLY	526 26%	32 25%	23 27%	34 28%	26 25%	18 25%	29 24%	79 26%	33 29%	25 24%	26 26%	38 29%	22 23%	26 23%	25 21%	24 21%	30 28%	33 30%
ALWAYS	1196 58%	76 60%	43 51%	77 63%	57 56%	41 58%	81 66%	167 55%	66 59%	71 68%*	62 62%	63 48%*	54 57%	68 60%	71 61%	61 54%	62 58%	63 58%
#ALWAYS + USUALLY (NET)	1723 84%	108 86%	66 78%	111 91%*	83 81%	59 83%	110 89%*	246 81%	99 88%	96 91%*	88 88%	101 77%*	76 81%	94 82%	96 82%	85 75%*	92 86%	96 88%
TOP BOX SCORE	1196 58%	76 60%	43 51%	77 63%	57 56%	41 58%	81 66%	167 55%	66 59%	71 68%*	62 62%	63 48%*	54 57%	68 60%	71 61%	61 54%	62 58%	63 58%
NOT ANSWERED	187	12	12	16	10	5	12	27	12	7	6	10	14	10	14	18	7	11
VALID CASES	2050	126	85	122	102	71	123	302	112	105	100	132	94	114	117	113	107	109
NUMBER OF RESPONDENTS	2237	138	97	138	112	76	135	329	124	112	106	142	108	124	131	131	114	120
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q3 = YES]

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

	AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER	
	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- AMR	IAN	NATV HAW/ ILND	AMER IND/ ALSK	OTHR	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	MALE	FE- MALE
Q5 YES	3682 67%	243 48%*	540 60%*	536 64%*	784 72%*	1075 72%*	330 80%*	2179 70%*	39 75%	82 69%	10 68%~	32 56%	39 66%	145 64%	418 63%*	3058 68%*	2302 63%*	1206 78%*	1299 60%*	2222 72%*
NO	1794 33%	261 52%*	361 40%*	298 36%*	299 28%*	417 28%*	83 20%*	943 30%*	13 25%	36 31%	4 32%~	25 44%	21 34%	81 36%	241 37%*	1449 32%*	1379 37%*	333 22%*	860 40%*	864 28%*
NOT ANSWERED	196	17	7	8	25	34	10	71	2	1		2		1	16	83	58	37	56	45
VALID CASES	5475	504	901	835	1083	1492	414	3123	51	118	14	58	60	227	659	4507	3681	1539	2159	3086
NUMBER OF RESPONDENTS	5671 100%	521 100%	908 100%	843 100%	1108 100%	1526 100%	424 100%	3194 100%	53 100%	119 100%	14 100%	60 100%	60 100%	228 100%	675 100%	4590 100%	3739 100%	1576 100%	2215 100%	3131 100%

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?

Banner II

	OHP TOT ADLT	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q5																		
YES	3682 67%	224 67%	188 64%	192 67%	182 62%	148 62%	198 71%	569 72%*	184 63%	184 66%	219 70%	203 69%	208 67%	178 62%	214 68%	206 66%	185 67%	201 69%
NO	1794 33%	110 33%	108 36%	93 33%	110 38%	89 38%	81 29%	224 28%*	106 37%	95 34%	92 30%	92 31%	102 33%	107 38%	101 32%	107 34%	92 33%	91 31%
NOT ANSWERED	196	16	5	6	7	4	13	33	8	5	12	2	8	14	16	16	13	10
VALID CASES	5475	334	296	285	292	237	279	793	290	279	311	295	310	285	315	313	277	292
NUMBER OF RESPONDENTS	5671 100%	350 100%	301 100%	291 100%	299 100%	241 100%	292 100%	826 100%	298 100%	284 100%	323 100%	297 100%	318 100%	299 100%	331 100%	329 100%	290 100%	302 100%

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?

Banner I

	AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER	
	OHP TOT ADULT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLK OR AFR- WHT	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	GOOD & POOR	FE- MALE	MALE	
Q6 NEVER	120 4%	15 6%	22 4%	19 4%	25 4%	31 3%	7 3%	71 4%	1 2%	1 0.3%*	2 ~	2 7%~	6 5%	11 3%	104 4%	66 3%	49 4%	38 3%	80 4%	
SOMETIMES	637 19%	72 31%*	112 21%	92 19%	146 21%	144 15%*	37 13%*	320 17%*	6 16%~	29 38%*	3 39%~	4 12%~	10 30%~	25 18%	84 23%	513 18%	415 20%	197 18%	237 20%	367 18%
USUALLY	905 27%	56 24%	145 27%	161 33%*	179 26%	240 25%	78 27%	530 27%	6 17%~	21 27%	1 9%~	10 29%~	9 26%~	43 31%	109 29%	743 27%	540 26%*	319 29%	292 25%*	574 28%*
ALWAYS	1691 50%	91 39%*	250 47%	223 45%*	351 50%	534 56%*	169 58%*	1016 52%*	22 64%~	27 35%*	4 51%~	18 53%~	12 37%~	63 46%	169 45%*	1421 51%	1081 51%	532 48%	603 52%	1014 50%
#ALWAYS + USUALLY (NET)	2596 77%	147 63%*	394 75%	384 78%	530 76%	774 82%*	247 85%*	1545 80%*	28 82%~	47 62%*	5 61%~	28 82%~	21 63%~	105 77%	279 74%	2164 78%	1622 77%	851 78%	895 76%	1588 78%
TOP BOX SCORE	1691 50%	91 39%*	250 47%	223 45%*	351 50%	534 56%*	169 58%*	1016 52%*	22 64%~	27 35%*	4 51%~	18 53%~	12 37%~	63 46%	169 45%*	1421 51%	1081 51%	532 48%	603 52%	1014 50%
NOT ANSWERED	330	17	30	34	67	129	37	245	3	5	1	2	6	13	38	278	207	103	112	204
VALID CASES	3353	233	528	495	701	950	291	1936	34	77	9	34	33	137	374	2781	2102	1097	1170	2036
NUMBER OF RESPONDENTS	3683 100%	250 100%	558 100%	529 100%	768 100%	1079 100%	328 100%	2181 100%	37 100%	82 100%	9 100%	36 100%	39 100%	150 100%	412 100%	3059 100%	2309 100%	1200 100%	1282 100%	2240 100%

[ASKED IF Q5 = YES]

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?

Banner II

	OHP TOT ADLT	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q6																		
NEVER	120 4%	5 2%	3 2%	6 3%	3 2%	7 5%	8 5%	13 3%	10 6%	4 2%	5 2%	7 4%	7 4%	9 5%	8 4%	8 4%	3 2%	6 3%
SOMETIMES	637 19%	29 14%*	29 17%	43 24%	28 17%	24 18%	28 16%	109 21%	24 15%	32 19%	46 23%	46 25%	23 12%*	26 16%	41 22%	35 19%	39 23%	42 23%
USUALLY	905 27%	65 32%	48 29%	46 26%	49 30%	38 28%	49 28%	130 25%	45 28%	40 24%	59 29%	48 26%	54 29%	44 27%	56 29%	52 29%	46 27%	45 24%
ALWAYS	1691 50%	106 52%	86 52%	81 46%	85 52%	68 50%	92 52%	263 51%	82 51%	93 55%	92 46%	86 46%	102 55%	87 52%	85 45%	86 48%	85 49%	92 50%
#ALWAYS + USUALLY (NET)	2596 77%	171 83%*	134 81%	127 72%	134 81%	106 77%	141 80%	393 76%	127 79%	133 79%	151 75%	134 72%	156 84%*	131 79%	141 74%	138 76%	131 76%	137 74%
TOP BOX SCORE	1691 50%	106 52%	86 52%	81 46%	85 52%	68 50%	92 52%	263 51%	82 51%	93 55%	92 46%	86 46%	102 55%	87 52%	85 45%	86 48%	85 49%	92 50%
NOT ANSWERED	330	19	22	16	17	11	21	54	23	15	17	16	22	12	24	25	12	16
VALID CASES	3353	205	166	176	165	137	177	515	161	169	202	187	186	166	190	181	173	185
NUMBER OF RESPONDENTS	3683	224	188	192	182	148	198	569	184	184	219	203	208	178	214	206	185	201
	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?

Banner I

	AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER	
	OHP TOT ADULT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	OTHR	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR POOR	GOOD & FAIR POOR	MALE	FE- MALE	
Q7 NONE	1469 27%	221 43%*	308 34%*	239 29%	237 22%*	319 21%*	85 21%*	794 25%*	10 20%	29 25%	4 29%~	21 37%	17 29%	55 25%	203 31%*	1186 26%*	1178 32%*	235 15%*	742 34%*	676 22%*
1 TIME	947 17%	103 20%	135 15%*	176 21%*	180 17%	264 18%	63 15%	565 18%	8 16%	33 28%*	1 2%~	7 13%	17 28%	40 18%	116 18%	794 18%	715 20%*	204 13%*	389 18%	532 17%
2	900 17%	78 15%	127 14%*	126 15%	199 19%	256 17%	76 18%	535 17%	4 8%*	21 18%	1 6%~	8 15%	6 10%	39 18%	121 19%	732 16%	621 17%	246 16%	356 17%	509 17%
3	659 12%	42 8%*	95 11%	93 11%	156 15%*	186 13%	65 16%*	385 12%	5 10%	15 13%	4 25%~	5 10%	3 6%*	32 14%	84 13%	543 12%	425 12%	209 14%*	250 12%	389 13%
4	465 9%	21 4%*	56 6%*	65 8%	107 10%	167 11%*	37 9%	304 10%*	12 23%*	10 8%		5 ~ 10%	6 10%	12 6%	41 6%*	410 9%*	254 7%*	188 12%*	143 7%*	309 10%*
5 TO 9	673 12%	31 6%*	117 13%	90 11%	138 13%	210 14%*	58 14%	383 12%	10 20%	5 5%*	5 38%~	5 10%	7 12%	25 11%	66 10%*	576 13%*	348 9%*	290 19%*	193 9%*	452 15%*
10 OR MORE TIMES	305 6%	19 4%*	55 6%	39 5%	54 5%	83 6%	28 7%	165 5%	1 2%	4 3%		4 ~ 7%	4 7%	16 7%	23 4%*	253 6%	124 3%*	155 10%*	85 4%*	196 6%*
NOT ANSWERED	254	7	15	15	36	40	12	64	2	2		4		7	21	95	74	47	56	69
VALID CASES	5417	514	893	828	1072	1486	412	3130	51	117	14	56	60	221	654	4495	3665	1529	2159	3062
NUMBER OF RESPONDENTS	5671	521	908	843	1108	1526	424	3194	53	119	14	60	60	228	675	4590	3739	1576	2215	3131
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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?

Banner II

	OHP TOT ADLT	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q7																		
NONE	1469 27%	91 28%	91 31%	68 24%	76 27%	73 31%	73 27%	188 24%*	82 28%	72 26%	90 29%	70 24%	96 31%	90 31%	85 27%	99 32%	69 25%	73 25%
1 TIME	947 17%	59 18%	51 17%	49 17%	54 19%	45 19%	53 20%	131 17%	44 15%	51 19%	59 19%	50 17%	48 16%	50 17%	68 21%	53 17%	40 15%	41 14%
2	900 17%	61 18%	50 17%	45 16%	39 14%	31 13%	40 15%	147 19%	49 17%	54 20%	56 18%	49 17%	59 19%	47 16%	53 17%	62 20%	44 16%	50 17%
3	659 12%	40 12%	39 13%	37 13%	40 14%	25 11%	26 10%	97 12%	41 14%	32 12%	33 11%	41 14%	38 12%	36 13%	34 11%	31 10%	37 14%	45 16%
4	465 9%	22 7%	21 7%	30 11%	29 10%	21 9%	21 8%	78 10%	27 9%	25 9%	24 8%	27 9%	22 7%	18 6%	31 10%	18 6%*	22 8%	20 7%
5 TO 9	673 12%	40 12%	27 9%	39 14%	37 13%	31 13%	40 15%	94 12%	31 11%	28 10%	30 10%	38 13%	29 9%	33 12%	28 9%*	39 12%	38 14%	36 12%
10 OR MORE TIMES	305 6%	17 5%	13 4%	14 5%	11 4%	10 4%	18 7%	54 7%	15 5%	12 4%	14 5%	13 5%	14 5%	12 4%	18 6%	12 4%	21 8%	23 8%
NOT ANSWERED	254	20	9	9	13	5	21	37	9	10	17	9	12	13	14	15	19	14
VALID CASES	5417	330	292	282	286	236	271	789	289	274	306	288	306	286	317	314	271	288
NUMBER OF RESPONDENTS	5671 100%	350 100%	301 100%	291 100%	299 100%	241 100%	292 100%	826 100%	298 100%	284 100%	323 100%	297 100%	318 100%	299 100%	331 100%	329 100%	290 100%	302 100%

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

Banner I

	AGE						RACE						ETHNICITY		HEALTH STATUS		GENDER			
	OHP TOT ADLT	18 TO	25 TO	35 TO	45 TO	55 TO	65 AND OVER	BLCK OR AFR-	AS-	NATV HAW/ PAC	AMER IND/ ALSK	MUL-	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & GOOD POOR	FE- MALE	MALE			
Q8 #YES	2759 72%	171 59%*	379 65%*	393 69%	599 75%*	873 77%*	246 76%*	1700 74%*	29 78%~	65 75%	10 96%~	28 76%~	26 61%~	108 66%	283 67%*	2349 73%*	1699 70%*	948 76%*	991 73%	1670 71%
NO	1087 28%	121 41%*	207 35%*	176 31%	195 25%*	264 23%*	76 24%*	588 26%*	8 22%~	22 25%	1 4%~	9 24%~	17 39%~	56 34%	139 33%*	888 27%*	743 30%*	301 24%*	359 27%	687 29%
NOT ANSWERED	93	3	7	10	21	28	9	43	2	2		3		6	14	65	51	29	27	52
VALID CASES	3846	292	585	569	795	1136	322	2288	37	87	10	37	43	164	422	3236	2442	1248	1350	2357
NUMBER OF RESPONDENTS	3939	295	592	579	816	1164	331	2331	39	89	10	40	43	170	436	3301	2493	1277	1377	2409
	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]

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

Banner II

	OHP TOT ADLT	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q8																		
#YES	2759 72%	168 72%	145 74%	156 75%	149 73%	109 69%	129 67%	439 75%*	150 74%	143 73%	155 73%	149 70%	156 76%	140 72%	144 63%*	152 72%	141 71%	153 73%
NO	1087 28%	65 28%	51 26%	52 25%	55 27%	49 31%	64 33%	145 25%*	54 26%	52 27%	57 27%	64 30%	50 24%	55 28%	84 37%*	58 28%	57 29%	58 27%
NOT ANSWERED	93	6	5	6	6	5	5	17	3	7	4	5	4	1	4	5	4	4
VALID CASES	3846	233	196	208	204	158	193	584	204	195	212	213	206	195	228	210	198	211
NUMBER OF RESPONDENTS	3939	239	201	214	210	163	198	601	207	202	216	218	210	196	232	215	202	215
	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?

Banner I

	AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER	
	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- PAN- IC	EX & VERY GOOD & FAIR	GOOD & POOR	MALE	FE- MALE	
Q9 YES	2168 56%	140 48%*	310 53%	285 50%*	476 60%*	698 62%*	182 56%	1340 58%*	22 62%~	33 39%*	3 26%~	16 44%~	21 49%~	95 58%	200 47%*	1867 58%*	1263 52%*	816 66%*	736 55%	1355 57%
Q9 NO	1687 44%	152 52%*	279 47%	283 50%*	322 40%*	434 38%*	143 44%	953 42%*	13 38%~	53 61%*	7 74%~	21 56%~	22 51%~	69 42%	223 53%*	1374 42%*	1189 48%*	429 34%*	605 45%	1016 43%
NOT ANSWERED	84	3	3	11	18	32	6	38	4	3		2		6	13	60	42	32	36	38
VALID CASES	3855	292	589	568	798	1132	325	2293	35	86	10	38	43	164	423	3241	2451	1245	1341	2371
NUMBER OF RESPONDENTS	3939	295	592	579	816	1164	331	2331	39	89	10	40	43	170	436	3301	2493	1277	1377	2409
	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?

Banner II

	OHP TOT ADLT	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q9 YES	2168 56%	117 50%*	108 55%	132 63%*	112 55%	88 55%	99 51%	345 59%	128 62%	98 50%	105 50%	121 57%	105 51%	122 63%	105 47%*	106 50%	113 57%	110 52%
NO	1687 44%	118 50%*	88 45%	77 37%*	91 45%	72 45%	94 49%	240 41%	77 38%	97 50%	106 50%	92 43%	100 49%	73 37%	119 53%*	104 50%	86 43%	100 48%
NOT ANSWERED	84	4	5	5	7	3	5	16	2	7	5	5	5	1	8	5	3	5
VALID CASES	3855	235	196	209	203	160	193	585	205	195	211	213	205	195	224	210	199	210
NUMBER OF RESPONDENTS	3939	239	201	214	210	163	198	601	207	202	216	218	210	196	232	215	202	215
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q7 >= 1 TIME]

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

Banner I

	AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER	
	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- AMR	IAN	NATV HAW/ ILND	AMR IND/ ALSK	OTH	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	MALE	FE- MALE
Q10 #YES	1919 93%	107 86%*	289 95%*	275 97%*	427 92%	588 91%*	163 94%	1185 93%	20 86%~	30 88%~	3 100%~	16 87%~	19 91%~	85 94%	167 89%	1667 93%	1111 93%	738 93%	645 92%	1210 93%
NO	152 7%	18 14%*	15 5%*	8 3%*	38 8%	61 9%*	10 6%	84 7%	3 14%~	4 12%~		2 ~ 13%~	2 9%~	5 6%	21 11%	124 7%	87 7%	57 7%	54 8%	93 7%
NOT ANSWERED	379	9	24	34	58	90	24	142	6	7		7	1	14	34	195	142	95	98	142
VALID CASES	2072	125	304	282	465	649	173	1269	23	34	3	19	21	90	188	1791	1198	795	700	1303
NUMBER OF RESPONDENTS	2451 100%	134 100%	328 100%	316 100%	523 100%	739 100%	197 100%	1411 100%	29 100%	41 100%	3 100%	26 100%	21 100%	104 100%	222 100%	1986 100%	1340 100%	890 100%	798 100%	1445 100%

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

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

	OHP TOT ADLT	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q10 #YES	1919 93%	111 95%	95 92%	118 92%	102 92%	79 90%	89 93%	310 92%	117 97%*	83 86%*	90 88%	111 94%	98 96%	108 95%	99 95%	98 94%	105 93%	104 96%
NO	152 7%	6 5%	8 8%	10 8%	9 8%	9 10%	7 7%	28 8%	4 3%*	14 14%*	12 12%	7 6%	4 4%	6 5%	5 5%	6 6%	8 7%	4 4%
NOT ANSWERED	379	24	19	18	21	8	29	60	18	18	25	17	20	22	23	22	22	21
VALID CASES	2072	117	103	128	111	88	96	338	121	97	102	118	102	114	104	104	113	108
NUMBER OF RESPONDENTS	2451 100%	141 100%	122 100%	146 100%	132 100%	96 100%	125 100%	398 100%	139 100%	115 100%	127 100%	135 100%	122 100%	136 100%	127 100%	126 100%	135 100%	129 100%

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

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

Banner I

	AGE							RACE							ETHNIC-ITY		HEALTH STATUS		GENDER	
	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- AMER	NATV IAN	AMER HAW/ ILND	IND/ ALSK NATV	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & FAIR & POOR	MALE	FE- MALE
Q11 #YES	1506 73%	83 67%	236 79%*	215 76%	335 73%	461 71%	119 69%	934 74%	17 72%~	18 51%~	3 84%~	16 82%~	19 94%~	59 65%	121 66%*	1315 74%	871 73%	578 73%	500 73%	950 73%
NO	555 27%	40 33%	62 21%*	67 24%	127 27%	187 29%	54 31%	327 26%	6 28%~	17 49%~	1 16%~	3 18%~	1 6%~	32 35%	64 34%*	466 26%	319 27%	212 27%	188 27%	351 27%
NOT ANSWERED	53	1	7	9	6	20	5	41		2			1	2	2	45	33	15	12	36
VALID CASES	2061	123	298	282	461	648	173	1262	23	34	3	19	21	91	185	1780	1190	790	688	1301
NUMBER OF RESPONDENTS	2114 100%	124 100%	305 100%	291 100%	467 100%	668 100%	178 100%	1303 100%	23 100%	36 100%	3 100%	19 100%	21 100%	93 100%	187 100%	1825 100%	1223 100%	805 100%	700 100%	1337 100%

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

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

	OHP TOT ADLT	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q11 #YES	1506 73%	89 76%	76 75%	106 83%*	85 77%	60 69%	68 71%	244 72%	92 76%	76 79%	72 70%	89 75%	81 79%	83 72%	77 75%	76 73%	80 71%	80 74%
NO	555 27%	28 24%	25 25%	21 17%*	26 23%	27 31%	28 29%	94 28%	29 24%	20 21%	31 30%	30 25%	21 21%	32 28%	25 25%	28 27%	32 29%	28 26%
NOT ANSWERED	53		7	5	1	1	3	7	7	2	2	2	3	7	3	2	1	2
VALID CASES	2061	117	101	127	111	87	96	338	121	96	103	119	102	115	102	104	112	108
NUMBER OF RESPONDENTS	2114 100%	117 100%	108 100%	132 100%	112 100%	88 100%	99 100%	345 100%	128 100%	98 100%	105 100%	121 100%	105 100%	122 100%	105 100%	106 100%	113 100%	110 100%

[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?

Banner I

	AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER	
	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK	MUL- TI	OTH	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	GOOD & POOR	MALE	FE- MALE	
Q12 #YES	1561 76%	102 83%*	235 79%	205 72%	361 79%	480 74%	124 73%	960 76%	19 82%~	25 73%~	3 84%~	12 62%~	12 59%~	59 64%*	146 79%	1342 76%	931 79%*	567 72%*	535 78%	971 75%
NO	492 24%	21 17%*	62 21%	79 28%	97 21%	165 26%	47 27%	301 24%	4 18%~	9 27%~	1 16%~	7 38%~	8 41%~	34 36%*	40 21%	429 24%	255 21%*	218 28%*	148 22%	328 25%
NOT ANSWERED	61	2	8	8	9	23	6	42		2			1	1	1	54	36	20	18	38
VALID CASES	2053	122	297	283	458	645	172	1261	23	34	3	19	21	92	186	1771	1187	785	682	1299
NUMBER OF RESPONDENTS	2114 100%	124 100%	305 100%	291 100%	467 100%	668 100%	178 100%	1303 100%	23 100%	36 100%	3 100%	19 100%	21 100%	93 100%	187 100%	1825 100%	1223 100%	805 100%	700 100%	1337 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?

Banner II

	OHP TOT ADLT	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q12 #YES	1561 76%	94 81%	74 75%	102 80%	87 79%	70 80%	70 73%	250 74%	98 81%	79 82%	78 76%	87 73%	79 77%	83 74%	71 70%	75 73%	85 76%	78 74%
NO	492 24%	22 19%	25 25%	26 20%	23 21%	17 20%	26 27%	88 26%	23 19%	17 18%	24 24%	32 27%	23 23%	29 26%	31 30%	28 27%	27 24%	28 26%
NOT ANSWERED	61	1	9	4	2	1	3	7	7	2	3	2	3	10	3	3	1	4
VALID CASES	2053	116	99	128	110	87	96	338	121	96	102	119	102	112	102	103	112	106
NUMBER OF RESPONDENTS	2114 100%	117 100%	108 100%	132 100%	112 100%	88 100%	99 100%	345 100%	128 100%	98 100%	105 100%	121 100%	105 100%	122 100%	105 100%	106 100%	113 100%	110 100%

[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?

Banner I

	AGE						RACE						ETHNICITY		HEALTH STATUS		GENDER				
	OHP TOT ADULT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	GOOD & POOR	MALE	FE- MALE		
Q13 WORST HEALTH CARE POSSIBLE	27 0.7%	2 0.6%	4 0.7%	2 0.4%	8 1%	6 0.6%	2 0.5%	21 0.9%*	~	~	~	~	~	2 1%	25 ~0.8%*	10 0.4%*	15 1%*	11 0.8%	14 0.6%		
01	7 0.2%	1 0.1%	1 ~0.1%	1 0.1%	4 0.3%	1 0.3%	5 0.2%	~	~	~	~	~	~	1 ~0.1%	6 0.2%	2 0.1%	4 0.3%	3 0.2%	4 0.2%		
02	49 1%	5 2%	7 1%	8 1%	4 0.5%*	23 2%*	~	23 1%	2 5%~	~	~	1 ~	2 2%~	7 4%~	39 4%*	7 2%	31 1%	17 0.7%*	31 2%*	12 0.9%	34 1%
03	78 2%	4 1%	17 3%	14 2%	19 2%	22 2%	1 0.1%*	45 2%	1 0.5%~	1 ~0.4%*	~	~	1 3%~	8 5%	7 2%	66 2%	38 2%*	37 3%*	20 2%	55 2%	
04	87 2%	5 2%	18 3%	14 3%	13 2%	27 2%	5 2%	53 2%	1 3%~	3 4%	~	3 7%~	1 2%~	5 3%	8 2%	71 2%	45 2%*	37 3%*	28 2%	54 2%	
05	281 7%	20 7%	31 5%*	49 9%	76 10%*	70 6%	21 7%	171 8%	3 9%~	6 7%	3 31%~	9 25%~	7 16%~	9 6%	16 4%*	254 8%*	147 6%*	122 10%*	112 8%	158 7%	
06	233 6%	29 10%*	50 9%*	32 6%	46 6%	40 4%*	24 8%	120 5%*	2 5%~	5 6%	~	3 7%~	3 7%~	17 10%	32 8%	185 6%	135 6%	86 7%	85 6%	140 6%	
07	502 13%	51 18%*	93 16%*	98 17%*	99 12%	115 10%*	29 9%*	290 13%	3 8%~	8 9%	2 23%~	3 7%~	6 15%~	28 17%	38 9%*	440 14%*	319 13%	161 13%	177 13%	306 13%	
08	866 23%	60 21%	150 26%	135 24%	173 22%	255 22%	57 18%*	531 23%	6 15%~	24 28%	~	7 17%~	3 8%~	30 18%	90 21%	723 22%	570 23%	255 20%*	277 21%*	550 23%	
09	651 17%	46 16%	77 13%*	115 20%*	133 17%	200 18%	63 20%	372 16%	4 10%~	25 29%*	2 25%~	5 14%~	6 16%~	24 15%	85 20%	542 17%	436 18%	196 16%	260 19%*	373 16%*	
BEST HEALTH CARE POSSIBLE	1054 27%	68 23%	135 23%*	104 18%*	219 28%	374 33%*	117 37%*	647 28%	17 46%~	15 18%*	2 22%~	8 21%~	11 28%~	36 22%	143 34%*	874 27%	720 29%*	297 24%*	361 27%	665 28%	
#8-10 (NET)	2571 67%	174 60%*	362 62%*	353 62%*	525 66%	829 73%*	237 74%*	1549 68%	26 71%~	65 74%	5 46%~	20 52%~	21 52%~	90 55%*	318 75%*	2139 66%*	1726 71%*	748 60%*	898 67%	1588 68%	

Continued

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

Banner I

	AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER	
	OHP TOT ADLT	18 TO	25 TO	35 TO	45 TO	55 TO	65 AND OVER	BLK OR AFR-	AS- IAN	NATV ILND	AMER ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	FE- MALE	MALE		
9-10 (NET)	1705 44%	115 39%	212 36%*	218 38%*	352 44%	574 50%*	180 56%*	1018 45%	20 56%~	41 47%	5 46%~	13 35%~	18 43%~	61 37%*	228 54%*	1416 44%	1156 47%*	493 40%*	621 46%	1038 44%
NOT ANSWERED	105	4	10	8	25	28	12	53	2	2		2	2	5	10	76	53	35	30	56
VALID CASES	3834	291	582	571	791	1136	319	2278	37	87	10	38	41	165	426	3225	2440	1242	1347	2353
NUMBER OF RESPONDENTS	3939 100%	295 100%	592 100%	579 100%	816 100%	1164 100%	331 100%	2331 100%	39 100%	89 100%	10 100%	40 100%	43 100%	170 100%	436 100%	3301 100%	2493 100%	1277 100%	1377 100%	2409 100%
MEAN	7.91	7.75	7.71	7.67	7.88	8.10	8.36	7.93	8.17	8.06	7.52	7.20	7.44	7.36	8.27	7.88	8.11	7.53	7.93	7.92
p stat_(*=Sig @ p<=.05)		.164	.009*	.002*	.689	.000*	.000*	.446	~.469	~	~	~	~.002*	.000*	.082	.000*	.000*	.694	.692	

[ASKED IF Q7 >= 1 TIME]

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?

Banner II

	OHP TOT ADLT	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO	
Q13 WORST HEALTH CARE POSSIBLE	27 0.7%	2 0.9%	1 0.5%	1 0.5%	1 0.5%	2 1%	5 ~0.9%	1 ~0.5%	3 1%	1 0.5%	1 0.5%	3 2%	2 ~	1 1%	1 0.5%	~			
01	7 0.2%	~	2 1%	1 0.5%	1 0.5%	~	~	~	~	~	~	2 ~0.9%	~	2 ~0.9%	4 2%	~	2 ~	2 1%	
02	49 1%	2 0.9%	1 0.5%	1 0.5%	3 1%	3 2%	2 1%	6 1%	2 1%	1 0.5%	~	5 2%	~	3 2%	6 3%	6 3%	2 1%	2 1%	
03	78 2%	4 2%	5 3%	9 4%	3 1%	3 2%	1 0.5%*	12 2%	3 1%	5 3%	1 0.5%*	3 1%	2 1%	3 3%	6 5%*	11 5%*	5 3%	5 3%	5 2%
04	87 2%	2 0.9%*	10 5%	6 3%	5 2%	3 2%	6 3%	9 2%	9 4%	1 0.5%*	3 1%	5 2%	9 4%	6 3%	4 2%	6 3%	3 2%	7 3%	
05	281 7%	18 8%	12 6%	21 10%	12 6%	9 6%	19 10%	44 8%	12 6%	6 3%*	13 6%	18 8%	13 6%	11 6%	25 11%	20 10%	14 7%	16 8%	
06	233 6%	12 5%	14 7%	15 7%	15 7%	11 7%	18 9%	26 4%*	17 8%	13 7%	10 5%	14 7%	10 5%	5 3%*	11 5%	17 8%	13 7%	10 5%	
07	502 13%	33 14%	24 13%	26 12%	40 20%*	24 15%	22 11%	73 13%	24 12%	27 14%	30 14%	19 9%*	30 14%	29 15%	36 16%	32 15%	20 10%	26 12%	
08	866 23%	52 22%	40 21%	33 16%*	41 20%	36 23%	45 23%	120 21%	45 22%	34 17%	48 23%	54 25%	40 19%	52 27%	48 21%	43 20%	55 28%	44 21%	
09	651 17%	41 17%	31 16%	29 14%	25 12%*	34 22%	26 14%	110 19%	32 16%	28 14%	36 17%	37 17%	32 15%	35 18%	40 18%	29 14%	27 14%	38 18%	
BEST HEALTH CARE POSSIBLE	1054 27%	69 29%	52 27%	68 32%	56 28%	33 21%*	53 28%	175 30%	60 29%	79 41%*	65 31%	57 27%	70 34%	44 23%	43 19%*	46 22%	57 29%	59 28%	
#8-10 (NET)	2571 67%	162 69%	123 64%	130 62%	122 60%*	103 65%	124 65%	405 70%	137 67%	141 72%	149 71%	148 69%	142 69%	131 68%	131 58%*	118 56%*	139 71%	141 67%	
9-10 (NET)	1705 44%	110 47%	83 43%	97 46%	81 40%	67 42%	79 41%	285 49%*	92 45%	107 55%*	101 48%	94 44%	102 49%	79 41%	83 37%*	75 36%*	84 43%	97 46%	

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?

Banner II

	OHP TOT ADLT	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
NOT ANSWERED	105	4	9	4	8	5	6	21	3	7	7	3	3	2	6	5	5	6
VALID CASES	3834	235	192	210	202	158	192	580	204	195	209	215	207	194	226	210	197	209
NUMBER OF RESPONDENTS	3939	239	201	214	210	163	198	601	207	202	216	218	210	196	232	215	202	215
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
MEAN	7.91	8.05	7.76	7.79	7.82	7.78	7.88	8.05	7.98	8.37	8.17	7.83	8.14	7.77	7.43	7.36	7.98	7.92
p stat_(*=Sig @ p<=.05)		.279	.317	.399	.511	.393	.796	.041*	.636	.002*	.067	.545	.109	.299	.000*	.001*	.609	.950

[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?

Banner I

	AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER	
	OHP TOT ADULT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR WHTE	AFR- AMER	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	POOR	MALE	FE- MALE
Q14 NEVER	112 3%	10 3%	20 3%	20 4%	27 3%	23 2%*	3 1%*	60 3%	1 2%~	2 2%			7 ~	3 ~	12 3%	87 3%	51 2%*	52 4%*	42 3%	61 3%
SOMETIMES	652 17%	57 20%	120 20%*	114 20%*	145 18%	161 14%*	31 10%*	337 15%*	3 9%~	23 26%	2 22%~	7 18%~	8 18%~	44 27%*	65 15%	555 17%	350 14%*	269 22%*	203 15%*	420 18%
USUALLY	1292 34%	82 28%*	214 36%	210 38%*	262 33%	371 33%	102 32%	800 35%*	15 42%~	35 40%	6 56%~	14 36%~	15 35%~	46 28%	134 32%	1095 34%	809 33%	431 35%	437 32%	813 35%
ALWAYS	1764 46%	140 48%	234 40%*	215 38%*	362 46%	576 51%*	183 57%*	1077 47%	17 48%~	28 32%*	2 23%~	18 45%~	13 31%~	69 43%	207 50%	1485 46%	1218 50%*	492 40%*	668 49%*	1046 45%*
#ALWAYS + USUALLY (NET)	3056 80%	222 77%	448 76%*	425 76%*	624 78%	948 84%*	285 89%*	1877 83%*	33 90%~	64 72%	8 78%~	32 82%~	28 66%~	115 71%*	342 82%	2580 80%	2027 83%*	924 74%*	1105 82%*	1859 79%
TOP BOX SCORE	1764 46%	140 48%	234 40%*	215 38%*	362 46%	576 51%*	183 57%*	1077 47%	17 48%~	28 32%*	2 23%~	18 45%~	13 31%~	69 43%	207 50%	1485 46%	1218 50%*	492 40%*	668 49%*	1046 45%*
NOT ANSWERED	119	7	5	20	20	32	12	58	2	1		1		8	17	79	65	32	27	69
VALID CASES	3820	288	587	559	796	1132	319	2273	37	88	10	39	43	162	419	3222	2428	1245	1350	2340
NUMBER OF RESPONDENTS	3939	295	592	579	816	1164	331	2331	39	89	10	40	43	170	436	3301	2493	1277	1377	2409
	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]

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

Banner II

	OHP TOT																	
	ADLT	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q14																		
NEVER	112 3%	7 3%	6 3%	3 1%	2 1%*	8 5%	4 2%	14 2%	6 3%	2 1%*	9 4%	7 3%	5 2%	7 4%	6 3%	13 6%*	6 3%	3 1%
SOMETIMES	652 17%	41 18%	36 19%	36 17%	36 18%	32 21%	37 19%	87 15%	25 12%*	23 12%*	27 13%	52 24%*	21 10%*	24 12%*	59 26%*	41 20%	34 18%	36 17%
USUALLY	1292 34%	64 27%*	69 36%	79 38%	81 40%	59 38%	70 36%	188 33%	66 32%	56 29%	77 36%	64 30%	71 34%	64 33%	68 30%	57 27%*	70 36%	72 35%
ALWAYS	1764 46%	121 52%	83 43%	91 44%	83 41%	57 37%*	83 43%	288 50%*	107 52%	113 58%*	98 46%	93 43%	109 53%	98 51%	95 42%	98 47%	84 43%	96 46%
#ALWAYS + USUALLY (NET)	3056 80%	185 79%	152 78%	170 81%	164 81%	116 74%	153 79%	476 82%	173 85%	169 87%*	175 83%	157 73%*	180 87%*	162 84%	163 71%*	155 74%	154 79%	168 81%
TOP BOX SCORE	1764 46%	121 52%	83 43%	91 44%	83 41%	57 37%*	83 43%	288 50%*	107 52%	113 58%*	98 46%	93 43%	109 53%	98 51%	95 42%	98 47%	84 43%	96 46%
NOT ANSWERED	119	6	7	5	8	7	4	24	3	8	5	2	4	3	4	6	8	8
VALID CASES	3820	233	194	209	202	156	194	577	204	194	211	216	206	193	228	209	194	207
NUMBER OF RESPONDENTS	3939	239	201	214	210	163	198	601	207	202	216	218	210	196	232	215	202	215
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q7 >= 1 TIME]

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

Banner I

	AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER	
	OHP TOT ADLT	18 TO	25 TO	35 TO	45 TO	55 TO	65 AND OVER	BLCK OR AFR-	AS-	NATV HAW/ PAC	AMER IND/ ALSK	MUL-	HIS-	NOT HIS-	EX & VERY GOOD & FAIR	GOOD & POOR	FE- MALE	MALE		
Q15 YES	4350 80%	338 66%*	655 73%*	661 79%	891 82%	1276 85%*	372 90%*	2630 84%*	43 81%	91 76%	13 92%~	29 53%*	43 71%	169 76%	471 72%*	3687 81%*	2837 77%*	1349 87%*	1605 74%*	2600 84%*
NO	1094 20%	173 34%*	237 27%*	178 21%	200 18%	223 15%*	43 10%*	519 16%*	10 19%	28 24%	1 8%~	26 47%*	17 29%	55 24%	186 28%*	841 19%*	846 23%*	200 13%*	568 26%*	489 16%*
NOT ANSWERED	228	10	16	4	17	27	9	45			5		4	18	62	56	27	42	42	
VALID CASES	5443	511	892	839	1091	1499	415	3149	53	119	14	55	60	224	657	4528	3683	1549	2173	3089
NUMBER OF RESPONDENTS	5671 100%	521 100%	908 100%	843 100%	1108 100%	1526 100%	424 100%	3194 100%	53 100%	119 100%	14 100%	60 100%	60 100%	228 100%	675 100%	4590 100%	3739 100%	1576 100%	2215 100%	3131 100%

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?

Banner II

	OHP TOT ADLT	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q15																		
YES	4350 80%	280 84%*	215 74%*	214 75%	223 78%	168 72%*	218 79%	647 82%	237 82%	217 78%	259 85%*	247 85%*	244 79%	235 82%	252 79%	255 81%	231 84%	208 71%*
NO	1094 20%	53 16%*	76 26%*	71 25%	64 22%	66 28%*	59 21%	143 18%	52 18%	60 22%	47 15%*	45 15%*	64 21%	50 18%	68 21%	58 19%	44 16%	83 29%*
NOT ANSWERED	228	17	10	6	12	7	15	36	9	7	17	5	10	14	11	16	15	11
VALID CASES	5443	333	291	285	287	234	277	790	289	277	306	292	308	285	320	313	275	291
NUMBER OF RESPONDENTS	5671 100%	350 100%	301 100%	291 100%	299 100%	241 100%	292 100%	826 100%	298 100%	284 100%	323 100%	297 100%	318 100%	299 100%	331 100%	329 100%	290 100%	302 100%

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

Banner I

	AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER	
	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR WHITE	AFR- AMER	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	ILND NATV	OTHR	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & FAIR & POOR	MALE
Q16 NONE	890 22%	132 39%*	193 31%*	154 25%	141 17%*	198 16%*	43 13%*	532 22%	8 20%~	13 15%	3 22%~	10 28%~	8 21%~	31 19%	91 20%	761 22%	710 26%*	152 12%*	396 26%*	470 19%*
1 TIME	1017 25%	96 29%	155 25%	159 26%	197 23%	297 25%	82 24%	635 26%*	6 15%~	25 27%	1 8%~	9 25%~	18 46%~	27 17%*	115 25%	855 25%	729 27%*	254 20%*	408 27%*	580 24%*
2	826 20%	48 14%*	106 17%*	116 19%	185 22%	257 21%	77 23%	489 20%	5 13%~	24 26%	1 7%~	6 17%~	3 8%~	32 20%	102 23%	683 20%	525 20%	271 21%	288 19%	507 21%
3	578 14%	25 7%*	59 9%*	85 14%	131 15%	198 16%*	68 20%*	350 14%	5 14%~	14 15%	4 35%~	6 18%~	2 6%~	30 19%	70 16%	489 14%	341 13%*	217 17%*	213 14%	352 14%
4	309 7%	13 4%*	33 5%*	53 9%	76 9%	101 8%	26 8%	192 8%	7 17%~	6 7%		1 4%~	3 7%~	20 13%*	25 5%*	278 8%*	158 6%*	141 11%*	88 6%*	215 9%*
5 TO 9	401 10%	17 5%*	64 10%	46 7%*	89 11%	129 11%	34 10%	208 8%*	9 21%~	8 9%	4 29%~	2 7%~	3 7%~	16 10%	38 8%	338 10%	179 7%*	194 15%*	106 7%*	274 11%*
10 OR MORE TIMES	98 2%	6 2%	15 2%	10 2%	27 3%	26 2%	8 2%	47 2%*		1 ~ 1%		1 ~ 1%	2 4%~	6 4%	12 3%	81 2%	47 2%*	45 4%*	27 2%*	65 3%
NOT ANSWERED	232	8	26	23	48	82	26	156	3	3	1	3	3	11	16	195	154	67	81	135
VALID CASES	4118	338	625	625	845	1206	339	2454	40	92	12	36	39	161	453	3484	2689	1275	1525	2463
NUMBER OF RESPONDENTS	4350	346	651	648	893	1288	365	2610	43	95	13	39	42	172	469	3679	2843	1342	1606	2598
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q15 = YES]

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

Banner II

	OHP TOT																		
	ADLT	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO	
Q16																			
NONE	890 22%	62 23%	37 19%	26 13%*	50 24%	32 20%	35 17%	121 20%	48 22%	42 20%	61 25%	46 20%	54 23%	74 33%*	54 22%	67 28%*	49 22%	36 18%	
1 TIME	1017 25%	60 22%	59 29%	41 21%	45 22%	48 30%	57 28%	154 25%	50 23%	58 28%	66 27%	68 29%	55 24%	39 17%*	60 25%	63 26%	48 21%	39 20%	
2	826 20%	60 22%	47 23%	42 21%	36 17%	22 14%*	37 18%	135 22%	55 25%	49 24%	42 17%	44 19%	61 26%*	45 20%	48 20%	51 21%	42 19%	49 25%	
3	578 14%	30 11%	26 13%	32 16%	26 13%	22 14%	36 18%	89 14%	31 14%	23 11%	30 12%	29 12%	31 13%	31 14%	27 11%	28 12%	32 14%	29 15%	
4	309 7%	18 7%	14 7%	20 10%	21 10%	17 11%	10 5%	42 7%	13 6%	13 6%	21 9%	19 8%	9 4%*	16 7%	20 8%	13 5%	22 10%	8 4%*	
5 TO 9	401 10%	31 12%	13 7%	33 17%*	28 13%	16 10%	22 11%	60 10%	14 6%*	20 10%	22 9%	22 9%	13 6%*	12 5%*	24 10%	19 8%	25 11%	27 14%	
10 OR MORE TIMES	98 2%	6 2%	4 2%	4 2%	2 1%*	2 1%	5 2%	17 3%	6 3%	3 1%	3 1%	5 2%	8 3%	7 3%	8 3%	2 0.8%*	6 3%	8 4%	
NOT ANSWERED	232	13	15	16	15	9	16	29	20	9	14	14	13	11	11	12	7	12	
VALID CASES	4118	267	200	198	208	159	202	618	217	208	245	233	231	224	241	243	224	196	
NUMBER OF RESPONDENTS	4350	280	215	214	223	168	218	647	237	217	259	247	244	235	252	255	231	208	
	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?

Banner I

	AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER	
	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLK OR WHT	AFR- AMER	AS- IAN	NATV ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & FAIR & POOR	MALE	FE- MALE
Q17 NEVER	58 2%	6 3%	5 1%	2 0.3%*	19 3%	12 1%	5 2%	23 1%*	1 2%~	~	~	~	2 6%~	6 4%	7 2%	42 2%	27 1%*	25 2%	17 2%	33 2%
SOMETIMES	230 7%	8 4%*	32 7%	40 9%	50 7%	73 7%	16 6%	132 7%	3 10%~	7 10%	2 19%~	2 9%~	3 10%~	11 8%	26 8%	189 7%	93 5%*	122 11%*	65 6%*	152 8%
USUALLY	675 21%	42 20%	107 24%	125 27%*	147 21%	172 17%*	61 21%	410 21%	5 16%~	26 34%*	2 18%~	4 15%~	7 23%~	22 17%	83 24%	567 21%	409 21%	248 22%	238 22%	420 21%
ALWAYS	2229 70%	151 73%	306 68%	299 64%*	470 69%	733 74%*	206 72%	1352 70%	22 72%~	44 57%*	6 63%~	19 76%~	19 62%~	93 70%	231 66%	1910 71%	1446 73%*	709 64%*	785 71%	1383 70%
#ALWAYS + USUALLY (NET)	2905 91%	193 93%	413 92%	424 91%	617 90%	904 91%	267 93%	1761 92%*	27 88%~	70 90%	7 81%~	23 91%~	26 85%~	116 87%	314 90%	2476 91%*	1854 94%*	956 87%*	1023 93%*	1804 91%
TOP BOX SCORE	2229 70%	151 73%	306 68%	299 64%*	470 69%	733 74%*	206 72%	1352 70%	22 72%~	44 57%*	6 63%~	19 76%~	19 62%~	93 70%	231 66%	1910 71%	1446 73%*	709 64%*	785 71%	1383 70%
NOT ANSWERED	27		3	2	7	1	7	15					1	1	3	19	16	7	6	15
VALID CASES	3193	207	450	466	686	989	288	1917	31	77	9	25	31	133	347	2708	1974	1103	1105	1989
NUMBER OF RESPONDENTS	3220 100%	207 100%	453 100%	468 100%	693 100%	990 100%	295 100%	1932 100%	31 100%	77 100%	9 100%	25 100%	31 100%	134 100%	350 100%	2727 100%	1990 100%	1110 100%	1111 100%	2004 100%

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

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

	OHP TOT ADLT	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q17 NEVER	58 2%	2 1%	2 1%	~	3 2%	4 3%	3 2%	4 0.8%*	6 4%	~	4 2%	4 2%	1 0.6%*	3 2%	3 2%	7 4%	5 3%	~
SOMETIMES	230 7%	16 8%	11 7%	10 6%	9 6%	7 6%	15 9%	32 7%	11 7%	8 5%	3 2%*	16 9%	6 3%*	17 11%	19 10%	15 9%	8 5%	21 13%*
USUALLY	675 21%	33 16%	32 20%	37 22%	43 27%	33 26%	37 23%	105 21%	28 17%	29 17%	31 17%	34 18%	37 21%	28 19%	42 23%	34 19%	39 23%	25 16%
ALWAYS	2229 70%	153 75%	117 72%	125 73%	103 65%	83 65%	109 66%	349 71%	124 73%	129 78%*	144 79%*	132 71%	132 75%	101 68%	121 65%	119 68%	121 70%	112 71%
#ALWAYS + USUALLY (NET)	2905 91%	186 91%	149 92%	162 94%	146 92%	116 91%	146 89%	454 93%	152 90%	158 95%*	175 96%*	166 89%	169 96%*	129 87%	163 88%	153 87%	160 92%	137 87%
TOP BOX SCORE	2229 70%	153 75%	117 72%	125 73%	103 65%	83 65%	109 66%	349 71%	124 73%	129 78%*	144 79%*	132 71%	132 75%	101 68%	121 65%	119 68%	121 70%	112 71%
NOT ANSWERED	27	1	1				3	7			2	1	1	1	2	1	2	2
VALID CASES	3193	204	162	172	158	127	164	490	169	166	182	186	176	149	185	175	173	158
NUMBER OF RESPONDENTS	3220	205	163	172	158	127	167	497	169	166	184	187	177	150	187	176	175	160
	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?

Banner I

	AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER	
	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR WHT	AFR- AMER	AS- IAN	NATV ILND	AMER PAC	IND/ ALSK	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	POOR	MALE
Q18 NEVER	63 2%	6 3%	9 2%	5 1%	21 3%	12 1%*	6 2%	32 2%	1 2%~	~	~	~	1 2%~	6 4%	6 2%	52 2%	25 1%*	35 3%*	20 2%	38 2%
SOMETIMES	266 8%	14 7%	48 11%	38 8%	61 9%	74 7%	13 4%*	154 8%	2 7%~	7 9%	1 4%~	3 12%~	4 14%~	7 5%	25 7%	223 8%	141 7%*	107 10%*	80 7%	169 8%
USUALLY	675 21%	36 17%	103 23%	124 27%*	143 21%	179 18%*	68 23%	427 22%	2 6%~	20 26%	3 33%~	1 6%~	8 26%~	21 16%	61 18%	580 21%	376 19%*	278 25%*	237 21%	420 21%
ALWAYS	2196 69%	151 73%	292 65%	300 64%*	462 67%	720 73%*	208 71%	1309 68%	27 86%~	50 65%	6 63%~	20 82%~	18 59%~	99 74%	255 73%*	1860 68%	1439 73%*	686 62%*	771 70%	1367 69%
#ALWAYS + USUALLY (NET)	2872 90%	187 90%	395 87%	424 91%	605 88%	900 91%	276 94%*	1736 90%	28 91%~	70 91%	9 96%~	22 88%~	26 85%~	120 90%	316 91%	2440 90%	1814 92%*	965 87%*	1008 91%	1787 90%
TOP BOX SCORE	2196 69%	151 73%	292 65%	300 64%*	462 67%	720 73%*	208 71%	1309 68%	27 86%~	50 65%	6 63%~	20 82%~	18 59%~	99 74%	255 73%*	1860 68%	1439 73%*	686 62%*	771 70%	1367 69%
NOT ANSWERED	19		1	2	6	5		10					1	1	2	11	9	3	3	10
VALID CASES	3201	207	452	466	687	985	295	1922	31	77	9	25	31	133	348	2716	1981	1107	1108	1994
NUMBER OF RESPONDENTS	3220	207	453	468	693	990	295	1932	31	77	9	25	31	134	350	2727	1990	1110	1111	2004
	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?

Banner II

	OHP TOT																	
	ADLT	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q18 NEVER	63 2%	4 2%	4 3%	1 0.6%*	2 1%	3 2%	3 2%	9 2%	5 3%	~	2 1%	2 1%	2 1%	2 1%	5 3%	8 5%	6 3%	2 1%
SOMETIMES	266 8%	19 9%	12 8%	14 8%	14 9%	9 7%	18 11%	29 6%*	11 7%	8 5%*	6 3%*	17 9%	10 6%	20 13%	23 13%	17 10%	14 8%	18 11%
USUALLY	675 21%	40 20%	34 21%	37 22%	37 23%	28 22%	39 23%	101 21%	38 23%	32 19%	30 16%	32 17%	35 20%	30 20%	45 24%	26 15%*	40 23%	28 18%
ALWAYS	2196 69%	141 69%	110 69%	120 70%	105 66%	87 69%	107 64%	352 72%	114 68%	126 76%*	144 79%*	136 73%	129 73%	98 65%	111 60%*	123 71%	113 65%	109 69%
#ALWAYS + USUALLY (NET)	2872 90%	181 89%	144 90%	157 91%	142 90%	115 91%	146 87%	453 92%*	152 90%	158 95%*	174 96%*	168 90%	164 93%	128 85%	156 85%	149 86%	153 88%	137 87%
TOP BOX SCORE	2196 69%	141 69%	110 69%	120 70%	105 66%	87 69%	107 64%	352 72%	114 68%	126 76%*	144 79%*	136 73%	129 73%	98 65%	111 60%*	123 71%	113 65%	109 69%
NOT ANSWERED	19	1	3					6	1		2		1		3	2	2	3
VALID CASES	3201	204	160	172	158	127	167	491	168	166	182	187	176	150	184	174	173	157
NUMBER OF RESPONDENTS	3220	205	163	172	158	127	167	497	169	166	184	187	177	150	187	176	175	160
	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?

Banner I

	AGE							RACE						ETHNIC-ITY		HEALTH STATUS		GENDER		
	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR WHT	AFR- AMER	AS- IAN	NATV ILND	AMER IND/ ALSK	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & FAIR & POOR	MALE	FE- MALE	
Q19 NEVER	78 2%	8 4%	9 2%	7 2%	26 4%*	17 2%	3 1%*	43 2%	1 2%~	3 4%	~	~	2 6%~	9 7%*	4 1%*	69 3%	34 2%*	40 4%*	30 3%	42 2%
SOMETIMES	205 6%	9 4%	31 7%	24 5%	53 8%	58 6%	15 5%	128 7%	1 3%~	2 3%	1 13%~	2 9%~	1 2%~	5 4%	14 4%*	175 6%	90 5%*	96 9%*	46 4%*	143 7%*
USUALLY	539 17%	29 14%	74 16%	93 20%	120 18%	150 15%	55 18%	337 18%	3 10%~	23 29%*	2 24%~	1 6%~	9 29%~	19 14%	44 13%*	469 17%	299 15%*	218 20%*	201 18%	321 16%
ALWAYS	2374 74%	161 78%	337 75%	340 73%	487 71%*	758 77%*	223 75%	1411 74%	26 84%~	49 64%*	6 63%~	21 85%~	20 64%~	98 75%	286 82%*	1997 74%	1556 79%*	748 68%*	827 75%	1485 75%
#ALWAYS + USUALLY (NET)	2913 91%	191 92%	412 91%	433 93%	607 88%*	908 92%	277 94%*	1748 91%	29 94%~	72 93%	8 87%~	23 91%~	28 93%~	117 89%	329 95%*	2467 91%	1855 94%*	966 88%*	1029 93%*	1806 91%
TOP BOX SCORE	2374 74%	161 78%	337 75%	340 73%	487 71%*	758 77%*	223 75%	1411 74%	26 84%~	49 64%*	6 63%~	21 85%~	20 64%~	98 75%	286 82%*	1997 74%	1556 79%*	748 68%*	827 75%	1485 75%
NOT ANSWERED	24		2	4	7	7		13					1	2	3	17	11	8	6	13
VALID CASES	3196	207	451	464	686	983	295	1919	31	77	9	25	31	132	347	2710	1979	1102	1105	1991
NUMBER OF RESPONDENTS	3220	207	453	468	693	990	295	1932	31	77	9	25	31	134	350	2727	1990	1110	1111	2004
	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?

Banner II

	OHP TOT ADLT	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q19																		
NEVER	78 2%	8 4%	3 2%	2 1%	3 2%	5 4%	3 2%	10 2%	4 2%		2 ~ 1%	5 3%	3 2%	5 3%	3 2%	10 6%	3 2%	4 3%
SOMETIMES	205 6%	15 7%	8 5%	9 5%	15 10%	5 4%	10 6%	37 8%	12 7%	6 4%	6 3%*	9 5%	10 6%	13 9%	19 10%	10 6%	8 5%	8 5%
USUALLY	539 17%	34 17%	25 16%	32 19%	29 18%	26 20%	28 17%	68 14%*	30 18%	22 13%	29 16%	27 15%	30 17%	31 21%	37 20%	22 13%	32 19%	24 15%
ALWAYS	2374 74%	148 72%	124 77%	129 75%	110 70%	91 72%	126 75%	376 77%	122 73%	138 83%*	147 80%	145 78%	132 75%	100 67%*	123 68%	132 76%	129 75%	121 77%
#ALWAYS + USUALLY (NET)	2913 91%	182 89%	149 93%	161 94%	139 89%	117 92%	154 92%	444 90%	152 90%	160 96%*	176 96%*	172 92%	162 93%	131 88%	160 88%	154 89%	161 94%	145 92%
TOP BOX SCORE	2374 74%	148 72%	124 77%	129 75%	110 70%	91 72%	126 75%	376 77%	122 73%	138 83%*	147 80%	145 78%	132 75%	100 67%*	123 68%	132 76%	129 75%	121 77%
NOT ANSWERED	24		3		1			6	1			1	2	1	5	2	3	3
VALID CASES	3196	205	160	172	157	127	167	491	168	166	184	186	175	149	182	174	172	157
NUMBER OF RESPONDENTS	3220	205	163	172	158	127	167	497	169	166	184	187	177	150	187	176	175	160
	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?

Banner I

	AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER	
	OHP TOT ADULT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR WHT	AFR- AMER	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK	OTHR	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & FAIR & POOR	MALE	FE- MALE
Q20 NEVER	89 3%	5 3%	16 4%	12 3%	22 3%	24 2%	7 2%	48 2%	~	2 3%	~	~	~	6 5%	11 3%	74 3%	31 2%*	55 5%*	24 2%	61 3%
SOMETIMES	317 10%	25 12%	53 12%	50 11%	75 11%	70 7%*	22 7%	180 9%	3 9%~	6 8%	1 13%~	3 11%~	3 10%~	16 12%	30 9%	262 10%	163 8%*	133 12%*	102 9%	195 10%
USUALLY	782 24%	55 26%	108 24%	144 31%*	173 25%	200 20%*	76 26%	453 24%	5 17%~	33 43%*	3 29%~	3 12%~	9 29%~	25 18%	95 27%	657 24%	455 23%*	299 27%*	246 22%*	514 26%*
ALWAYS	2009 63%	121 59%	275 61%	260 56%*	417 61%	690 70%*	188 64%	1240 65%*	23 74%~	36 47%*	5 58%~	19 77%~	19 61%~	86 65%	211 61%	1720 63%	1331 67%*	619 56%*	734 66%*	1222 61%*
#ALWAYS + USUALLY (NET)	2790 87%	175 85%	384 85%	404 87%	590 86%	891 90%*	264 90%	1693 88%	28 91%~	69 90%	8 87%~	21 89%~	28 90%~	111 83%	306 88%	2376 88%	1786 90%*	919 83%*	981 89%	1736 87%
TOP BOX SCORE	2009 63%	121 59%	275 61%	260 56%*	417 61%	690 70%*	188 64%	1240 65%*	23 74%~	36 47%*	5 58%~	19 77%~	19 61%~	86 65%	211 61%	1720 63%	1331 67%*	619 56%*	734 66%*	1222 61%*
NOT ANSWERED	24	1	1	2	6	6	2	11				1	1	1	2	15	10	4	4	13
VALID CASES	3196	206	453	466	687	984	293	1921	31	77	9	24	31	134	348	2712	1980	1106	1107	1991
NUMBER OF RESPONDENTS	3220 100%	207 100%	453 100%	468 100%	693 100%	990 100%	295 100%	1932 100%	31 100%	77 100%	9 100%	25 100%	31 100%	134 100%	350 100%	2727 100%	1990 100%	1110 100%	1111 100%	2004 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?

Banner II

	OHP TOT																	
	ADLT	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q20 NEVER	89 3%	6 3%	3 2%	2 1%	~	4 3%	4 2%	13 3%	6 4%	1 0.6%*	4 2%	8 4%	2 1%	4 3%	5 3%	12 7%*	6 3%	5 3%
SOMETIMES	317 10%	19 9%	17 11%	17 10%	19 12%	14 11%	17 10%	50 10%	15 9%	9 5%*	14 8%	14 7%	13 7%	18 12%	23 13%	18 10%	14 8%	15 9%
USUALLY	782 24%	41 20%	31 19%	40 23%	42 27%	34 27%	45 27%	114 23%	30 18%*	32 20%	42 23%	47 25%	40 23%	35 23%	60 33%*	30 17%*	52 30%	37 23%
ALWAYS	2009 63%	138 68%	110 68%	113 66%	97 61%	75 59%	100 60%	315 64%	116 69%	122 74%*	123 67%	118 63%	119 68%	93 62%	94 52%*	114 66%	100 58%	102 64%
#ALWAYS + USUALLY (NET)	2790 87%	179 88%	141 88%	153 89%	139 88%	109 86%	145 87%	429 87%	146 87%	154 94%*	165 90%	165 88%	159 91%	128 85%	154 85%	144 83%	152 88%	139 87%
TOP BOX SCORE	2009 63%	138 68%	110 68%	113 66%	97 61%	75 59%	100 60%	315 64%	116 69%	122 74%*	123 67%	118 63%	119 68%	93 62%	94 52%*	114 66%	100 58%	102 64%
NOT ANSWERED	24	1	2				1	5	2	2	1		3		5	2	3	1
VALID CASES	3196	204	161	172	158	127	166	492	167	164	183	187	174	150	182	174	172	159
NUMBER OF RESPONDENTS	3220 100%	205 100%	163 100%	172 100%	158 100%	127 100%	167 100%	497 100%	169 100%	166 100%	184 100%	187 100%	177 100%	150 100%	187 100%	176 100%	175 100%	160 100%

[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?

Banner I

	AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER	
	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- AMR	IAN	NATV HAW/ ILND	AMR IND/ ALSK	OTHR	MUL- TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & GOOD	FAIR & POOR	MALE	FE- MALE
Q21 YES	2002 63%	93 45%*	282 62%	283 61%	417 62%	649 66%*	206 71%*	1230 64%	19 66%~	41 53%	4 61%~	7 28%~	22 72%~	89 68%	189 54%*	1733 64%*	1166 59%*	760 69%*	648 59%*	1296 65%*
NO	1173 37%	114 55%*	170 38%	184 39%	255 38%	328 34%*	86 29%*	678 36%	10 34%~	36 47%	3 39%~	18 72%~	9 28%~	42 32%	161 46%*	954 36%*	797 41%*	337 31%*	448 41%*	684 35%*
NOT ANSWERED	45	1	1	1	21	13	3	24	3		2	1	1	4	1	39	27	13	15	25
VALID CASES	3175	207	452	467	672	977	292	1908	28	77	7	25	31	130	350	2688	1963	1097	1096	1979
NUMBER OF RESPONDENTS	3220 100%	207 100%	453 100%	468 100%	693 100%	990 100%	295 100%	1932 100%	31 100%	77 100%	9 100%	25 100%	31 100%	134 100%	350 100%	2727 100%	1990 100%	1110 100%	1111 100%	2004 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?
Banner II

	OHP TOT ADLT	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q21																		
YES	2002 63%	110 54%*	93 58%	99 58%	97 62%	74 59%	108 65%	323 66%	107 64%	111 67%	97 54%*	121 65%	89 51%*	95 65%	112 61%	106 61%	110 65%	98 62%
NO	1173 37%	92 46%*	68 42%	71 42%	60 38%	51 41%	57 35%	169 34%	60 36%	54 33%	84 46%*	66 35%	86 49%*	52 35%	71 39%	68 39%	59 35%	59 38%
NOT ANSWERED	45	3	2	2	1	2	2	5	2	1	3		2	3	4	2	6	3
VALID CASES	3175	202	161	170	157	125	165	492	167	165	181	187	175	147	183	174	169	157
NUMBER OF RESPONDENTS	3220 100%	205 100%	163 100%	172 100%	158 100%	127 100%	167 100%	497 100%	169 100%	166 100%	184 100%	187 100%	177 100%	150 100%	187 100%	176 100%	175 100%	160 100%

[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?

Banner I

	AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER	
	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR- AMER	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK	MUL- OTHR TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	GOOD & POOR	FE- MALE	MALE		
Q22 NEVER	115 6%	12 13%*	21 8%	19 7%	34 8%	27 5%	3 2%*	71 6%	1 ~	1 4%~	2 9%~	1 18%~	3 8%~	3 3%	14 9%	99 6%	58 5%	56 8%*	28 5%*	86 7%*
SOMETIMES	272 14%	8 9%	42 16%	59 22%*	62 15%	68 11%*	20 10%*	167 15%	6 27%~	6 16%~	1 18%~	2 22%~	4 23%~	16 19%	14 9%*	241 15%	135 13%*	122 17%*	70 11%*	190 16%*
USUALLY	568 30%	25 28%	85 33%	77 29%	119 29%	184 31%	61 31%	365 32%	6 27%~	9 24%~	1 37%~	3 33%~	8 47%~	24 29%	55 33%	492 30%	312 29%	242 33%*	201 33%	353 29%
ALWAYS	925 49%	46 50%	111 43%*	116 43%*	193 47%	314 53%*	112 57%*	548 48%	10 47%~	22 57%~	1 37%~	3 28%~	4 22%~	42 49%	84 50%	802 49%	574 53%*	313 43%*	311 51%	587 48%
#ALWAYS + USUALLY (NET)	1493 79%	71 78%	196 76%	194 71%*	312 76%	498 84%*	172 88%*	913 79%	15 73%~	31 80%~	3 73%~	5 61%~	12 70%~	66 77%	139 83%	1293 79%	886 82%*	555 76%*	511 84%*	939 77%*
TOP BOX SCORE	925 49%	46 50%	111 43%*	116 43%*	193 47%	314 53%*	112 57%*	548 48%	10 47%~	22 57%~	1 37%~	3 28%~	4 22%~	42 49%	84 50%	802 49%	574 53%*	313 43%*	311 51%	587 48%
NOT ANSWERED	69	3	9	6	12	27	8	40		2			4	1	10	55	43	19	20	46
VALID CASES	1881	91	259	272	408	593	195	1151	21	39	4	9	18	86	168	1633	1079	734	609	1215
NUMBER OF RESPONDENTS	1950	94	268	278	420	620	203	1191	21	41	4	9	22	86	178	1688	1122	753	629	1261
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

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?

Banner II

	OHP TOT ADLT	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q22																		
NEVER	115 6%	6 6%	2 2%*	6 6%	11 12%	7 10%	3 3%*	18 6%	5 5%	5 5%	4 4%	10 8%	6 7%	5 5%	10 9%	11 11%	4 4%	8 8%
SOMETIMES	272 14%	19 17%	23 26%*	14 14%	12 13%	12 17%	21 20%	44 14%	13 13%	7 6%*	9 10%	19 16%	14 16%	8 9%*	20 18%	11 11%	10 10%	19 20%
USUALLY	568 30%	28 26%	20 22%	25 26%	23 25%	27 38%	35 34%	96 31%	28 28%	34 31%	24 26%	30 25%	22 26%	27 30%	30 28%	26 25%	32 31%	23 24%
ALWAYS	925 49%	56 51%	44 49%	52 54%	47 51%	26 36%*	44 43%	154 49%	55 54%	64 58%	56 60%*	59 50%	44 51%	51 56%	49 45%	56 54%	58 56%	46 48%
#ALWAYS + USUALLY (NET)	1493 79%	84 77%	64 72%	77 79%	70 75%	53 74%	79 77%	250 80%	83 82%	98 89%*	80 86%	89 75%	66 77%	78 86%	79 72%	82 79%	90 87%*	69 72%
TOP BOX SCORE	925 49%	56 51%	44 49%	52 54%	47 51%	26 36%*	44 43%	154 49%	55 54%	64 58%	56 60%*	59 50%	44 51%	51 56%	49 45%	56 54%	58 56%	46 48%
NOT ANSWERED	69	1	4	2	4	2	5	11	6	1	4	3	3	4	3	2	6	2
VALID CASES	1881	109	89	97	93	72	103	312	101	110	93	118	86	91	109	104	104	96
NUMBER OF RESPONDENTS	1950	110	93	99	97	74	108	323	107	111	97	121	89	95	112	106	110	98
	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?

Banner I

	AGE						RACE						ETHNICITY		HEALTH STATUS		GENDER				
	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	MUL- OTHR TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR POOR	GOOD & FAIR POOR	MALE	FE- MALE			
Q23 WORST PERSONAL DOCTOR POSSIBLE	21 0.5%	2 0.5%	3 0.5%	5 0.9%	4 0.5%	2 0.2%*	3 0.9%	9 0.4%	~	~	~	~	~	~	20 ~0.6%*	8 0.3%*	12 0.9%*	8 0.5%	12 0.5%		
01	38 0.9%	~	4 ~0.6%	3 0.5%	10 1%	17 1%	2 0.7%	25 1%	~	2 2%	~	~	~	2 0.4%	32 0.9%	8 0.3%*	26 2%*	12 0.8%	24 1%		
02	42 1%	4 1%	10 2%	3 0.4%*	5 0.6%	18 2%	3 0.8%	23 0.9%	~	~	~	~	4 11%~	4 2%	4 0.9%	38 1%	10 0.4%*	32 2%*	10 0.7%*	31 1%*	
03	61 2%	1 0.3%*	14 2%	12 2%	17 2%	12 1%	3 1%	41 2%	~	~	~	3%~	1 3%~	1 1%	2 1%	3 0.7%*	55 2%	33 1%	27 2%*	20 1%	40 2%
04	88 2%	5 1%	20 3%	21 3%	18 2%	20 2%	1 0.2%*	50 2%	~	2 2%	~	1 3%~	~	3 2%	8 2%	75 2%	52 2%	29 2%	31 2%	52 2%	
05	212 5%	22 7%	40 7%	31 5%	48 6%	55 5%	6 2%*	139 6%	3 9%~	3 3%	1 7%~	5 13%~	9 24%~	13 8%	9 2%*	191 6%*	130 5%	71 6%	79 5%	122 5%	
06	181 4%	16 5%	29 5%	39 6%*	33 4%	39 3%*	17 5%	113 5%	2 5%~	6 7%	~	~	2 4%~	4 2%	15 3%	154 4%	107 4%	70 5%*	79 5%	95 4%	
07	352 9%	34 10%	72 12%*	66 10%	60 7%	94 8%	21 6%*	212 9%	3 8%~	4 4%*	2 17%~	3 10%~	1 3%~	17 11%	28 6%*	318 9%*	239 9%	110 9%	135 9%	212 9%	
08	703 17%	67 20%	114 18%	123 20%	151 18%	163 14%*	54 16%	402 17%	5 14%~	14 15%	2 19%~	5 15%~	6 17%~	20 12%	80 18%	586 17%	469 18%	210 17%	262 17%	415 17%	
09	736 18%	54 16%	114 19%	105 17%	160 19%	225 19%	62 19%	444 18%	4 9%~	35 39%*	1 5%~	8 22%~	5 13%~	34 21%	80 18%	631 18%	514 19%*	201 16%*	281 18%	437 18%	
BEST PERSONAL DOCTOR POSSIBLE	1648 40%	128 38%	197 32%*	218 35%*	326 39%	557 46%*	162 49%*	976 40%	22 56%~	24 27%*	7 52%~	13 36%~	10 25%~	59 37%	216 49%*	1357 39%*	1098 41%	481 38%*	602 40%	994 41%	
#8-10 (NET)	3087 76%	248 75%	426 69%*	446 71%*	636 76%	945 79%*	278 83%*	1822 75%	30 78%~	73 81%	9 76%~	26 72%~	21 55%~	113 70%	375 84%*	2573 74%*	2080 78%*	892 70%*	1145 75%	1846 76%	

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?

Banner I

	AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER	
	OHP TOT ADLT	18 TO	25 TO	35 TO	45 TO	55 TO	65 AND OVER	BLK OR AFR	AMR AS-IAN	NATV ILND	AMR IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR POOR	FE- MALE	MALE		
9-10 (NET)	2384 58%	182 55%	312 51%*	323 52%*	485 58%	782 65%*	223 67%*	1420 58%	25 65%~	59 66%	7 57%~	20 57%~	15 39%~	93 57%	296 67%*	1988 58%*	1611 60%*	682 54%*	883 58%	1431 59%
NOT ANSWERED	266	13	34	22	61	86	32	176	4	5	1	3	3	10	24	223	177	74	86	163
VALID CASES	4084	333	617	626	832	1202	333	2434	39	90	12	36	39	162	445	3456	2666	1268	1520	2435
NUMBER OF RESPONDENTS	4350 100%	346 100%	651 100%	648 100%	893 100%	1288 100%	365 100%	2610 100%	43 100%	95 100%	13 100%	39 100%	42 100%	172 100%	469 100%	3679 100%	2843 100%	1342 100%	1606 100%	2598 100%
MEAN	8.33	8.35	8.00	8.12	8.30	8.51	8.71	8.31	8.76	8.39	8.71	8.19	7.01	8.00	8.77	8.28	8.49	7.99	8.34	8.33
p stat_(*=Sig @ p<=.05)		.826	.000*	.007*	.648	.000*	.000*	.501	~.761	~	~	~	~.081	.000*	.000*	.000*	.000*	.751	1.00	

[ASKED IF Q15 = 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?

Banner II

	OHP TOT ADLT	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q23 WORST PERSONAL DOCTOR POSSIBLE	21 0.5%	~	~	2 1%	~	~	~	5 ~0.8%	~	~	~	1 ~0.4%	~	2 ~0.9%	2 0.8%	4 2%	3 1%	~
01	38 0.9%	1 0.4%	2 1%	1 0.5%	2 1%	4 3%	~	2 ~0.3%	1 0.5%	~	~	4 2%	~	4 ~2%	2 0.8%	1 0.4%	3 1%	4 2%
02	42 1%	6 2%	~	2 1%	2 1%	~	4 2%	4 0.7%	~	1 ~0.5%	2 0.8%	~	3 1%	7 3%*	3 1%	6 3%	1 0.4%	1 0.5%
03	61 2%	5 2%	8 4%	3 2%	3 1%	4 3%	~	7 ~	4 2%	1 0.5%*	3 2%	4 2%	5 2%	4 2%	10 4%*	5 2%	2 0.9%	4 2%
04	88 2%	6 2%	3 2%	2 1%	1 0.5%*	5 3%	3 1%	18 3%	4 2%	3 1%	3 1%	1 0.4%*	4 2%	5 2%	10 4%	9 4%	3 1%	4 2%
05	212 5%	13 5%	12 6%	9 5%	10 5%	7 4%	14 7%	27 4%	18 8%	7 3%	8 3%	15 7%	11 5%	10 4%	18 8%	16 7%	10 4%	7 4%
06	181 4%	11 4%	9 5%	12 6%	10 5%	4 3%	12 6%	26 4%	13 6%	5 2%	8 3%	14 6%	8 3%	6 3%	18 8%	12 5%	10 4%	9 5%
07	352 9%	17 6%	20 10%	9 5%*	21 10%	19 12%	20 10%	51 8%	13 6%	16 8%	20 8%	14 6%	14 6%	26 12%	16 7%	21 9%	14 6%	15 8%
08	703 17%	37 14%	28 14%	36 18%	40 19%	35 22%	34 17%	93 15%	34 16%	34 16%	28 12%*	36 16%	36 16%	36 16%	43 18%	32 14%	50 22%*	37 19%
09	736 18%	63 24%*	39 20%	36 18%	33 16%	27 17%	30 15%	111 18%	40 19%	31 15%	52 22%	52 23%	56 24%*	41 18%	42 18%	37 16%	37 17%	35 18%
BEST PERSONAL DOCTOR POSSIBLE	1648 40%	108 40%	77 39%	83 43%	87 42%	53 34%*	84 42%	267 44%*	85 40%	112 53%*	117 49%*	89 39%	94 41%	82 37%	72 31%*	90 39%	90 40%	80 41%
#8-10 (NET)	3087 76%	208 78%	144 73%	155 79%	160 77%	115 73%	148 74%	471 77%	159 75%	177 84%*	197 82%*	177 77%	186 81%	159 71%	157 67%*	159 68%*	177 79%	152 78%
9-10 (NET)	2384 58%	171 64%*	116 59%	119 61%	120 57%	80 51%*	114 57%	378 62%*	125 59%	143 68%*	169 70%*	141 61%	150 65%*	123 55%	114 48%*	127 55%	127 57%	115 59%

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?

Banner II

	OHP TOT ADLT	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
NOT ANSWERED	266	13	17	19	14	10	17	36	25	7	18	17	13	12	16	22	8	12
VALID CASES	4084	267	198	195	209	158	201	611	212	210	241	230	231	223	236	233	223	196
NUMBER OF RESPONDENTS	4350	280	215	214	223	168	218	647	237	217	259	247	244	235	252	255	231	208
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
MEAN	8.33	8.41	8.27	8.43	8.44	8.11	8.38	8.45	8.35	8.88	8.78	8.36	8.53	8.05	7.75	7.95	8.36	8.36
p stat_(*=Sig @ p<=.05)		.514	.689	.486	.444	.141	.704	.075	.875	.000*	.000*	.800	.113	.060	.000*	.019*	.808	.814

[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?

Banner I

	AGE						RACE						ETHNICITY		HEALTH STATUS		GENDER			
	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	MUL- OTHR	TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	GOOD & POOR	FE- MALE	MALE	
Q24 YES	2150 40%	105 20%*	284 32%*	296 35%*	455 42%	724 48%*	217 53%*	1359 43%*	22 42%	31 26%*	6 44%~	22 37%	23 38%	91 40%	183 28%*	1885 42%*	1228 33%*	837 54%*	746 34%*	1348 44%*
NO	3272 60%	415 80%*	614 68%*	542 65%*	636 58%	779 52%*	194 47%*	1783 57%*	30 58%	87 74%*	8 56%~	38 63%	37 62%	136 60%	478 72%*	2652 58%*	2461 67%*	717 46%*	1431 66%*	1749 56%*
NOT ANSWERED	249	1	10	5	17	23	13	53	1	1		1		1	14	53	50	22	38	34
VALID CASES	5422	521	898	838	1091	1503	411	3141	52	118	14	60	60	227	661	4537	3689	1554	2177	3097
NUMBER OF RESPONDENTS	5671	521	908	843	1108	1526	424	3194	53	119	14	60	60	228	675	4590	3739	1576	2215	3131
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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?
Banner II

	OHP TOT ADLT	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q24																		
YES	2150 40%	133 40%	93 33%*	114 40%	102 35%	82 35%	122 45%	319 41%	121 42%	97 36%	97 31%*	127 43%	103 34%*	112 39%	125 40%	116 37%	113 41%	110 38%
NO	3272 60%	199 60%	188 67%*	169 60%	188 65%	153 65%	151 55%	466 59%	165 58%	173 64%	211 69%*	165 57%	202 66%*	178 61%	190 60%	197 63%	160 59%	179 62%
NOT ANSWERED	249	18	20	8	9	6	19	41	12	14	15	5	13	9	16	16	17	13
VALID CASES	5422	332	281	283	290	235	273	785	286	270	308	292	305	290	315	313	273	289
NUMBER OF RESPONDENTS	5671 100%	350 100%	301 100%	291 100%	299 100%	241 100%	292 100%	826 100%	298 100%	284 100%	323 100%	297 100%	318 100%	299 100%	331 100%	329 100%	290 100%	302 100%

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

Banner I

	AGE							RACE						ETHNICITY		HEALTH STATUS		GENDER		
	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR WHT	AFR- AMER	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & FAIR & POOR	MALE	FE- MALE
Q25 NEVER	123 6%	7 7%	17 6%	24 9%	33 8%	25 4%*	6 3%*	69 6%	2 10%	1 0.8%	4 ~ 21%	1 5%	8 8%	5 3%*	99 6%*	53 5%*	59 7%	47 7%	66 5%*	
SOMETIMES	379 19%	20 21%	69 25%*	67 24%*	84 19%	105 16%*	23 11%*	211 17%*	3 12%	8 27%	3 62%	4 21%	3 14%	19 20%	35 21%	328 19%	198 17%*	163 20%	131 19%	235 18%
USUALLY	576 29%	24 25%	76 28%	71 25%	121 28%	186 28%	76 37%*	361 29%	6 27%	12 38%	1 30%	6 28%	6 27%	23 25%	41 24%	514 29%	321 28%	239 30%	192 28%	370 29%
ALWAYS	938 46%	45 47%	113 41%	122 43%	193 45%	350 53%*	99 49%	611 49%*	11 50%	10 33%	1 7%	6 31%	13 54%	43 46%	85 51%	825 47%	574 50%*	336 42%*	319 46%	605 47%
#ALWAYS + USUALLY (NET)	1514 75%	69 72%	189 69%*	193 68%*	314 73%	536 80%*	176 86%*	972 78%*	17 78%	22 72%	2 38%	12 59%	19 81%	66 71%	126 76%	1339 76%	895 78%*	575 72%*	511 74%	975 76%
TOP BOX SCORE	938 46%	45 47%	113 41%	122 43%	193 45%	350 53%*	99 49%	611 49%*	11 50%	10 33%	1 7%	6 31%	13 54%	43 46%	85 51%	825 47%	574 50%*	336 42%*	319 46%	605 47%
NOT ANSWERED	70	1	5	5	20	31	8	46		1	1	2	1	3	11	59	32	36	29	41
VALID CASES	2016	95	275	284	430	666	205	1252	22	30	5	21	23	92	166	1766	1146	797	688	1276
NUMBER OF RESPONDENTS	2086 100%	96 100%	280 100%	289 100%	450 100%	697 100%	213 100%	1298 100%	22 100%	31 100%	5 100%	23 100%	24 100%	95 100%	177 100%	1825 100%	1178 100%	833 100%	717 100%	1317 100%

[ASKED IF Q24 = YES]

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

	OHP TOT ADLT	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q25																		
NEVER	123 6%	10 8%	8 9%	9 8%	5 5%	8 10%	5 4%	11 4%*	4 4%	6 6%	3 3%	13 11%	7 7%	7 6%	9 7%	9 8%	7 6%	9 8%
SOMETIMES	379 19%	21 16%	19 21%	31 28%*	24 24%	10 13%	17 14%	71 23%*	16 14%	21 22%	17 18%	29 24%	27 28%	25 23%	28 23%	28 25%	12 11%*	9 8%*
USUALLY	576 29%	30 23%	22 24%	24 22%	23 23%	28 36%	43 36%	87 28%	29 26%	17 18%*	27 29%	26 21%*	13 13%*	30 27%	25 21%*	28 25%	36 33%	35 32%
ALWAYS	938 46%	68 53%	42 46%	47 42%	47 47%	31 40%	54 45%	142 46%	63 56%*	51 54%	45 49%	55 45%	50 52%	48 44%	59 49%	48 42%	54 50%	55 51%
#ALWAYS + USUALLY (NET)	1514 75%	98 76%	64 70%	71 64%*	70 71%	59 77%	97 82%*	229 74%	92 82%*	68 72%	72 78%	81 66%*	63 65%*	78 71%	84 69%	76 67%	90 83%*	90 83%*
TOP BOX SCORE	938 46%	68 53%	42 46%	47 42%	47 47%	31 40%	54 45%	142 46%	63 56%*	51 54%	45 49%	55 45%	50 52%	48 44%	59 49%	48 42%	54 50%	55 51%
NOT ANSWERED	70	4	2	3	3	5	3	8	9	2	5	4	6	2	4	3	4	2
VALID CASES	2016	129	91	111	99	77	119	311	112	95	92	123	97	110	121	113	109	108
NUMBER OF RESPONDENTS	2086	133	93	114	102	82	122	319	121	97	97	127	103	112	125	116	113	110
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q24 = YES]

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

Banner I

	AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER	
	OHP TOT ADULT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLK OR AFR- WHT	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK	OTHR	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & FAIR & POOR	MALE	FE- MALE	
Q26 NONE	110 5%	9 9%	19 7%	11 4%	26 6%	32 5%	6 3%*	66 5%	1 6%~	~	~	5 26%~	~	6 6%	4 3%*	95 5%	63 6%	36 5%	42 6%	60 5%
1 SPECIALIST	1016 50%	67 70%*	154 56%*	158 57%*	200 46%*	317 48%	90 44%*	637 51%	12 56%~	15 51%~	2 39%~	8 39%~	11 45%~	48 53%	90 54%	885 50%	650 57%*	333 42%*	369 54%*	622 49%
2	508 25%	14 14%*	64 23%	66 23%	116 27%	190 29%*	49 24%	319 25%	4 19%~	9 30%~	~	2 12%~	11 46%~	18 20%	40 24%	450 25%	282 25%	209 26%	179 26%	316 25%
3	258 13%	6 7%*	30 11%	30 11%	71 16%*	66 10%*	42 21%*	162 13%	2 11%~	4 12%~	3 61%~	3 15%~	1 6%~	9 10%	25 15%	223 13%	108 9%*	138 17%*	70 10%*	184 14%*
4	69 3%	~	4 1%*	6 2%	14 3%	36 5%*	8 4%	37 3%	2 9%~	1 3%~	~	~	1 2%~	4 5%	1 0.9%*	65 4%*	25 2%*	43 5%*	17 3%	50 4%
5 OR MORE SPECIALISTS	55 3%	1 0.4%*	2 0.6%*	8 3%	7 2%*	23 3%	12 6%*	30 2%	~	1 3%~	~	2 7%~	~	6 6%	5 3%	48 3%	14 1%*	39 5%*	12 2%*	41 3%*
NOT ANSWERED	71	~	6	9	17	32	7	48	~	1	1	2	1	4	11	60	36	34	28	43
VALID CASES	2015	96	274	280	433	665	206	1250	22	30	5	21	23	91	166	1765	1142	799	689	1274
NUMBER OF RESPONDENTS	2086	96	280	289	450	697	213	1298	22	31	5	23	24	95	177	1825	1178	833	717	1317
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q24 = YES]

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

Banner II

Q26	OHP TOT																	
	ADLT	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
NONE	110 5%	6 5%	10 11%	6 5%	7 7%	5 6%	3 3%*	15 5%	7 6%	4 4%	5 5%	10 8%	6 6%	5 5%	7 6%	9 8%	8 7%	7 6%
1 SPECIALIST	1016 50%	78 60%*	50 56%	53 48%	53 54%	37 47%	50 42%*	162 52%	57 51%	49 52%	65 70%*	70 56%	54 56%	56 52%	59 49%	60 54%	50 46%	52 48%
2	508 25%	24 19%	18 20%	32 29%	25 25%	25 32%	34 29%	72 23%	25 23%	27 28%	13 14%*	26 21%	19 20%	26 24%	40 33%	26 23%	27 25%	30 28%
3	258 13%	15 12%	8 9%	12 11%	7 7%*	9 12%	24 20%*	40 13%	13 12%	11 12%	8 9%	9 7%*	9 9%	14 13%	10 8%	13 12%	16 15%	13 12%
4	69 3%	3 2%	2 2%	4 4%	5 5%	2 3%	4 3%	10 3%	5 5%	1 1%*	~	6 5%	6 6%	6 6%	3 3%	3 3%	3 3%	1 0.9%*
5 OR MORE SPECIALISTS	55 3%	3 2%	2 2%	3 3%	2 2%	~	4 3%	12 4%	4 4%	3 3%	2 2%	3 2%	3 3%	1 0.9%*	1 0.8%*	1 0.9%	5 5%	6 6%
NOT ANSWERED	71	4	3	4	3	4	3	8	10	2	4	3	6	4	5	4	4	1
VALID CASES	2015	129	90	110	99	78	119	311	111	95	93	124	97	108	120	112	109	109
NUMBER OF RESPONDENTS	2086	133	93	114	102	82	122	319	121	97	97	127	103	112	125	116	113	110
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q24 = YES]

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

Banner I

	AGE						RACE						ETHNIC-ITY	HEALTH STATUS		GENDER				
	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	AMER ALSK NATV	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	MALE	FE- MALE		
Q27 WORST SPECIALIST POSSIBLE	19 1%	2 ~0.7%	4 1%	8 2%	5 0.8%	1 0.6%	12 1%	1 ~3%	1 ~2%	3 ~4%	1 0.3%	19 1%	8 0.7%	12 2%	10 1%	10 0.8%				
01	7 0.4%	2 2%	1 0.1%	1 0.4%	2 0.4%	2 0.3%	3 ~0.3%	~	~	~	~	~	2 1%	5 0.3%	5 0.5%	1 0.1%	4 0.6%	3 0.2%		
02	19 1%	~	12 5%	1 0.1%	2 0.5%	3 0.5%	10 ~0.8%	~	~	~	1 5%	2 2%	4 3%	13 0.8%	12 1%	6 0.8%	5 0.8%	13 1%		
03	32 2%	1 1%	4 2%	4 2%	11 3%	8 1%	2 0.9%	18 2%	~	~	~	~	3 4%	5 3%	25 2%	15 1%	14 2%	16 3%	13 1%*	
04	32 2%	3 3%	5 2%	8 3%	5 1%	10 2%	2 0.9%	19 2%	~	~	~	~	1 ~0.2%*	4 2%	29 2%	20 2%	12 2%	16 2%	17 1%	
05	67 4%	2 2%	10 4%	14 5%	12 3%	21 3%	6 3%	35 3%	1 ~3%	3 ~19%	6 ~7%	5 3%	60 4%	32 3%	31 4%	19 3%	47 4%			
06	73 4%	1 0.4%*	9 3%	13 5%	18 5%	25 4%	5 3%	44 4%	1 ~3%	1 ~6%	4 18%	3 4%	1 0.7%*	67 4%	35 3%	36 5%	28 4%	43 4%		
07	158 8%	10 11%	26 10%	26 10%	34 9%	45 7%	12 6%	92 8%	2 10%	1 4%	1 30%	3 19%	1 2%	10 11%	11 7%	137 8%	81 8%	68 9%	56 9%	95 8%
08	318 17%	15 17%	41 16%	37 14%	67 17%	121 19%	30 15%	211 18%	3 16%	4 15%	2 38%	1 5%	2 8%	12 14%	12 8%*	293 18%*	176 17%	135 18%	110 17%	199 17%
09	355 19%	24 27%	36 14%*	54 21%	71 18%	106 17%	49 25%*	237 20%	3 15%	15 49%	5 ~26%	6 26%	11 13%	28 18%	313 19%	200 19%	142 19%	115 18%	232 19%	
BEST SPECIALIST POSSIBLE	797 42%	33 37%	108 43%	102 39%	166 42%	280 45%	90 46%	485 42%	12 59%	6 21%	1 32%	4 22%	9 42%	35 41%	83 54%*	691 42%	481 45%*	291 39%*	261 41%	520 44%

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?

Banner I

	AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER	
	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AMER IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- TI	OTH-	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & GOOD POOR	FE- MALE	FE- MALE		
#8-10 (NET)	1470 78%	72 81%	184 73%*	193 74%	304 77%	507 81%*	169 86%*	932 80%*	18 90%~	25 85%~	3 70%~	10 53%~	16 75%~	59 68%*	123 80%	1297 79%	857 80%*	568 76%	486 76%	951 80%*
9-10 (NET)	1152 61%	57 64%	144 57%	156 60%	237 60%	386 62%	139 70%*	721 62%	15 74%~	21 71%~	1 32%~	9 48%~	15 67%~	46 54%	111 72%*	1004 61%	681 64%*	434 58%*	376 59%	752 63%*
NOT ANSWERED	16			4	7	1	3	9		1				1	4	10	7	9	7	9
VALID CASES	1878	89	252	262	396	626	198	1166	20	30	4	18	22	86	154	1652	1065	748	639	1192
NUMBER OF RESPONDENTS	1894 100%	89 100%	252 100%	266 100%	403 100%	627 100%	201 100%	1175 100%	20 100%	30 100%	4 100%	18 100%	22 100%	87 100%	158 100%	1662 100%	1072 100%	757 100%	646 100%	1201 100%
MEAN	8.45	8.53	8.19	8.29	8.33	8.57	8.82	8.49	9.23	8.42	8.34	7.63	8.39	7.91	8.56	8.45	8.55	8.32	8.30	8.54
p stat_(*=Sig @ p<=.05)		.676	.055	.175	.239	.054	.001*	.206	~	~	~	~	~	~.056	.527	.892	.009*	.030*	.035*	.010*

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

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?

Banner II

	OHP TOT ADLT	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO	
Q27 WORST SPECIALIST POSSIBLE	19 1%	1 0.8%	~	4 4%	1 1%	1 1%	~	3 1%	~	2 2%	~	2 2%	~	2 2%	1 0.9%	~	1 1%	1 1%	
01	7 0.4%	2 2%	~	1 1%	~	~	~	1 0.3%	~	1 1%	1 1%	1 0.9%	2 2%	~	1 0.9%	3 3%	~	~	
02	19 1%	~	1 1%	~	~	~	~	1 0.9%	7 2%	1 1%	~	~	3 3%	~	1 1%	~	2 2%	~	~
03	32 2%	2 2%	2 3%	~	3 3%	3 4%	2 2%	3 1%	3 3%	1 1%	~	1 0.9%	3 3%	1 1%	2 2%	2 2%	1 1%	1 1%	
04	32 2%	1 0.8%	~	3 3%	1 1%	1 1%	4 3%	5 2%	1 1%	2 2%	3 3%	1 0.9%	1 1%	1 1%	2 2%	1 1%	2 2%	1 1%	
05	67 4%	6 5%	5 6%	3 3%	5 5%	3 4%	1 0.9%*	13 4%	2 2%	3 3%	1 1%*	6 5%	2 2%	5 5%	1 0.9%*	4 4%	2 2%	5 5%	
06	73 4%	2 2%	6 8%	4 4%	3 3%	~	6 5%	14 5%	6 6%	2 2%	2 2%	3 3%	3 3%	5 5%	7 6%	5 5%	3 3%	6 6%	
07	158 8%	12 10%	3 4%*	14 14%	10 11%	4 5%	18 16%*	17 6%*	6 6%	5 6%	7 8%	5 4%*	15 16%*	13 13%	11 10%	12 12%	3 3%*	10 10%	
08	318 17%	17 14%	15 19%	16 16%	19 21%	14 19%	16 14%	51 17%	20 20%	11 12%	18 21%	16 14%	14 15%	23 23%	13 12%	14 14%	15 15%	19 19%	
09	355 19%	22 18%	11 14%	14 14%	10 11%*	12 16%	21 18%	63 22%	21 21%	25 28%	16 18%	23 20%	16 18%	17 17%	16 14%	18 18%	22 22%	19 19%	
BEST SPECIALIST POSSIBLE	797 42%	56 46%	37 46%	44 43%	39 43%	35 48%	46 40%	116 40%	42 41%	37 42%	39 45%	53 46%	35 38%	34 33%*	57 51%	40 40%	52 51%	39 39%	
#8-10 (NET)	1470 78%	95 79%	63 79%	74 72%	68 75%	61 84%	83 72%	230 78%	83 81%	73 82%	73 84%	92 81%	65 71%	74 73%	86 77%	72 71%	89 88%*	77 76%	
9-10 (NET)	1152 61%	78 64%	48 60%	58 56%	49 54%	47 64%	67 58%	179 61%	63 62%	62 70%	55 63%	76 67%	51 56%	51 50%*	73 66%	58 57%	74 73%*	58 57%	

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?

Banner II

	OHP TOT ADLT	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
NOT ANSWERED	16	2		1	1		1	3	2	2	1			1	2	2		1
VALID CASES	1878	121	80	103	91	73	115	293	102	89	87	114	91	102	111	101	101	101
NUMBER OF RESPONDENTS	1894	123	80	104	92	73	116	296	104	91	88	114	91	103	113	103	101	102
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
MEAN	8.45	8.53	8.49	8.19	8.33	8.58	8.42	8.35	8.55	8.51	8.70	8.44	8.29	8.16	8.62	8.17	8.89	8.43
p stat_(*=Sig @ p<=.05)		.646	.854	.292	.588	.560	.872	.344	.597	.795	.247	.975	.469	.126	.364	.179	.008*	.924

[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?

Banner I

	AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER	
	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 ILND	AMER ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	GOOD & POOR	FE- MALE	MALE		
Q28 YES	1069 20%	94 18%	220 24%*	185 22%	215 20%	253 17%*	60 15%*	575 18%*	7 15%	28 23%	2 13%~	9 16%	15 25%	58 26%*	117 18%	902 20%	691 19%*	332 22%	368 17%*	661 21%*
NO	4323 80%	427 82%	682 76%*	650 78%	864 80%	1250 83%*	345 85%*	2561 82%*	44 85%	90 77%	12 87%~	48 84%	45 75%	167 74%*	541 82%	3618 80%	2994 81%*	1212 78%	1801 83%*	2426 79%*
NOT ANSWERED	279	1	6	7	29	23	18	57	2	1	1	2	1	3	17	69	54	32	46	45
VALID CASES	5392	521	902	836	1079	1503	406	3137	51	118	14	58	60	225	658	4521	3685	1544	2169	3086
NUMBER OF RESPONDENTS	5671 100%	521 100%	908 100%	843 100%	1108 100%	1526 100%	424 100%	3194 100%	53 100%	119 100%	14 100%	60 100%	60 100%	228 100%	675 100%	4590 100%	3739 100%	1576 100%	2215 100%	3131 100%

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?

Banner II

	OHP TOT ADLT	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q28																		
YES	1069 20%	60 18%	45 16%	65 23%	42 15%*	57 25%	53 19%	174 22%*	54 19%	59 22%	56 18%	53 18%	35 11%*	53 18%	43 14%*	34 11%*	48 18%	65 23%
NO	4323 80%	271 82%	242 84%	218 77%	243 85%*	175 75%	220 81%	603 78%*	231 81%	212 78%	252 82%	238 82%	272 89%*	234 82%	270 86%*	278 89%*	226 82%	223 77%
NOT ANSWERED	279	19	14	8	14	9	19	49	13	13	15	6	11	12	18	17	16	14
VALID CASES	5392	331	287	283	285	232	273	777	285	271	308	291	307	287	313	312	274	288
NUMBER OF RESPONDENTS	5671	350	301	291	299	241	292	826	298	284	323	297	318	299	331	329	290	302
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

Banner I

	AGE							RACE						ETHNICITY		HEALTH STATUS		GENDER		
	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	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	GOOD & POOR	FE- MALE	MALE		
Q29 NEVER	102 11%	4 6%	21 10%	29 18%*	29 15%*	12 5%*	3 5%*	66 13%*	7 ~ 23%~	1 ~ 20%~	2 17%~	5 10%~	3 3%*	96 12%*	64 10%	36 12%	26 8%*	72 12%*		
SOMETIMES	354 37%	32 47%	89 43%	56 33%	59 31%	85 35%	16 27%	175 34%*	1 14%~	10 34%~	3 ~ 51%~	3 21%~	24 49%~	35 36%	297 36%	223 36%	119 39%	113 34%	226 38%	
USUALLY	333 35%	17 25%	76 36%	53 32%	60 32%	94 39%	31 53%*	189 37%	5 67%~	8 28%~	1 100%~	2 29%~	7 51%~	7 13%~	42 43%	285 35%	227 37%	95 31%	140 42%*	188 32%*
ALWAYS	171 18%	14 21%	23 11%*	29 17%	39 21%	49 20%	9 16%	86 17%	1 19%~	5 16%~	~	~	2 ~ 11%~	14 28%~	17 17%	146 18%	105 17%	54 18%	54 16%	111 19%
#ALWAYS + USUALLY (NET)	504 52%	31 46%	99 47%	82 49%	99 53%	143 60%*	41 69%*	275 53%	6 86%~	13 44%~	1 100%~	2 29%~	9 62%~	20 41%~	59 61%	431 52%	333 54%	149 49%	194 58%*	299 50%*
TOP BOX SCORE	171 18%	14 21%	23 11%*	29 17%	39 21%	49 20%	9 16%	86 17%	1 19%~	5 16%~	~	~	2 ~ 11%~	14 28%~	17 17%	146 18%	105 17%	54 18%	54 16%	111 19%
NOT ANSWERED	35	3	6	5	5	5	3	15				2	1	2	7	21	23	7	11	18
VALID CASES	961	68	209	166	187	240	60	516	7	29	1	7	14	49	98	825	620	304	333	597
NUMBER OF RESPONDENTS	996	71	215	171	192	245	63	531	7	29	1	9	14	51	105	846	643	311	344	615
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q28 = YES]

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?

Banner II

	OHP TOT ADLT	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q29																		
NEVER	102 11%	4 7%	3 7%~	7 11%	2 5%~	7 13%	7 13%	17 10%	5 10%	6 10%	4 8%	6 12%	2 6%~	5 9%	8 20%~	4 13%~	3 6%~	10 16%
SOMETIMES	354 37%	30 51%*	12 28%~	25 39%	13 33%~	23 43%	17 33%	58 35%	12 24%*	16 28%	19 36%	22 42%	10 29%~	21 40%	18 44%~	10 31%~	18 38%~	21 34%
USUALLY	333 35%	15 25%	19 44%~	25 39%	16 40%~	15 28%	19 37%	61 37%	22 44%	23 40%	17 32%	17 33%	13 38%~	20 38%	10 24%~	10 31%~	16 34%~	16 26%
ALWAYS	171 18%	10 17%	9 21%~	7 11%	9 22%~	9 17%	9 17%	30 18%	11 22%	13 22%	13 25%	7 13%	9 26%~	7 13%	5 12%~	8 25%~	10 21%~	14 23%
#ALWAYS + USUALLY (NET)	504 52%	25 42%	28 65%~	32 50%	25 63%~	24 44%	28 54%	91 55%	33 66%*	36 62%	30 57%	24 46%	22 65%~	27 51%	15 37%~	18 56%~	26 55%~	30 49%
TOP BOX SCORE	171 18%	10 17%	9 21%~	7 11%	9 22%~	9 17%	9 17%	30 18%	11 22%	13 22%	13 25%	7 13%	9 26%~	7 13%	5 12%~	8 25%~	10 21%~	14 23%
NOT ANSWERED	35	1	2	1	2	3	1	8	4	1	3	1	1		2	2	1	4
VALID CASES	961	59	43	64	40	54	52	166	50	58	53	52	34	53	41	32	47	61
NUMBER OF RESPONDENTS	996	60	45	65	42	57	53	174	54	59	56	53	35	53	43	34	48	65
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q28 = YES]

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

Banner I

	AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER	
	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- AMR	IAN	NATV HAW/ ILND	AMR IND/ ALSK NATV	OTHR	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	MALE	FE- MALE
Q30 YES	1502 28%	110 21%*	278 31%*	225 27%	325 30%	418 28%	102 25%	800 26%*	17 33%	36 31%	3 22%~	8 14%*	19 31%	63 28%	209 32%*	1234 27%*	1000 27%	447 29%	549 25%*	911 30%*
NO	3866 72%	408 79%*	623 69%*	607 73%	757 70%	1077 72%	303 75%	2331 74%*	35 67%	80 69%	11 78%~	50 86%*	41 69%	162 72%	445 68%*	3280 73%*	2676 73%	1090 71%	1615 75%*	2167 70%*
NOT ANSWERED	303	4	8	12	25	31	19	63	1	3	1	2		3	21	77	63	39	51	53
VALID CASES	5368	517	900	831	1083	1495	405	3131	52	116	14	58	60	225	654	4513	3676	1537	2164	3078
NUMBER OF RESPONDENTS	5671 100%	521 100%	908 100%	843 100%	1108 100%	1526 100%	424 100%	3194 100%	53 100%	119 100%	14 100%	60 100%	60 100%	228 100%	675 100%	4590 100%	3739 100%	1576 100%	2215 100%	3131 100%

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

Banner II

	OHP TOT ADLT	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q30																		
YES	1502 28%	99 30%	56 20%*	72 26%	59 20%*	70 30%	79 29%	228 30%	84 29%	73 27%	76 25%	77 26%	73 24%	81 28%	56 18%*	61 20%*	83 31%	72 25%
NO	3866 72%	230 70%	228 80%*	207 74%	229 80%*	160 70%	196 71%	544 70%	201 71%	197 73%	229 75%	214 74%	229 76%	205 72%	258 82%*	249 80%*	186 69%	215 75%
NOT ANSWERED	303	21	17	12	11	11	17	54	13	14	18	6	16	13	17	19	21	15
VALID CASES	5368	329	284	279	288	230	275	772	285	270	305	291	302	286	314	310	269	287
NUMBER OF RESPONDENTS	5671 100%	350 100%	301 100%	291 100%	299 100%	241 100%	292 100%	826 100%	298 100%	284 100%	323 100%	297 100%	318 100%	299 100%	331 100%	329 100%	290 100%	302 100%

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

	AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER	
	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	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & FAIR & POOR	MALE	FE- MALE	
Q31 NEVER	56 4%	3 3%	7 3%	7 3%	17 6%	17 5%	3 3%	31 4%	~	~	~	~	3 18%	5 9%	2 1%	50 4%	37 4%	18 4%	26 5%	27 3%
SOMETIMES	267 20%	27 26%	61 24%	48 24%	34 12%*	70 19%	18 17%	132 19%	3 22%~	7 22%~	1 33%~	~	3 19%~	11 18%	37 20%	215 19%	168 19%	84 20%	79 16%*	180 22%*
USUALLY	405 30%	38 37%	82 32%	67 33%	81 29%	82 23%*	36 34%	189 27%*	5 33%~	15 47%~	2 67%~	3 32%~	4 22%~	19 31%	60 33%	323 29%	255 29%	133 32%	145 30%	244 29%
ALWAYS	624 46%	35 34%*	107 42%	80 39%*	149 53%*	191 53%*	48 46%	354 50%*	7 45%~	10 31%~	~	6 68%~	7 42%~	26 42%	85 46%	528 47%	432 48%*	175 43%	234 48%	379 46%
#ALWAYS + USUALLY (NET)	1029 76%	74 71%	190 74%	146 73%	230 82%*	272 76%	84 80%	543 77%	13 78%~	26 78%~	2 67%~	9 100%~	11 64%~	45 74%	145 79%	852 76%	687 77%	308 75%	379 78%	623 75%
TOP BOX SCORE	624 46%	35 34%*	107 42%	80 39%*	149 53%*	191 53%*	48 46%	354 50%*	7 45%~	10 31%~	~	6 68%~	7 42%~	26 42%	85 46%	528 47%	432 48%*	175 43%	234 48%	379 46%
NOT ANSWERED	48	3	4	4	5	25	3	26		2	2	1		1	9	32	35	8	15	27
VALID CASES	1351	103	258	202	281	359	105	706	16	33	3	9	17	61	184	1116	892	410	484	830
NUMBER OF RESPONDENTS	1399 100%	106 100%	262 100%	206 100%	286 100%	384 100%	108 100%	732 100%	16 100%	35 100%	5 100%	9 100%	17 100%	61 100%	193 100%	1148 100%	927 100%	418 100%	499 100%	857 100%

[ASKED IF Q30 = YES]

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

Banner II

	OHP TOT ADLT	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q31 NEVER	56 4%	6 6%	1 2%	4 6%	3 5%	2 3%	6 8%	7 3%	2 3%	2 3%	~	3 4%	3 4%	5 6%	3 5%	~	1 1%*	5 7%
SOMETIMES	267 20%	16 16%	6 11%	14 20%	10 17%	14 21%	18 24%	46 21%	13 17%	13 19%	12 17%	10 13%	7 10%*	17 22%	12 22%	11 18%	15 19%	15 21%
USUALLY	405 30%	24 24%	18 34%	16 23%	19 33%	26 38%	20 26%	64 29%	20 27%	20 29%	19 26%	24 32%	16 23%	22 28%	18 33%	19 32%	27 34%	17 24%
ALWAYS	624 46%	52 53%	28 53%	36 51%	26 45%	26 38%	32 42%	105 47%	40 53%	35 50%	41 57%	38 51%	44 63%*	35 44%	22 40%	30 50%	36 46%	34 48%
#ALWAYS + USUALLY (NET)	1029 76%	76 78%	46 87%*	52 74%	45 78%	52 76%	52 68%	169 76%	60 80%	55 79%	60 83%	60 83%	60 86%*	57 72%	40 73%	49 82%	63 80%	51 72%
TOP BOX SCORE	624 46%	52 53%	28 53%	36 51%	26 45%	26 38%	32 42%	105 47%	40 53%	35 50%	41 57%	38 51%	44 63%*	35 44%	22 40%	30 50%	36 46%	34 48%
NOT ANSWERED	48	1	3	2	1	2	3	6	9	3	4	2	3	2	1	1	4	1
VALID CASES	1351	98	53	70	58	68	76	222	75	70	72	75	70	79	55	60	79	71
NUMBER OF RESPONDENTS	1399	99	56	72	59	70	79	228	84	73	76	77	73	81	56	61	83	72
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q30 = YES]

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

	AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER	
	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/ ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & FAIR & POOR	MALE	FE- MALE	
Q32 NEVER	18 1%	2 ~0.9%	1 0.5%	9 3%	3 0.7%	1 0.3%	4 0.6%*	~	~	~	12%~	15%~	3%~	1 0.5%	15 1%	7 0.7%*	10 2%	7 2%	9 1%	
SOMETIMES	102 8%	15 15%*	23 9%	15 7%	13 5%*	24 7%	6 6%	53 8%	1 8%~	3 7%~	~	~	1 2%~	2 4%	12 7%	79 7%	67 7%	29 7%	36 8%	60 7%
USUALLY	291 21%	27 27%	68 26%	60 30%*	43 15%*	67 18%	18 18%	150 21%	5 30%~	12 34%~	1 39%~	~	4 24%~	17 27%	44 24%	237 21%	202 22%	79 19%	85 18%*	198 24%*
ALWAYS	946 70%	61 59%*	165 64%*	126 62%*	216 77%*	271 74%*	78 76%	496 71%	10 62%~	20 58%~	2 61%~	8 88%~	10 59%~	40 65%	128 69%	786 70%	623 69%	289 71%	355 73%*	568 68%
#ALWAYS + USUALLY (NET)	1237 91%	88 85%	233 90%	186 92%	259 92%	338 93%	97 94%	646 92%	15 92%~	32 93%~	3 100%~	8 88%~	14 83%~	56 93%	172 93%	1023 92%	826 92%	369 90%	439 91%	766 92%
TOP BOX SCORE	946 70%	61 59%*	165 64%*	126 62%*	216 77%*	271 74%*	78 76%	496 71%	10 62%~	20 58%~	2 61%~	8 88%~	10 59%~	40 65%	128 69%	786 70%	623 69%	289 71%	355 73%*	568 68%
NOT ANSWERED	41	3	3	4	5	19	5	28	1	2	1	1	1	8	30	27	10	16	23	
VALID CASES	1358	103	259	202	281	365	103	704	16	34	3	9	17	61	185	1118	900	408	483	834
NUMBER OF RESPONDENTS	1399 100%	106 100%	262 100%	206 100%	286 100%	384 100%	108 100%	732 100%	16 100%	35 100%	5 100%	9 100%	17 100%	61 100%	193 100%	1148 100%	927 100%	418 100%	499 100%	857 100%

[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?

Banner II

	OHP TOT ADLT	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q32 NEVER	18 1%	~	2%	1%	2%	~	3%	1%	3%	2%	1%	1%	3%	~	2%	2%	1%	3%
SOMETIMES	102 8%	9%	6%	9%	2%*	7%	10%	7%	3%*	4%	3%*	7%	3%*	9%	9%	5%	12%	~
USUALLY	291 21%	14%*	19%	16%	26%	25%	24%	21%	21%	19%	17%	19%	17%	24%	27%	17%	20%	24%
ALWAYS	946 70%	75%	74%	74%	71%	68%	63%	71%	74%	74%	79%	73%	76%	68%	62%	77%	67%	72%
#ALWAYS + USUALLY (NET)	1237 91%	89%	92%	90%	97%*	93%	87%	92%	95%	93%	96%	92%	93%	91%	89%	93%	87%	96%
TOP BOX SCORE	946 70%	75%	74%	74%	71%	68%	63%	71%	74%	74%	79%	73%	76%	68%	62%	77%	67%	72%
NOT ANSWERED	41	1	3	2	1	1	1	11	8	3	4	3	2	1	1	1	1	1
VALID CASES	1358	98	53	70	58	69	78	217	76	70	72	74	71	80	55	60	82	71
NUMBER OF RESPONDENTS	1399	99	56	72	59	70	79	228	84	73	76	77	73	81	56	61	83	72
	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?

Banner I

	AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER	
	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-	NATV HAW/ PAC	AMER IND/ ALSK	MUL-	TI	HIS-	NOT HIS-	EX & VERY GOOD & FAIR & GOOD POOR	FE- MALE	MALE		
Q33 YES	1713 32%	176 35%	278 31%	290 35%	362 34%	455 31%	106 27%*	821 26%*	17 33%	28 24%*	5 35%~	15 26%	22 37%	91 41%*	258 40%*	1383 31%*	1142 31%*	522 34%	663 31%	1005 33%
NO	3590 68%	330 65%	614 69%	534 65%	708 66%	1033 69%	294 73%*	2291 74%*	33 67%	88 76%*	9 65%~	43 74%	38 63%	129 59%*	392 60%*	3083 69%*	2498 69%*	1002 66%	1484 69%	2037 67%
NOT ANSWERED	368	15	16	19	37	38	24	82	3	3	1	2	1	8	25	123	99	52	68	89
VALID CASES	5303	506	892	824	1071	1488	400	3112	50	116	14	58	60	220	650	4467	3640	1524	2147	3042
NUMBER OF RESPONDENTS	5671 100%	521 100%	908 100%	843 100%	1108 100%	1526 100%	424 100%	3194 100%	53 100%	119 100%	14 100%	60 100%	60 100%	228 100%	675 100%	4590 100%	3739 100%	1576 100%	2215 100%	3131 100%

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

Banner II

	OHP TOT ADLT	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q33																		
YES	1713 32%	105 32%	85 30%	66 24%*	76 27%*	67 29%	80 30%	239 31%	114 41%*	88 33%	86 28%	100 34%	85 28%	102 36%	107 34%	84 27%	104 39%*	86 31%
NO	3590 68%	219 68%	200 70%	212 76%*	209 73%*	161 71%	189 70%	523 69%	165 59%*	179 67%	216 72%	191 66%	218 72%	178 64%	205 66%	224 73%	165 61%*	194 69%
NOT ANSWERED	368	26	16	13	14	13	23	64	19	17	21	6	15	19	19	21	21	22
VALID CASES	5303	324	285	278	285	228	269	762	279	267	302	291	303	280	312	308	269	280
NUMBER OF RESPONDENTS	5671 100%	350 100%	301 100%	291 100%	299 100%	241 100%	292 100%	826 100%	298 100%	284 100%	323 100%	297 100%	318 100%	299 100%	331 100%	329 100%	290 100%	302 100%

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

Banner I

	AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER	
	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR WHT	AFR- AMER	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & FAIR & POOR	MALE	FE- MALE
PQ34 NEVER	82 2%	7 1%	13 1%	15 2%	21 2%	20 1%	1 0.2%*	27 0.9%*	1 ~0.5%	3 ~	3 6%	5 5%	12 2%	63 1%	50 1%	29 2%	35 2%	45 1%		
SOMETIMES	286 5%	31 6%	34 4%*	51 6%	63 6%	79 5%	16 4%	108 4%*	4 8%	9 8%	2 16%~	5 ~	18 8%	48 8%*	216 5%*	155 4%*	119 8%*	106 5%	166 6%	
USUALLY	671 13%	70 14%	131 15%	109 13%	139 13%	157 11%*	54 13%	370 12%	7 13%	13 11%	1 2%~	2 3%*	9 15%	38 17%	88 14%	569 13%	460 13%	197 13%	239 11%*	423 14%*
ALWAYS	4198 80%	388 78%	705 80%	639 78%	832 79%	1196 82%*	330 82%	2575 84%*	41 79%	94 81%	11 82%~	50 91%*	40 70%	157 72%*	485 77%*	3556 81%*	2924 81%*	1155 77%*	1746 82%*	2355 79%*
#ALWAYS + USUALLY (NET)	4868 93%	458 92%	836 95%*	749 92%	971 92%	1353 93%	384 96%*	2945 96%*	47 92%	107 92%	11 84%~	52 94%	49 86%	195 90%	573 91%*	4125 94%*	3384 94%*	1352 90%*	1985 93%	2778 93%
TOP BOX SCORE	4198 80%	388 78%	705 80%	639 78%	832 79%	1196 82%*	330 82%	2575 84%*	41 79%	94 81%	11 82%~	50 91%*	40 70%	157 72%*	485 77%*	3556 81%*	2924 81%*	1155 77%*	1746 82%*	2355 79%*
NOT ANSWERED	86	11	6	11	15	35	1	33				2	2	5	17	60	53	23	26	53
VALID CASES	5236	496	883	815	1055	1452	401	3080	51	116	13	56	57	217	634	4405	3589	1500	2126	2989
NUMBER OF RESPONDENTS	5322 100%	507 100%	889 100%	826 100%	1070 100%	1487 100%	402 100%	3113 100%	51 100%	116 100%	13 100%	58 100%	59 100%	222 100%	651 100%	4465 100%	3642 100%	1523 100%	2152 100%	3042 100%

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

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

Banner II

	OHP TOT																	
	ADLT	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
PQ34																		
NEVER	82 2%	10 3%	3 1%	9 3%	3 1%	2 0.9%	6 2%	9 1%	5 2%	4 2%	2 0.7%	2 0.7%	5 2%	5 2%	4 1%	8 3%	4 2%	3 1%
SOMETIMES	286 5%	14 4%	11 4%	13 5%	19 7%	10 4%	11 4%	48 6%	11 4%	14 5%	20 7%	14 5%	13 4%	12 4%	23 7%	12 4%	24 9%*	13 5%
USUALLY	671 13%	37 11%	34 12%	20 7%*	31 11%	29 13%	36 14%	88 12%	44 16%	32 12%	25 8%*	44 15%	45 15%	45 16%	41 13%	22 7%*	33 12%	27 10%
ALWAYS	4198 80%	261 81%	234 83%	231 85%*	228 81%	182 82%	213 80%	602 81%	210 78%	215 81%	250 84%	226 79%	239 79%	214 78%	239 78%	265 86%*	205 77%	231 84%
#ALWAYS + USUALLY (NET)	4868 93%	298 93%	268 95%	251 92%	259 92%	211 95%	249 94%	690 92%	254 94%	247 93%	275 93%	270 94%	284 94%	259 94%	280 91%	287 93%	238 89%*	258 94%
TOP BOX SCORE	4198 80%	261 81%	234 83%	231 85%*	228 81%	182 82%	213 80%	602 81%	210 78%	215 81%	250 84%	226 79%	239 79%	214 78%	239 78%	265 86%*	205 77%	231 84%
NOT ANSWERED	86	2	3	5	4	5	3	15	9	2	5	5	1	4	5	1	3	6
VALID CASES	5236	322	282	273	281	223	266	747	270	265	297	286	302	276	307	307	266	274
NUMBER OF RESPONDENTS	5322 100%	324 100%	285 100%	278 100%	285 100%	228 100%	269 100%	762 100%	279 100%	267 100%	302 100%	291 100%	303 100%	280 100%	312 100%	308 100%	269 100%	280 100%

[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?

Banner I

	AGE						RACE						ETHNICITY		HEALTH STATUS		GENDER			
	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/ ILND	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR POOR	GOOD & FAIR POOR	FE- MALE	MALE		
Q35 WORST HEALTH PLAN POSSIBLE	41 0.8%	4 0.8%	2 0.3%	6 0.8%	19 2%	7 0.5%	30 1%	~	~	~	~	4 7%	1 0.7%	1 0.2%	34 0.8%	23 0.7%	17 1%	23 1%	14 0.5%	
01	47 0.9%	2 0.3%	7 0.8%	5 0.6%	14 1%	8 0.6%	4 1%	30 1%	1 0.4%	1 ~	~	2 3%	1 0.6%	5 0.8%	37 0.9%	24 0.7%	23 2%	19 1%	23 0.8%	
02	52 1%	2 0.3%	12 1%	9 1%	9 0.9%	18 1%	~	35 1%	~	~	~	3 6%	2 0.9%	1 0.1%	46 1%	25 0.7%	22 2%	13 0.7%	34 1%	
03	102 2%	12 2%	18 2%	24 3%	23 2%	21 2%	3 0.8%	58 2%	1 ~0.5%	1 7%	3 7%	3 5%	3 1%	15 2%	81 2%	58 2%	42 3%	35 2%	64 2%	
04	122 2%	13 3%	32 4%	15 2%	29 3%	33 2%	2 0.6%	84 3%	1 3%	~	~	1 1%	2 4%	7 1%	114 3%	80 2%	42 3%	42 2%	79 3%	
05	466 9%	50 10%	92 11%	85 11%	84 8%	125 9%	22 6%	280 10%	6 ~	6 6%	14 ~	4 29%	28 7%	44 7%	405 10%	323 9%	127 9%	194 10%	262 9%	
06	327 6%	30 6%	59 7%	71 9%	79 8%	71 5%	11 3%	211 7%	3 7%	5 5%	2 ~	3 5%	21 6%	18 3%	298 7%	233 7%	85 6%	140 7%	178 6%	
07	646 13%	81 16%	129 15%	105 13%	122 12%	150 11%	39 10%	341 12%	7 15%	10 9%	2 18%	8 16%	7 13%	36 18%	56 9%	554 13%	427 12%	201 14%	242 12%	386 13%
08	1048 21%	109 22%	187 22%	166 21%	195 19%	282 20%	87 24%	611 21%	9 19%	31 29%	3 23%	6 12%	3 5%	31 15%	117 19%	900 21%	732 21%	299 21%	430 21%	602 21%
09	797 16%	70 14%	129 15%	115 15%	169 17%	222 16%	76 21%	473 16%	4 10%	25 23%	1 5%	1 3%	9 16%	23 11%	109 17%	671 16%	557 16%	225 16%	314 15%	471 16%
BEST HEALTH PLAN POSSIBLE	1383 27%	127 25%	189 22%	185 24%	270 27%	451 32%	126 34%	748 26%	21 46%	28 26%	6 47%	14 28%	16 28%	48 24%	257 41%	1078 26%	981 28%	362 25%	583 29%	772 27%
#8-10 (NET)	3229 64%	306 61%	505 59%	466 59%	634 63%	956 69%	290 78%	1832 63%	34 76%	84 78%	9 75%	21 43%	28 49%	102 51%	483 77%	2649 63%	2270 66%	886 61%	1327 65%	1845 64%

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?

Banner I

	AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER	
	OHP TOT ADLT	18 TO	25 TO	35 TO	45 TO	55 TO	65 AND OVER	BLK OR AFR-	AS- IAN	NATV ILND	AMER ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR POOR	FE- MALE	MALE		
9-10 (NET)	2180 43%	197 39%	318 37%*	300 38%*	439 43%	673 48%*	202 55%*	1221 42%*	25 56%~	53 49%	6 52%~	15 31%~	25 44%	71 36%*	366 58%*	1749 41%*	1538 44%*	587 41%*	897 44%	1243 43%
NOT ANSWERED	640	22	52	57	96	136	54	294	9	12	2	11	3	28	45	372	275	131	179	245
VALID CASES	5031	499	856	786	1012	1390	370	2900	44	107	12	49	57	200	630	4218	3464	1445	2036	2886
NUMBER OF RESPONDENTS	5671 100%	521 100%	908 100%	843 100%	1108 100%	1526 100%	424 100%	3194 100%	53 100%	119 100%	14 100%	60 100%	60 100%	228 100%	675 100%	4590 100%	3739 100%	1576 100%	2215 100%	3131 100%
MEAN	7.78	7.74	7.56	7.58	7.65	8.00	8.40	7.68	8.61	8.29	8.47	7.10	6.69	7.45	8.39	7.72	7.87	7.57	7.82	7.78
p stat_(*=Sig @ p<=.05)		.638	.001*	.004*	.045*	.000*	0.000*	.000*	~.002*		~.037*	.017*	.023*	.000*	.000*	.000*	.000*	.000*	.344	.990

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?

Banner II

	OHP TOT ADLT	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q35 WORST HEALTH PLAN POSSIBLE	41 0.8%	~	3 1%	1 0.4%	1 0.4%	2 0.9%	2 0.8%	6 0.8%	2 0.7%	~	5 2%	4 1%	1 0.3%	3 1%	3 1%	3 1%	1 0.4%	6 2%
01	47 0.9%	5 2%	4 2%	1 0.4%	~	4 2%	1 0.4%	12 2%	~	~0.7%	2 0.4%	1 0.7%	2 0.7%	~	3 1%	6 2%	1 0.4%	4 2%
02	52 1%	4 1%	5 2%	2 0.8%	1 0.4%	2 0.9%	2 0.8%	7 1%	2 0.7%	3 1%	2 0.7%	1 0.4%	1 0.3%	6 2%	4 1%	5 2%	2 0.8%	4 2%
03	102 2%	11 3%	8 3%	9 3%	9 3%	5 2%	6 2%	9 1%*	5 2%	4 2%	5 2%	4 1%	5 2%	5 2%	10 3%	8 3%	3 1%	7 3%
04	122 2%	3 1%*	7 3%	15 6%*	8 3%	5 2%	5 2%	13 2%	4 1%	5 2%	11 4%	13 5%	9 3%	8 3%	12 4%	10 4%	6 2%	4 2%
05	466 9%	26 8%	26 10%	28 11%	25 10%	25 12%	22 9%	59 8%	22 8%	13 5%*	25 9%	25 9%	29 10%	21 8%	37 12%	34 12%	28 11%	33 13%
06	327 6%	23 7%	19 7%	21 8%	16 6%	14 7%	11 5%	50 7%	19 7%	21 8%	15 5%	31 11%*	16 6%	15 6%	27 9%	18 6%	11 4%*	13 5%
07	646 13%	47 15%	41 15%	30 11%	41 16%	28 13%	34 14%	76 10%*	40 15%	37 15%	29 10%	41 15%	34 12%	30 11%	31 10%	38 13%	39 15%	34 13%
08	1048 21%	65 21%	41 15%*	60 23%	53 20%	40 19%	57 23%	146 20%	52 19%	44 17%	51 18%	53 19%	67 23%	66 25%	61 20%	64 22%	61 23%	47 18%
09	797 16%	44 14%	39 15%	34 13%	39 15%	34 16%	42 17%	119 16%	43 16%	43 17%	40 14%	49 17%	44 15%	47 18%	38 13%	29 10%*	39 15%	40 15%
BEST HEALTH PLAN POSSIBLE	1383 27%	87 28%	73 27%	63 24%	69 26%	52 25%	62 25%	239 32%*	78 29%	82 33%	97 34%*	58 21%*	81 28%	67 25%	72 24%	70 25%	73 28%	71 27%
#8-10 (NET)	3229 64%	196 62%	153 58%*	157 59%	161 61%	126 60%	161 66%	504 68%*	173 65%	169 67%	188 67%	160 57%*	192 66%	180 67%	171 57%*	163 57%*	173 66%	158 60%
9-10 (NET)	2180 43%	131 42%	112 42%	97 37%*	108 41%	86 41%	104 43%	358 49%*	121 45%	125 50%*	137 49%	107 38%	125 43%	114 43%	110 37%*	99 35%*	112 42%	111 42%

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?

Banner II

	OHP TOT ADLT	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
NOT ANSWERED	640	35	35	27	37	30	48	90	31	32	41	17	29	31	33	44	26	39
VALID CASES	5031	315	266	264	262	211	244	736	267	252	282	280	289	268	298	285	264	263
NUMBER OF RESPONDENTS	5671	350	301	291	299	241	292	826	298	284	323	297	318	299	331	329	290	302
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
MEAN	7.78	7.75	7.54	7.52	7.76	7.55	7.83	7.96	7.95	8.12	7.88	7.54	7.88	7.78	7.39	7.36	7.90	7.51
p stat_(*=Sig @ p<=.05)		.786	.103	.045*	.889	.088	.692	.006*	.197	.005*	.474	.050	.468	.988	.002*	.003*	.296	.080

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?

Banner I

	AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER	
	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 ILND	AMER ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	GOOD & POOR	FE- MALE	MALE	
Q35A YES	663 12%	10 2%*	65 7%*	66 8%*	138 13%	249 17%*	103 26%*	419 13%*	8 15%	11 9%	3 19%~	8 13%	5 10%	30 14%	41 6%*	591 13%*	264 7%*	371 24%*	211 10%*	429 14%*
NO	4665 88%	504 98%*	835 93%*	764 92%*	935 87%	1235 83%*	299 74%*	2688 87%*	42 85%	108 91%	11 81%~	50 87%	52 90%	192 86%	609 94%*	3902 87%*	3407 93%*	1151 76%*	1952 90%*	2627 86%*
NOT ANSWERED	342	7	8	12	35	42	21	88	3			2	2	5	25	97	69	54	52	75
VALID CASES	5329	514	900	831	1073	1484	403	3106	50	119	14	58	58	223	650	4493	3670	1522	2163	3056
NUMBER OF RESPONDENTS	5671 100%	521 100%	908 100%	843 100%	1108 100%	1526 100%	424 100%	3194 100%	53 100%	119 100%	14 100%	60 100%	60 100%	228 100%	675 100%	4590 100%	3739 100%	1576 100%	2215 100%	3131 100%

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?

Banner II

	OHP TOT ADLT	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q35A																		
YES	663 12%	39 12%	31 11%	31 11%	36 13%	14 6%*	62 23%*	100 13%	37 13%	30 11%	14 5%*	39 14%	27 9%*	27 10%	37 12%	42 14%	30 11%	31 11%
NO	4665 88%	289 88%	253 89%	245 89%	246 87%	214 94%*	205 77%*	673 87%	246 87%	234 89%	291 95%*	248 86%	277 91%*	257 90%	277 88%	268 86%	241 89%	253 89%
NOT ANSWERED	342	22	17	15	17	13	25	53	15	20	18	10	14	15	17	19	19	18
VALID CASES	5329	328	284	276	282	228	267	773	283	264	305	287	304	284	314	310	271	284
NUMBER OF RESPONDENTS	5671	350	301	291	299	241	292	826	298	284	323	297	318	299	331	329	290	302
	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?

Banner I

	AGE						RACE						ETHNICITY		HEALTH STATUS		GENDER			
	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR WHT	AFR- AMER	AS- IAN	NATV ILND	AMER IND/ ALSK	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & FAIR & POOR	MALE	FE- MALE	
Q35B NEVER	127 21%	2 16%~	19 31%	17 27%	41 29%*	32 15%*	12 13%*	78 22%	1 14%~	~	~	5 57%~	2 24%~	4 12%~	6 17%~	112 21%	48 21%	77 22%	36 18%	85 23%
SOMETIMES	93 16%	~	8 13%	9 15%	14 10%*	43 21%*	14 15%	58 16%	1 25%~	4 39%~	1 15%~	~	1 4%~	4 13%~	1 3%~	86 16%	28 12%*	61 18%	30 15%	60 16%
USUALLY	141 24%	2 16%~	9 15%	17 26%	29 20%	56 27%	26 29%	72 20%*	2 29%~	6 58%~	3 85%~	3 39%~	5 51%~	12 35%~	10 26%~	128 24%	56 24%	82 24%	46 23%	90 24%
ALWAYS	234 39%	7 68%~	24 41%	21 32%	57 40%	79 37%	40 44%	144 41%	2 33%~	1 3%~	~	1 4%~	2 21%~	14 40%~	21 55%~	206 39%	101 43%	124 36%	91 45%	140 37%
#ALWAYS + USUALLY (NET)	375 63%	9 84%~	33 56%	38 58%	85 61%	134 64%	66 72%*	215 61%	4 62%~	7 61%~	3 85%~	4 43%~	7 71%~	26 75%~	30 81%~	334 63%	157 68%	206 60%	137 68%	230 61%
TOP BOX SCORE	234 39%	7 68%~	24 41%	21 32%	57 40%	79 37%	40 44%	144 41%	2 33%~	1 3%~	~	1 4%~	2 21%~	14 40%~	21 55%~	206 39%	101 43%	124 36%	91 45%	140 37%
NOT ANSWERED	32	~	1	2	4	16	6	24	~	~	~	~	~	1	2	26	11	16	11	20
VALID CASES	595	11	60	65	140	210	91	351	6	11	3	9	10	35	37	532	233	344	203	374
NUMBER OF RESPONDENTS	627	11	61	67	144	226	97	375	6	11	3	9	10	36	39	558	244	360	214	394
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q35A = YES]

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

Banner II

	OHP TOT ADLT	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q35B NEVER	127 21%	9 23%~	4 14%~	8 27%~	13 38%~	2 15%~	11 19%	21 22%	11 31%~	4 14%~	3 27%~	5 13%~	5 20%~	6 24%~	14 40%~	4 10%~	4 13%~	7 28%~
SOMETIMES	93 16%	4 10%~	4 14%~	5 ~ 15%~	2 15%~	14 25%	14 15%	4 11%~	4 14%~	1 9%	9 23%~	2 8%~	1 4%~	4 11%~	7 17%~	5 17%~	3 12%~	
USUALLY	141 24%	11 28%~	8 28%~	6 20%~	4 12%~	4 31%~	9 16%	22 23%	7 19%~	8 29%~	3 27%~	9 23%~	6 24%~	10 40%~	7 20%~	8 20%~	10 33%~	8 32%~
ALWAYS	234 39%	15 38%~	13 45%~	16 53%~	12 35%~	5 38%~	23 40%	39 41%	14 39%~	12 43%~	4 36%~	16 41%~	12 48%~	8 32%~	10 29%~	21 53%~	11 37%~	7 28%~
#ALWAYS + USUALLY (NET)	375 63%	26 67%~	21 72%~	22 73%~	16 47%~	9 69%~	32 56%	61 64%	21 58%~	20 71%~	7 64%~	25 64%~	18 72%~	18 72%~	17 49%~	29 73%~	21 70%~	15 60%~
TOP BOX SCORE	234 39%	15 38%~	13 45%~	16 53%~	12 35%~	5 38%~	23 40%	39 41%	14 39%~	12 43%~	4 36%~	16 41%~	12 48%~	8 32%~	10 29%~	21 53%~	11 37%~	7 28%~
NOT ANSWERED	32		2	1	2	1	5	4	1	2	3		2	2	2	2		6
VALID CASES	595	39	29	30	34	13	57	96	36	28	11	39	25	25	35	40	30	25
NUMBER OF RESPONDENTS	627 100%	39 100%	31 100%	31 100%	36 100%	14 100%	62 100%	100 100%	37 100%	30 100%	14 100%	39 100%	27 100%	27 100%	37 100%	42 100%	30 100%	31 100%

[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?

Banner I

	AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER	
	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 ILND	AMER ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	GOOD & POOR	FE- MALE	MALE	
Q35C YES	814 15%	26 5%*	100 11%*	120 15%	170 16%	273 18%*	95 24%*	501 16%*	3 7%*	12 10%	1 7%~	4 8%*	3 5%*	52 23%*	75 12%*	700 16%	391 11%*	384 25%*	266 12%*	524 17%*
NO	4498 85%	490 95%*	800 89%*	704 85%	899 84%	1205 82%*	305 76%*	2588 84%*	48 93%*	105 90%	13 93%~	52 92%*	57 95%*	174 77%*	575 88%*	3780 84%	3267 89%*	1137 75%*	1874 88%*	2538 83%*
NOT ANSWERED	359	5	8	19	39	48	23	105	2	2	1	4		3	25	111	81	55	75	69
VALID CASES	5312	516	900	824	1069	1478	401	3089	51	117	14	56	60	225	650	4479	3658	1521	2140	3062
NUMBER OF RESPONDENTS	5671 100%	521 100%	908 100%	843 100%	1108 100%	1526 100%	424 100%	3194 100%	53 100%	119 100%	14 100%	60 100%	60 100%	228 100%	675 100%	4590 100%	3739 100%	1576 100%	2215 100%	3131 100%

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

Banner II

	OHP TOT ADLT	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q35C																		
YES	814 15%	39 12%	27 10%*	43 15%	29 10%*	28 12%	52 19%	134 17%	42 15%	34 13%	36 12%	45 16%	40 13%	42 15%	49 16%	50 16%	43 16%	41 15%
NO	4498 85%	287 88%	255 90%*	236 85%	252 90%*	200 88%	217 81%	635 83%	236 85%	234 87%	266 88%	241 84%	261 87%	242 85%	258 84%	260 84%	226 84%	239 85%
NOT ANSWERED	359	24	19	12	18	13	23	57	20	16	21	11	17	15	24	19	21	22
VALID CASES	5312	326	282	279	281	228	269	769	278	268	302	286	301	284	307	310	269	280
NUMBER OF RESPONDENTS	5671 100%	350 100%	301 100%	291 100%	299 100%	241 100%	292 100%	826 100%	298 100%	284 100%	323 100%	297 100%	318 100%	299 100%	331 100%	329 100%	290 100%	302 100%

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

	AGE							RACE						ETHNICITY		HEALTH STATUS		GENDER		
	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR WHT	AFR- AMER	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	POOR	MALE	FE- MALE
Q35D NEVER	169 23%	8 29%~	25 29%	30 27%	51 29%*	48 20%	3 4%*	92 20%	2 ~ 19%~	4 ~ 75%~	3 51%~	17 42%~	14 25%	144 22%	68 19%*	94 26%*	43 18%*	119 24%		
SOMETIMES	128 17%	4 14%~	20 24%	29 26%*	25 14%	38 16%	5 6%*	73 16%	~	~	~	1 ~ 14%~	5 11%~	8 14%	107 17%	72 20%*	47 13%*	41 17%	80 16%	
USUALLY	197 26%	2 9%~	15 18%*	24 22%	37 21%	75 32%*	37 41%*	127 28%	5 ~ 43%~	2 100%~	2 ~ 25%~	12 ~ 35%~	10 18%	180 28%	75 21%*	115 32%*	64 27%	131 27%		
ALWAYS	251 34%	14 49%~	26 30%	28 25%*	60 35%	72 31%	44 50%*	163 36%	4 100%~	5 39%~	1 ~ 25%~	8 ~ 18%~	25 43%	217 33%	138 39%*	106 29%*	90 38%	157 32%		
#ALWAYS + USUALLY (NET)	448 60%	16 58%~	41 47%*	52 47%*	97 56%	147 63%	81 90%*	290 64%*	4 100%~	10 81%~	2 100%~	1 25%~	2 35%~	19 47%~	35 61%	397 61%	213 60%	220 61%	154 65%	288 59%
TOP BOX SCORE	251 34%	14 49%~	26 30%	28 25%*	60 35%	72 31%	44 50%*	163 36%	4 100%~	5 39%~	1 ~ 25%~	8 ~ 18%~	25 43%	217 33%	138 39%*	106 29%*	90 38%	157 32%		
NOT ANSWERED	29	2	5	3	18	1	19	1	1	1	1	2	2	27	18	11	12	17		
VALID CASES	745	28	87	110	173	232	90	455	4	12	2	5	6	41	57	649	352	361	238	487
NUMBER OF RESPONDENTS	774	28	89	115	176	250	91	474	4	12	2	6	7	43	59	676	370	372	250	504
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q35C = YES]

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

	OHP TOT ADLT	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q35D																		
NEVER	169 23%	12 32%~	6 24%~	9 21%~	6 22%~	5 18%~	8 15%	30 23%	6 16%~	8 26%~	8 24%~	12 29%~	8 22%~	8 20%~	16 34%~	15 32%~	12 29%~	14 36%~
SOMETIMES	128 17%	7 18%~	6 24%~	10 24%~	4 15%~	5 18%~	6 12%	21 16%	6 16%~	9 29%~	8 24%~	12 29%~	4 11%~	5 13%~	3 6%~	6 13%~	10 24%~	11 28%~
USUALLY	197 26%	9 24%~	5 20%~	8 19%~	4 15%~	12 43%~	17 33%	36 28%	7 18%~	4 13%~	11 32%~	5 12%~	12 33%~	13 33%~	14 30%~	11 23%~	5 12%~	5 13%~
ALWAYS	251 34%	10 26%~	8 32%~	15 36%~	13 48%~	6 21%~	21 40%	42 33%	19 50%~	10 32%~	7 21%~	12 29%~	12 33%~	14 35%~	14 30%~	15 32%~	15 36%~	9 23%~
#ALWAYS + USUALLY (NET)	448 60%	19 50%~	13 52%~	23 55%~	17 63%~	18 64%~	38 73%*	78 60%	26 68%~	14 45%~	18 53%~	17 41%~	24 67%~	27 68%~	28 60%~	26 55%~	20 48%~	14 36%~
TOP BOX SCORE	251 34%	10 26%~	8 32%~	15 36%~	13 48%~	6 21%~	21 40%	42 33%	19 50%~	10 32%~	7 21%~	12 29%~	12 33%~	14 35%~	14 30%~	15 32%~	15 36%~	9 23%~
NOT ANSWERED	29	1	2	1	2			5	4	3	2	4	4	2	2	3	1	2
VALID CASES	745	38	25	42	27	28	52	129	38	31	34	41	36	40	47	47	42	39
NUMBER OF RESPONDENTS	774	39	27	43	29	28	52	134	42	34	36	45	40	42	49	50	43	41
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q35C = YES]

Q35E IN THE LAST 6 MONTHS, DID YOU VISIT A PROVIDER FOR A SPECIFIC HEALTH ISSUE?

Banner I

	AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER	
	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-	NATV HAW/ PAC	AMER IND/ ALSK	MUL-	TI	HIS-	NOT HIS-	EX & VERY GOOD & GOOD	FAIR & POOR	MALE	FE- MALE	
Q35E YES	2942 55%	176 34%*	446 50%*	442 53%	614 57%	931 62%*	267 66%*	1830 59%*	32 62%	47 40%*	5 38%~	25 44%	29 48%	132 58%	258 40%*	2595 57%*	1781 48%*	1084 70%*	1055 49%*	1828 59%*
NO	2408 45%	341 66%*	455 50%*	390 47%	470 43%	562 38%*	140 34%*	1298 41%*	19 38%	71 60%*	9 62%~	32 56%	31 52%	94 42%	394 60%*	1925 43%*	1901 52%*	454 30%*	1114 51%*	1249 41%*
NOT ANSWERED	321	4	7	10	24	32	18	67	2	1		3		1	23	70	56	37	45	54
VALID CASES	5350	517	901	833	1084	1494	406	3127	51	118	14	57	60	227	652	4520	3683	1539	2170	3077
NUMBER OF RESPONDENTS	5671 100%	521 100%	908 100%	843 100%	1108 100%	1526 100%	424 100%	3194 100%	53 100%	119 100%	14 100%	60 100%	60 100%	228 100%	675 100%	4590 100%	3739 100%	1576 100%	2215 100%	3131 100%

Q35E IN THE LAST 6 MONTHS, DID YOU VISIT A PROVIDER FOR A SPECIFIC HEALTH ISSUE?

Banner II

	OHP TOT ADLT	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q35E																		
YES	2942 55%	159 49%*	144 50%	175 62%*	141 49%*	115 50%	156 57%	451 59%*	162 57%	147 55%	135 44%*	168 58%	139 46%*	159 56%	172 55%	149 48%*	148 55%	156 56%
NO	2408 45%	168 51%*	142 50%	105 38%*	149 51%*	114 50%	117 43%	319 41%*	121 43%	119 45%	171 56%*	122 42%	161 54%*	124 44%	143 45%	163 52%*	123 45%	124 44%
NOT ANSWERED	321	23	15	11	9	12	19	56	15	18	17	7	18	16	16	17	19	22
VALID CASES	5350	327	286	280	290	229	273	770	283	266	306	290	300	283	315	312	271	280
NUMBER OF RESPONDENTS	5671 100%	350 100%	301 100%	291 100%	299 100%	241 100%	292 100%	826 100%	298 100%	284 100%	323 100%	297 100%	318 100%	299 100%	331 100%	329 100%	290 100%	302 100%

Q35F HOW MUCH EFFORT WAS MADE TO HELP YOU UNDERSTAND YOUR HEALTH ISSUE?

Banner I

	AGE							RACE							ETHNIC-ITY		HEALTH STATUS		GENDER	
	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR WHT	AFR- AMER	AS- IAN	NATV ILND	AMER PAC ALSK	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & FAIR & POOR	MALE	FE- MALE	
Q35F NO EFFORT AT ALL	101 4%	6 4%	17 4%	10 2%	25 4%	26 3%	15 6%	52 3%	1 2%~	2 5%~	~	2 8%~	2 7%~	4 3%	24 10%*	74 3%*	50 3%*	49 5%*	40 4%	61 3%
A LITTLE EFFORT WAS MADE	195 7%	16 9%	39 9%	32 8%	40 7%	57 7%	7 3%*	117 7%	1 4%~	1 3%~	1 16%~	4 16%~	6 18%~	14 10%	15 6%	172 7%	100 6%*	88 9%*	69 7%	120 7%
SOME EFFORT WAS MADE	696 25%	47 29%	120 27%	127 30%*	142 25%	183 21%*	59 22%	441 26%	8 26%~	18 41%~	1 8%~	6 21%~	8 25%~	36 27%	43 19%*	622 25%	408 24%	267 26%	236 24%	441 25%
A LOT OF EFFORT WAS MADE	1801 64%	97 58%	263 60%*	249 60%*	369 64%	599 69%*	181 69%	1094 64%	20 67%~	23 51%~	4 76%~	15 55%~	16 50%~	82 61%	147 64%	1600 65%	1125 67%*	628 61%*	635 65%	1128 64%
#A LOT OF EFFORT WAS MADE + SOME EFFORT WAS MADE (NET)	2497 89%	144 87%	383 87%	376 90%	511 89%	783 90%	239 92%	1536 90%	27 94%~	42 92%~	4 84%~	20 75%~	23 74%~	117 87%	189 83%*	2222 90%*	1533 91%*	895 87%*	872 89%	1569 90%
TOP BOX SCORE	1801 64%	97 58%	263 60%*	249 60%*	369 64%	599 69%*	181 69%	1094 64%	20 67%~	23 51%~	4 76%~	15 55%~	16 50%~	82 61%	147 64%	1600 65%	1125 67%*	628 61%*	635 65%	1128 64%
NOT ANSWERED	82	6	6	13	19	35	3	61	2	3		1	2	1	6	72	53	27	22	58
VALID CASES	2794	166	439	418	576	866	261	1705	29	45	5	27	32	135	228	2468	1684	1032	980	1751
NUMBER OF RESPONDENTS	2876 100%	172 100%	445 100%	431 100%	595 100%	901 100%	264 100%	1766 100%	31 100%	48 100%	5 100%	28 100%	34 100%	135 100%	234 100%	2540 100%	1737 100%	1059 100%	1002 100%	1809 100%

[ASKED IF Q35E = YES]

Q35F HOW MUCH EFFORT WAS MADE TO HELP YOU UNDERSTAND YOUR HEALTH ISSUE?

Banner II

	OHP TOT																	
	ADLT	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q35F																		
NO EFFORT AT ALL	101 4%	5 3%	5 4%	1 0.6%*	8 6%	4 4%	5 3%	13 3%	4 3%	3 2%	6 5%	12 7%	4 3%	7 5%	7 4%	6 4%	6 4%	3 2%
A LITTLE EFFORT WAS MADE	195 7%	11 7%	11 8%	24 15%*	7 5%	6 5%	8 5%	33 8%	10 6%	6 4%	6 5%	12 7%	8 6%	11 7%	15 9%	19 13%*	9 6%	19 13%*
SOME EFFORT WAS MADE	696 25%	31 20%	37 26%	36 22%	44 32%	29 26%	42 27%	110 25%	38 25%	29 21%	27 21%	31 19%	28 21%	37 24%	54 32%*	42 29%	36 24%	32 21%
A LOT OF EFFORT WAS MADE	1801 64%	109 70%	89 63%	103 63%	79 57%	71 65%	99 64%	283 64%	102 66%	103 73%*	92 70%	106 66%	95 70%	99 64%	91 54%*	80 54%*	96 65%	97 64%
#A LOT OF EFFORT WAS MADE + SOME EFFORT WAS MADE (NET)	2497 89%	140 90%	126 89%	139 85%	123 89%	100 91%	141 92%	393 90%	140 91%	132 94%*	119 91%	137 85%	123 91%	136 88%	145 87%	122 83%*	132 90%	129 85%
TOP BOX SCORE	1801 64%	109 70%	89 63%	103 63%	79 57%	71 65%	99 64%	283 64%	102 66%	103 73%*	92 70%	106 66%	95 70%	99 64%	91 54%*	80 54%*	96 65%	97 64%
NOT ANSWERED	82	3	2	11	3	5	2	12	8	6	4	7	4	5	5	2	1	5
VALID CASES	2794	156	142	164	138	110	154	439	154	141	131	161	135	154	167	147	147	151
NUMBER OF RESPONDENTS	2876	159	144	175	141	115	156	451	162	147	135	168	139	159	172	149	148	156
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q35E = YES]

Q35G HOW MUCH EFFORT WAS MADE TO LISTEN TO THE THINGS THAT MATTER MOST TO YOU ABOUT YOUR HEALTH ISSUE?

Banner I

	AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER	
	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR WHT	AFR- AMER	AS- IAN	NATV ILND	AMER IND/ ALSK	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & FAIR & POOR	MALE	FE- MALE	
Q35G																				
NO EFFORT AT ALL	101 4%	6 3%	20 5%	8 2%*	25 4%	27 3%	14 5%	52 3%	2 7%~	1 2%~	2 ~	1 8%~	7 2%~	21 9%*	77 3%*	49 3%*	51 5%*	44 4%	57 3%	
A LITTLE EFFORT WAS MADE	226 8%	14 9%	43 10%	36 9%	49 9%	63 7%	12 5%*	133 8%	1 4%~	5 12%~	1 24%~	4 14%~	3 10%~	16 12%	22 10%	193 8%	119 7%*	101 10%*	73 7%	145 8%
SOME EFFORT WAS MADE	717 26%	49 29%	115 26%	131 32%*	150 26%	187 22%*	63 24%	441 26%	11 40%~	15 35%~	1 10%~	7 24%~	12 39%~	27 20%	48 21%	638 26%	420 25%	275 27%	260 27%	438 25%
A LOT OF EFFORT WAS MADE	1741 63%	99 59%	259 59%	239 58%*	348 61%	590 68%*	173 66%	1077 63%	14 49%~	22 50%~	3 67%~	15 53%~	16 50%~	84 63%	137 60%	1555 63%	1091 65%*	605 59%*	600 61%	1108 63%
#A LOT OF EFFORT WAS MADE + SOME EFFORT WAS MADE (NET)	2458 88%	147 88%	374 86%	371 89%	498 87%	777 90%	235 90%	1518 89%	25 88%~	38 85%~	4 76%~	21 78%~	28 88%~	111 83%	185 81%*	2193 89%*	1511 90%*	879 85%*	860 88%	1546 88%
TOP BOX SCORE	1741 63%	99 59%	259 59%	239 58%*	348 61%	590 68%*	173 66%	1077 63%	14 49%~	22 50%~	3 67%~	15 53%~	16 50%~	84 63%	137 60%	1555 63%	1091 65%*	605 59%*	600 61%	1108 63%
NOT ANSWERED	91	5	7	17	22	35	3	63	3	4		1	2	2	6	77	58	28	26	61
VALID CASES	2785	167	438	414	573	866	261	1703	28	44	5	27	32	133	228	2463	1679	1031	976	1748
NUMBER OF RESPONDENTS	2876 100%	172 100%	445 100%	431 100%	595 100%	901 100%	264 100%	1766 100%	31 100%	48 100%	5 100%	28 100%	34 100%	135 100%	234 100%	2540 100%	1737 100%	1059 100%	1002 100%	1809 100%

[ASKED IF Q35E = YES]

Q35G HOW MUCH EFFORT WAS MADE TO LISTEN TO THE THINGS THAT MATTER MOST TO YOU ABOUT YOUR HEALTH ISSUE?

Banner II

	OHP TOT																	
	ADLT	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q35G																		
NO EFFORT AT ALL	101 4%	3 2%	4 3%	3 2%	5 4%	4 4%	4 3%	13 3%	5 3%	7 5%	3 2%	15 9%*	4 3%	6 4%	8 5%	12 8%*	5 3%	5 3%
A LITTLE EFFORT WAS MADE	226 8%	13 8%	16 11%	19 12%	9 7%	7 6%	12 8%	37 9%	12 8%	11 8%	7 5%	10 6%	12 9%	11 7%	16 10%	12 8%	15 10%	16 11%
SOME EFFORT WAS MADE	717 26%	35 22%	35 25%	45 27%	39 28%	32 29%	45 29%	105 24%	37 24%	19 14%*	30 23%	34 21%	26 19%*	45 29%	51 31%	40 27%	37 25%	33 22%
A LOT OF EFFORT WAS MADE	1741 63%	106 68%	85 61%	97 59%	85 62%	67 61%	93 60%	278 64%	98 64%	103 74%*	92 70%	104 64%	95 69%	92 60%	89 54%*	82 56%	91 61%	98 64%
#A LOT OF EFFORT WAS MADE + SOME EFFORT WAS MADE (NET)	2458 88%	141 90%	120 86%	142 87%	124 90%	99 90%	138 90%	383 88%	135 89%	122 87%	122 92%	138 85%	121 88%	137 89%	140 85%	122 84%	128 86%	131 86%
TOP BOX SCORE	1741 63%	106 68%	85 61%	97 59%	85 62%	67 61%	93 60%	278 64%	98 64%	103 74%*	92 70%	104 64%	95 69%	92 60%	89 54%*	82 56%	91 61%	98 64%
NOT ANSWERED	91	2	4	11	3	5	2	18	10	7	3	5	2	5	8	3		4
VALID CASES	2785	157	140	164	138	110	154	433	152	140	132	163	137	154	164	146	148	152
NUMBER OF RESPONDENTS	2876	159	144	175	141	115	156	451	162	147	135	168	139	159	172	149	148	156
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q35E = YES]

Q35H HOW MUCH EFFORT WAS MADE TO INCLUDE WHAT MATTERS MOST TO YOU IN CHOOSING WHAT TO DO NEXT?

Banner I

	AGE							RACE						ETHNICITY		HEALTH STATUS		GENDER		
	OHP TOT ADLT	18 TO	25 TO	35 TO	45 TO	55 TO	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	OTHR	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	MALE	FE- MALE	
Q35H NO EFFORT AT ALL	190 7%	13 8%	25 6%	31 7%	43 7%	58 7%	14 6%	98 6%*	1 5%~	1 2%~	6 ~	6 23%~	12 17%~	9 9%	33 15%*	145 6%*	90 5%*	92 9%*	61 6%	122 7%
A LITTLE EFFORT WAS MADE	238 9%	19 11%	49 11%	39 9%	46 8%	62 7%	16 6%	147 9%	3 11%~	5 12%~	1 16%~	2 7%~	5 15%~	14 10%	11 5%*	216 9%	128 8%*	105 10%*	83 9%	149 9%
SOME EFFORT WAS MADE	749 27%	44 26%	120 27%	129 31%	167 29%	201 23%*	71 28%	459 27%	11 36%~	20 45%~	2 50%~	5 19%~	8 26%~	38 29%	49 22%*	672 27%	426 25%*	302 29%*	293 30%*	444 25%*
A LOT OF EFFORT WAS MADE	1596 58%	92 55%	244 56%	219 52%*	318 55%	539 63%*	153 60%	993 59%	14 48%~	18 40%~	2 34%~	14 51%~	13 41%~	67 51%	131 58%	1420 58%	1029 61%*	525 51%*	536 55%	1028 59%
#A LOT OF EFFORT WAS MADE + SOME EFFORT WAS MADE (NET)	2345 85%	136 81%	364 83%	348 83%	485 85%	740 86%	224 88%	1453 86%	24 84%~	38 86%~	4 84%~	19 69%~	22 67%~	106 80%	181 80%	2092 85%*	1456 87%*	828 81%*	829 85%	1472 84%
TOP BOX SCORE	1596 58%	92 55%	244 56%	219 52%*	318 55%	539 63%*	153 60%	993 59%	14 48%~	18 40%~	2 34%~	14 51%~	13 41%~	67 51%	131 58%	1420 58%	1029 61%*	525 51%*	536 55%	1028 59%
NOT ANSWERED	103	5	6	13	21	41	10	69	2	4		1	2	4	9	88	63	34	29	66
VALID CASES	2773	167	439	418	574	860	254	1697	29	44	5	28	32	131	225	2452	1674	1025	973	1743
NUMBER OF RESPONDENTS	2876 100%	172 100%	445 100%	431 100%	595 100%	901 100%	264 100%	1766 100%	31 100%	48 100%	5 100%	28 100%	34 100%	135 100%	234 100%	2540 100%	1737 100%	1059 100%	1002 100%	1809 100%

[ASKED IF Q35E = YES]

Q35H HOW MUCH EFFORT WAS MADE TO INCLUDE WHAT MATTERS MOST TO YOU IN CHOOSING WHAT TO DO NEXT?

Banner II

	OHP TOT																	
	ADLT	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q35H																		
NO EFFORT AT ALL	190 7%	11 7%	6 4%	6 4%*	6 4%	6 5%	12 8%	23 5%	9 6%	11 8%	7 5%	20 12%*	7 5%	13 8%	13 8%	15 10%	12 8%	9 6%
A LITTLE EFFORT WAS MADE	238 9%	14 9%	11 8%	22 13%	14 10%	9 8%	9 6%	38 9%	13 8%	8 6%	9 7%	10 6%	14 10%	15 10%	21 13%	13 9%	14 10%	13 9%
SOME EFFORT WAS MADE	749 27%	32 20%*	41 29%	46 28%	46 34%	36 33%	44 30%	122 28%	37 24%	27 19%*	32 24%	38 23%	30 22%	32 21%*	51 31%	45 31%	38 26%	39 26%
A LOT OF EFFORT WAS MADE	1596 58%	100 64%	82 59%	90 55%	71 52%	59 54%	84 56%	251 58%	94 61%	94 67%*	84 64%	95 58%	86 63%	93 61%	81 49%*	71 49%	83 56%	91 60%
#A LOT OF EFFORT WAS MADE + SOME EFFORT WAS MADE (NET)	2345 85%	132 84%	123 88%	136 83%	117 85%	95 86%	128 86%	373 86%	131 86%	121 86%	116 88%	133 82%	116 85%	125 82%	132 80%	116 81%	121 82%	130 86%
TOP BOX SCORE	1596 58%	100 64%	82 59%	90 55%	71 52%	59 54%	84 56%	251 58%	94 61%	94 67%*	84 64%	95 58%	86 63%	93 61%	81 49%*	71 49%	83 56%	91 60%
NOT ANSWERED	103	2	4	11	4	5	7	17	9	7	3	5	2	6	6	5	1	4
VALID CASES	2773	157	140	164	137	110	149	434	153	140	132	163	137	153	166	144	147	152
NUMBER OF RESPONDENTS	2876 100%	159 100%	144 100%	175 100%	141 100%	115 100%	156 100%	451 100%	162 100%	147 100%	135 100%	168 100%	139 100%	159 100%	172 100%	149 100%	148 100%	156 100%

[ASKED IF Q35E = YES]

Q35I CHOICES FOR YOUR TREATMENT OR HEALTH CARE CAN INCLUDE CHOICES ABOUT MEDICINE, SURGERY, OR OTHER TREATMENT. IN THE LAST 6 MONTHS, DID THIS PROVIDER TELL YOU THERE WAS MORE THAN ONE CHOICE FOR YOUR TREATMENT OR HEALTH CARE?

Banner I

	AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER	
	OHP TOT ADLT	18 TO	25 TO	35 TO	45 TO	55 TO	65 AND OVER	BLCK OR AFR-	AS-	NATV HAW/ PAC	AMER IND/ ALSK	MUL-	HIS-	NOT HIS-	EX & VERY GOOD & FAIR	GOOD & POOR	FE- MALE	MALE		
Q35I YES	1870 35%	143 28%*	316 35%	286 35%	407 38%*	537 36%	149 37%	1097 35%	24 46%	38 33%	2 12%~	9 16%*	18 31%	87 39%	226 35%	1601 36%	1217 33%*	614 40%*	667 31%*	1177 39%*
NO	3406 65%	368 72%*	579 65%	535 65%	662 62%*	942 64%	251 63%	2021 65%	28 54%	78 67%	12 88%~	49 84%*	40 69%	138 61%	417 65%	2873 64%	2418 67%*	916 60%*	1478 69%*	1866 61%*
NOT ANSWERED	394	10	13	22	38	47	24	76	1	2		2	2	2	32	116	104	46	71	89
VALID CASES	5277	511	895	821	1070	1479	400	3118	52	117	14	58	58	226	643	4474	3635	1530	2144	3042
NUMBER OF RESPONDENTS	5671 100%	521 100%	908 100%	843 100%	1108 100%	1526 100%	424 100%	3194 100%	53 100%	119 100%	14 100%	60 100%	60 100%	228 100%	675 100%	4590 100%	3739 100%	1576 100%	2215 100%	3131 100%

Q35I CHOICES FOR YOUR TREATMENT OR HEALTH CARE CAN INCLUDE CHOICES ABOUT MEDICINE, SURGERY, OR OTHER TREATMENT.
 IN THE LAST 6 MONTHS, DID THIS PROVIDER TELL YOU THERE WAS MORE THAN ONE CHOICE FOR YOUR TREATMENT OR HEALTH CARE?
 Banner II

	OHP TOT ADLT	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q35I																		
YES	1870 35%	111 34%	86 30%	107 39%	83 29%*	75 33%	92 35%	287 38%	108 39%	90 34%	108 35%	107 37%	91 30%	97 35%	100 32%	97 32%	99 37%	114 40%
NO	3406 65%	213 66%	198 70%	168 61%	205 71%*	155 67%	174 65%	462 62%	172 61%	172 66%	198 65%	180 63%	209 70%	182 65%	211 68%	210 68%	171 63%	168 60%
NOT ANSWERED	394	26	17	16	11	11	26	77	18	22	17	10	18	20	20	22	20	20
VALID CASES	5277	324	284	275	288	230	266	749	280	262	306	287	300	279	311	307	270	282
NUMBER OF RESPONDENTS	5671 100%	350 100%	301 100%	291 100%	299 100%	241 100%	292 100%	826 100%	298 100%	284 100%	323 100%	297 100%	318 100%	299 100%	331 100%	329 100%	290 100%	302 100%

Q35J IN THE LAST 6 MONTHS, DID YOUR PROVIDER TALK WITH YOU ABOUT THE PROS AND CONS OF EACH CHOICE FOR YOUR TREATMENT OR HEALTH CARE?

Banner I

	AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER	
	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 ILND	AMER ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR POOR	GOOD & FAIR POOR	FE- MALE	MALE		
Q35J #YES	1588 89%	115 84%	274 92%*	225 86%	329 86%	482 91%*	136 91%	951 90%*	14 69%~	29 75%~	1 100%~	8 91%~	19 83%~	66 75%*	174 90%	1379 89%	1031 89%	531 88%	527 86%*	1038 90%*
NO	204 11%	22 16%	25 8%*	36 14%	53 14%	48 9%*	14 9%	101 10%*	6 31%~	10 25%~	~	1 9%~	4 17%~	22 25%*	19 10%	171 11%	125 11%	69 12%	86 14%*	111 10%*
NOT ANSWERED	60	6	2	13	15	15	7	40	2	2		1	1	1	10	48	39	13	16	42
VALID CASES	1792	138	298	261	382	530	150	1052	20	38	1	9	23	89	193	1550	1156	600	613	1149
NUMBER OF RESPONDENTS	1852 100%	144 100%	300 100%	274 100%	397 100%	545 100%	157 100%	1092 100%	22 100%	40 100%	1 100%	10 100%	23 100%	89 100%	203 100%	1598 100%	1195 100%	613 100%	629 100%	1191 100%

[ASKED IF Q35I = YES]

Q35J IN THE LAST 6 MONTHS, DID YOUR PROVIDER TALK WITH YOU ABOUT THE PROS AND CONS OF EACH CHOICE FOR YOUR TREATMENT OR HEALTH CARE?

Banner II

	OHP TOT ADLT	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q35J #YES	1588 89%	95 89%	71 87%	92 89%	72 87%	69 93%	82 92%	245 87%	93 89%	80 92%	95 90%	91 90%	80 91%	74 80%*	82 86%	86 91%	83 88%	97 89%
NO	204 11%	12 11%	11 13%	11 11%	11 13%	5 7%	7 8%	35 13%	12 11%	7 8%	10 10%	10 10%	8 9%	18 20%*	13 14%	9 9%	11 12%	12 11%
NOT ANSWERED	60	4	4	4		1	3	7	3	3	3	6	3	5	5	2	5	5
VALID CASES	1792	107	82	103	83	74	89	280	105	87	105	101	88	92	95	95	94	109
NUMBER OF RESPONDENTS	1852	111	86	107	83	75	92	287	108	90	108	107	91	97	100	97	99	114
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q35I = YES]

Q35K IN THE LAST 6 MONTHS, WHEN THERE WAS MORE THAN ONE CHOICE FOR YOUR TREATMENT OR HEALTH CARE, DID YOUR PROVIDER ASK YOU WHICH CHOICE WAS BEST FOR YOU?

Banner I

	AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER	
	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 ILND	AMER ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR POOR	GOOD & FAIR POOR	FE- MALE	MALE	
Q35K #YES	1484 84%	110 78%	260 87%*	206 80%	312 82%	440 85%	131 88%	891 86%*	12 61%~	28 74%~	1 100%~	7 80%~	15 68%~	63 73%*	160 84%	1294 84%	977 85%*	483 81%*	496 82%	966 85%
NO	292 16%	31 22%	38 13%*	52 20%	69 18%	79 15%	18 12%	151 14%*	8 39%~	10 26%~	~	2 20%~	7 32%~	24 27%*	31 16%	243 16%	171 15%*	114 19%*	111 18%	174 15%
NOT ANSWERED	76	4	2	16	16	26	8	50	2	2		1	1	2	11	61	47	16	22	51
VALID CASES	1776	140	298	258	381	519	149	1042	20	38	1	9	23	87	192	1537	1148	597	607	1140
NUMBER OF RESPONDENTS	1852 100%	144 100%	300 100%	274 100%	397 100%	545 100%	157 100%	1092 100%	22 100%	40 100%	1 100%	10 100%	23 100%	89 100%	203 100%	1598 100%	1195 100%	613 100%	629 100%	1191 100%

[ASKED IF Q35I = YES]

Q35K IN THE LAST 6 MONTHS, WHEN THERE WAS MORE THAN ONE CHOICE FOR YOUR TREATMENT OR HEALTH CARE, DID YOUR PROVIDER ASK YOU WHICH CHOICE WAS BEST FOR YOU?

Banner II

	OHP TOT ADLT	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q35K #YES	1484 84%	91 88%	62 77%	88 85%	66 81%	65 88%	74 85%	231 83%	84 82%	73 86%	90 86%	90 88%	77 87%	71 77%	75 79%	78 84%	76 81%	90 84%
NO	292 16%	13 13%	19 23%	16 15%	15 19%	9 12%	13 15%	47 17%	18 18%	12 14%	15 14%	12 12%	11 13%	21 23%	20 21%	15 16%	18 19%	17 16%
NOT ANSWERED	76	7	5	3	2	1	5	9	6	5	3	5	3	5	5	4	5	7
VALID CASES	1776	104	81	104	81	74	87	278	102	85	105	102	88	92	95	93	94	107
NUMBER OF RESPONDENTS	1852	111	86	107	83	75	92	287	108	90	108	107	91	97	100	97	99	114
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q35I = YES]

Q35L IN THE LAST 6 MONTHS, HOW OFTEN DID YOUR PROVIDER MAKE IT EASY FOR YOU TO ASK QUESTIONS OR RAISE CONCERNS?

Banner I

	AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER	
	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR WHT	AFR-AMER	AS-IAN	NATV ILND	HAW/ PAC	AMER ALSK	MUL-TI	HIS-PAN-IC	NOT HIS-PAN-IC	EX & VERY GOOD & FAIR	POOR	MALE	FE-MALE
Q35L NEVER	692 13%	70 14%	120 14%	120 15%	156 15%	182 12%	29 7%*	392 13%	4 8%	21 18%	1 7%~	10 18%	15 25%*	49 22%*	85 13%	575 13%	514 14%*	166 11%*	370 17%*	307 10%*
SOMETIMES	623 12%	68 13%	123 14%*	98 12%	116 11%	155 11%*	41 10%	315 10%*	9 17%	21 18%	3 22%~	13 23%*	9 16%	17 8%*	99 15%*	500 11%*	353 10%*	250 16%*	243 11%	366 12%
USUALLY	1195 23%	129 25%	198 23%	216 27%*	239 23%	278 19%*	113 28%*	696 23%	10 18%	35 30%	3 22%~	8 14%	17 29%	49 22%	164 25%	1001 23%	796 22%	379 25%*	477 22%	705 24%
ALWAYS	2698 52%	240 47%*	428 49%	372 46%*	547 52%	856 58%*	221 55%	1674 54%*	30 57%	38 33%*	7 49%~	26 45%	17 29%*	110 49%	301 46%*	2329 53%*	1923 54%*	738 48%*	1040 49%*	1620 54%*
#ALWAYS + USUALLY (NET)	3894 75%	370 73%	626 72%*	589 73%	787 74%	1134 77%*	334 83%*	2369 77%*	40 75%	73 64%*	10 71%~	34 59%*	34 59%*	159 71%	465 72%	3330 76%*	2720 76%*	1117 73%*	1517 71%*	2325 78%*
TOP BOX SCORE	2698 52%	240 47%*	428 49%	372 46%*	547 52%	856 58%*	221 55%	1674 54%*	30 57%	38 33%*	7 49%~	26 45%	17 29%*	110 49%	301 46%*	2329 53%*	1923 54%*	738 48%*	1040 49%*	1620 54%*
NOT ANSWERED	462	13	39	37	49	56	20	118		4	1	3	2	3	26	184	152	42	86	133
VALID CASES	5209	508	869	806	1059	1470	404	3076	53	115	14	57	58	225	649	4406	3587	1534	2129	2998
NUMBER OF RESPONDENTS	5671 100%	521 100%	908 100%	843 100%	1108 100%	1526 100%	424 100%	3194 100%	53 100%	119 100%	14 100%	60 100%	60 100%	228 100%	675 100%	4590 100%	3739 100%	1576 100%	2215 100%	3131 100%

Q35L IN THE LAST 6 MONTHS, HOW OFTEN DID YOUR PROVIDER MAKE IT EASY FOR YOU TO ASK QUESTIONS OR RAISE CONCERNS?
Banner II

	OHP TOT ADLT	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q35L																		
NEVER	692 13%	37 11%	55 20%*	37 14%	27 10%*	40 18%*	17 6%*	97 13%	32 12%	22 9%*	45 15%	41 14%	41 14%	48 18%*	48 16%	63 21%*	32 12%	42 15%
SOMETIMES	623 12%	38 12%	25 9%	30 11%	34 12%	27 12%	37 14%	91 12%	28 10%	21 8%*	40 13%	26 9%	32 11%	27 10%	42 14%	39 13%	39 15%	38 14%
USUALLY	1195 23%	63 19%	55 20%	62 23%	76 27%	50 22%	78 29%*	167 22%	54 20%	53 21%	65 22%	60 21%	59 20%	61 22%	74 24%	53 18%*	63 24%	63 23%
ALWAYS	2698 52%	186 57%*	141 51%	144 53%	144 51%	108 48%	134 50%	388 52%	162 59%*	161 63%*	148 50%	157 55%	164 55%	137 50%	139 46%*	145 48%	134 50%	131 48%
#ALWAYS + USUALLY (NET)	3894 75%	249 77%	196 71%	206 75%	220 78%	158 70%	212 80%*	555 75%	216 78%	214 83%*	213 71%	217 76%	223 75%	198 73%	213 70%	198 66%*	197 74%	194 71%
TOP BOX SCORE	2698 52%	186 57%*	141 51%	144 53%	144 51%	108 48%	134 50%	388 52%	162 59%*	161 63%*	148 50%	157 55%	164 55%	137 50%	139 46%*	145 48%	134 50%	131 48%
NOT ANSWERED	462	26	25	18	18	16	26	83	22	27	25	13	22	26	28	29	22	28
VALID CASES	5209	324	276	273	281	225	266	743	276	257	298	284	296	273	303	300	268	274
NUMBER OF RESPONDENTS	5671 100%	350 100%	301 100%	291 100%	299 100%	241 100%	292 100%	826 100%	298 100%	284 100%	323 100%	297 100%	318 100%	299 100%	331 100%	329 100%	290 100%	302 100%

Q35M IN THE LAST 6 MONTHS, HOW OFTEN DID A DOCTOR OR OTHER HEALTH PROVIDER TALK TOO FAST WHEN TALKING TO YOU?

Banner I

	AGE							RACE							ETHNIC-ITY		HEALTH STATUS		GENDER	
	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR WHT	AFR-AMER	AS-IAN	NATV HAW/ILND	AMER IND/ALSK	OTHR	MUL-TI	HIS-PAN-IC	NOT HIS-PAN-IC	EX & VERY GOOD & FAIR	POOR	MALE	FE-MALE
Q35M ALWAYS	310 6%	29 6%	32 4%*	41 5%	75 7%	84 6%	35 9%*	143 5%*	5 10%	3 3%	2 12%~	7 13%	3 4%	18 8%	53 8%*	243 5%*	168 5%*	132 9%*	115 5%	185 6%
USUALLY	270 5%	36 7%	38 4%	36 4%	60 6%	57 4%*	30 7%	141 5%*	4 8%	11 10%	2 12%~	5 8%	1 1%*	8 4%	28 4%	227 5%	161 4%*	101 7%*	108 5%	154 5%
SOMETIMES	952 18%	98 19%	164 19%	145 18%	205 19%	242 16%*	81 20%	550 18%	5 10%*	31 27%*	2 17%~	15 28%	16 26%	46 20%	128 20%	804 18%	571 16%*	366 24%*	363 17%	579 19%*
NEVER	3697 71%	344 68%	649 74%*	593 73%	725 68%*	1088 74%*	259 64%*	2249 73%*	38 72%	69 60%*	8 58%~	29 51%*	41 68%	152 68%	446 68%	3158 71%*	2708 75%*	946 61%*	1545 72%*	2111 70%
#NEVER + SOMETIMES (NET)	4649 89%	441 87%	813 92%*	738 90%	930 87%	1330 90%*	341 84%*	2799 91%*	43 82%	100 87%	11 75%~	44 79%	57 95%*	198 88%	574 88%	3962 89%*	3280 91%*	1312 85%*	1908 90%	2691 89%
TOP BOX SCORE	3697 71%	344 68%	649 74%*	593 73%	725 68%*	1088 74%*	259 64%*	2249 73%*	38 72%	69 60%*	8 58%~	29 51%*	41 68%	152 68%	446 68%	3158 71%*	2708 75%*	946 61%*	1545 72%*	2111 70%
NOT ANSWERED	442	14	26	27	43	55	18	111	1	4		4	1	4	21	158	131	31	85	102
VALID CASES	5229	507	882	816	1065	1471	406	3083	52	115	14	56	60	224	654	4432	3608	1545	2130	3029
NUMBER OF RESPONDENTS	5671 100%	521 100%	908 100%	843 100%	1108 100%	1526 100%	424 100%	3194 100%	53 100%	119 100%	14 100%	60 100%	60 100%	228 100%	675 100%	4590 100%	3739 100%	1576 100%	2215 100%	3131 100%

Q35M IN THE LAST 6 MONTHS, HOW OFTEN DID A DOCTOR OR OTHER HEALTH PROVIDER TALK TOO FAST WHEN TALKING TO YOU?
Banner II

	OHP TOT ADLT	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q35M																		
ALWAYS	310 6%	18 6%	21 8%	20 7%	19 7%	13 6%	17 6%	49 7%	14 5%	12 5%	18 6%	15 5%	15 5%	14 5%	18 6%	20 7%	14 5%	17 6%
USUALLY	270 5%	14 4%	17 6%	9 3%	14 5%	13 6%	23 8%*	35 5%	12 4%	10 4%	20 7%	17 6%	9 3%*	12 4%	15 5%	15 5%	10 4%	12 4%
SOMETIMES	952 18%	60 19%	39 14%*	58 21%	54 19%	38 17%	54 20%	127 17%	54 20%	38 15%	48 16%	54 19%	45 15%	60 22%	57 19%	49 16%	48 18%	36 13%*
NEVER	3697 71%	229 71%	201 72%	184 68%	198 69%	163 72%	179 66%*	535 72%	195 71%	198 77%*	211 71%	198 70%	229 77%*	185 68%	214 70%	214 72%	196 73%	204 76%
#NEVER + SOMETIMES (NET)	4649 89%	289 90%	240 86%	242 89%	252 88%	201 89%	233 85%	662 89%	249 91%	236 91%	259 87%	252 89%	274 92%	245 90%	271 89%	263 88%	244 91%	240 89%
TOP BOX SCORE	3697 71%	229 71%	201 72%	184 68%	198 69%	163 72%	179 66%*	535 72%	195 71%	198 77%*	211 71%	198 70%	229 77%*	185 68%	214 70%	214 72%	196 73%	204 76%
NOT ANSWERED	442	29	23	20	14	14	19	80	23	26	26	13	20	28	27	31	22	33
VALID CASES	5229	321	278	271	285	227	273	746	275	258	297	284	298	271	304	298	268	269
NUMBER OF RESPONDENTS	5671 100%	350 100%	301 100%	291 100%	299 100%	241 100%	292 100%	826 100%	298 100%	284 100%	323 100%	297 100%	318 100%	299 100%	331 100%	329 100%	290 100%	302 100%

Q35N IN THE LAST 6 MONTHS, HOW OFTEN DID A DOCTOR OR OTHER HEALTH PROVIDER INTERRUPT YOU WHEN YOU WERE TALKING?

Banner I

	AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER	
	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR WHT	AFR- AMER	AS- IAN	NATV ILND PAC	AMER ALSK	OTH	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & FAIR & POOR	MALE	FE- MALE
Q35N ALWAYS	79 2%	7 1%	9 1%	6 0.8%*	18 2%	24 2%	12 3%	36 1%*	1 2%	1 0.9%	4 ~ 8%	9 ~ 4%*	7 1%	68 2%	26 0.7%*	51 3%*	32 2%	44 1%		
USUALLY	129 2%	21 4%*	24 3%	22 3%	17 2%*	36 2%	8 2%	71 2%	2 4%	2 2%	1 ~0.7%	1 0.4%*	11 5%	14 2%	111 2%	67 2%*	59 4%*	63 3%	64 2%	
SOMETIMES	739 14%	53 10%*	130 15%	93 11%*	171 16%	204 14%	68 17%	486 16%*	3 5%*	13 11%	1 9%~	11 20%	11 19%	35 16%	56 9%*	663 15%*	436 12%*	294 19%*	254 12%*	471 16%*
NEVER	4276 82%	431 84%	718 81%	694 85%*	861 81%	1210 82%	319 78%	2484 81%*	47 89%	98 86%	12 91%~	41 71%	48 80%	168 76%*	582 88%*	3589 81%*	3093 85%*	1141 74%*	1784 84%*	2454 81%*
#NEVER + SOMETIMES (NET)	5015 96%	484 95%	848 96%	788 97%	1031 97%	1415 96%	387 95%	2970 97%*	50 94%	111 97%	14 100%~	52 91%	60 100%*	203 91%*	638 97%	4252 96%	3528 97%*	1435 93%*	2038 96%	2925 96%
TOP BOX SCORE	4276 82%	431 84%	718 81%	694 85%*	861 81%	1210 82%	319 78%	2484 81%*	47 89%	98 86%	12 91%~	41 71%	48 80%	168 76%*	582 88%*	3589 81%*	3093 85%*	1141 74%*	1784 84%*	2454 81%*
NOT ANSWERED	448	9	26	27	42	52	17	117		4	1	3	1	6	15	159	117	31	82	98
VALID CASES	5223	512	882	816	1066	1474	407	3077	53	115	14	57	60	222	660	4431	3622	1545	2133	3033
NUMBER OF RESPONDENTS	5671 100%	521 100%	908 100%	843 100%	1108 100%	1526 100%	424 100%	3194 100%	53 100%	119 100%	14 100%	60 100%	60 100%	228 100%	675 100%	4590 100%	3739 100%	1576 100%	2215 100%	3131 100%

Q35N IN THE LAST 6 MONTHS, HOW OFTEN DID A DOCTOR OR OTHER HEALTH PROVIDER INTERRUPT YOU WHEN YOU WERE TALKING?
Banner II

	OHP TOT																	
	ADLT	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q35N																		
ALWAYS	79 2%	2 0.6%*	3 1%	4 1%	6 2%	5 2%	5 2%	12 2%	2 0.7%	2 0.8%*	2 0.7%	5 2%	6 2%	5 2%	2 0.7%	6 2%	2 0.7%	2 0.7%
USUALLY	129 2%	7 2%	6 2%	6 2%	7 2%	4 2%	9 3%	20 3%	7 3%	2 0.8%*	4 1%	7 2%	6 2%	9 3%	7 2%	14 5%	4 1%	4 1%
SOMETIMES	739 14%	61 19%*	33 12%	49 18%	45 16%	22 10%*	39 14%	92 12%	48 17%	27 10%*	42 14%	42 15%	40 13%	47 17%	53 17%	38 13%	39 15%	46 17%
NEVER	4276 82%	252 78%	237 85%	214 78%	229 80%	193 86%*	218 80%	619 83%	222 80%	229 88%*	251 84%	229 81%	247 83%	212 78%	243 80%	240 81%	222 83%	219 81%
#NEVER + SOMETIMES (NET)	5015 96%	313 97%	270 97%	263 96%	274 95%	215 96%	257 95%	711 96%	270 97%	256 98%*	293 98%*	271 96%	287 96%	259 95%	296 97%	278 93%	261 98%*	265 98%
TOP BOX SCORE	4276 82%	252 78%	237 85%	214 78%	229 80%	193 86%*	218 80%	619 83%	222 80%	229 88%*	251 84%	229 81%	247 83%	212 78%	243 80%	240 81%	222 83%	219 81%
NOT ANSWERED	448	28	22	18	12	17	21	83	19	24	24	14	19	26	26	31	23	31
VALID CASES	5223	322	279	273	287	224	271	743	279	260	299	283	299	273	305	298	267	271
NUMBER OF RESPONDENTS	5671 100%	350 100%	301 100%	291 100%	299 100%	241 100%	292 100%	826 100%	298 100%	284 100%	323 100%	297 100%	318 100%	299 100%	331 100%	329 100%	290 100%	302 100%

Q350 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?

Banner I

	AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER	
	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- OTHR	TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	GOOD & POOR	MALE	FE- MALE	
Q350 ALWAYS	62 1%	7 1%	9 1%	5 0.6%	9 0.8%	21 1%	7 2%	22 0.7%*	1 1%	1 0.9%	2 ~ 4%	6 ~ 3%	7 1%	50 1%	26 0.7%*	34 2%*	23 1%	35 1%		
USUALLY	77 1%	5 1%	22 2%*	15 2%	18 2%	14 1%*	3 0.6%*	42 1%	1 ~0.9%	1 ~ 1%	1 0.9%	8 3%	6 0.9%	71 2%*	41 1%*	35 2%*	36 2%	41 1%		
SOMETIMES	505 10%	47 9%	94 11%	76 9%	111 10%	132 9%	37 9%	303 10%	4 8%	7 6%	1 6%~	8 14%	6 9%	35 16%*	41 6%*	445 10%*	263 7%*	233 15%*	173 8%*	324 11%*
NEVER	4589 88%	446 88%	759 86%	729 88%	926 87%	1312 89%	361 88%	2720 88%	47 91%	104 92%	13 94%~	46 81%	53 90%	177 78%*	605 92%*	3878 87%*	3306 91%*	1240 80%*	1903 89%*	2642 87%*
#NEVER + SOMETIMES (NET)	5094 97%	493 97%	853 97%	804 98%	1037 97%	1443 98%	398 98%	3023 98%*	51 99%	112 98%	14 100%~	54 95%	59 99%	212 94%*	646 98%	4324 97%	3569 98%*	1473 96%*	2076 97%	2966 98%
TOP BOX SCORE	4589 88%	446 88%	759 86%	729 88%	926 87%	1312 89%	361 88%	2720 88%	47 91%	104 92%	13 94%~	46 81%	53 90%	177 78%*	605 92%*	3878 87%*	3306 91%*	1240 80%*	1903 89%*	2642 87%*
NOT ANSWERED	438	15	24	19	44	48	16	107	1	5	1	3	1	3	16	146	103	35	80	89
VALID CASES	5233	506	884	824	1064	1478	408	3087	52	114	14	57	59	225	659	4444	3636	1541	2135	3042
NUMBER OF RESPONDENTS	5671 100%	521 100%	908 100%	843 100%	1108 100%	1526 100%	424 100%	3194 100%	53 100%	119 100%	14 100%	60 100%	60 100%	228 100%	675 100%	4590 100%	3739 100%	1576 100%	2215 100%	3131 100%

Q350 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?

Banner II

	OHP TOT ADLT	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q350																		
ALWAYS	62 1%	3 0.9%	2 0.7%	4 1%	4 1%	1 0.4%	3 1%	11 1%	3 1%	1 0.4%*	4 1%	6 2%	2 0.7%	4 1%	1 0.3%*	7 2%	4 1%	~
USUALLY	77 1%	9 3%	3 1%	6 2%	4 1%	3 1%	4 1%	9 1%	3 1%	3 1%	2 0.7%	3 1%	6 2%	3 1%	13 4%*	7 2%	4 1%	3 1%
SOMETIMES	505 10%	31 10%	26 9%	27 10%	27 9%	15 7%*	29 11%	63 8%	37 13%	14 5%*	24 8%	33 12%	18 6%*	38 14%*	36 12%	27 9%	23 9%	31 11%
NEVER	4589 88%	276 87%	248 89%	236 86%	250 88%	209 92%*	235 87%	664 89%	234 84%	240 93%*	268 90%	241 85%	273 91%*	227 83%*	256 84%	260 86%	236 88%	237 87%
#NEVER + SOMETIMES (NET)	5094 97%	307 96%	274 98%	263 96%	277 97%	224 98%	264 97%	727 97%	271 98%	254 98%	292 98%	274 97%	291 97%	265 97%	292 95%	287 95%	259 97%	268 99%*
TOP BOX SCORE	4589 88%	276 87%	248 89%	236 86%	250 88%	209 92%*	235 87%	664 89%	234 84%	240 93%*	268 90%	241 85%	273 91%*	227 83%*	256 84%	260 86%	236 88%	237 87%
NOT ANSWERED	438	31	22	18	14	13	21	79	21	26	25	14	19	27	25	28	23	31
VALID CASES	5233	319	279	273	285	228	271	747	277	258	298	283	299	272	306	301	267	271
NUMBER OF RESPONDENTS	5671 100%	350 100%	301 100%	291 100%	299 100%	241 100%	292 100%	826 100%	298 100%	284 100%	323 100%	297 100%	318 100%	299 100%	331 100%	329 100%	290 100%	302 100%

Q35P IN THE LAST 6 MONTHS, DID YOU FEEL YOU COULD TRUST A DOCTOR OR OTHER HEALTH PROVIDER WITH YOUR MEDICAL CARE?
Banner I

	AGE						RACE							ETHNIC-ITY		HEALTH STATUS		GENDER		
	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	AMER	AS- IAN	NATV ILND	AMER IND/ ALSK	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & FAIR & POOR	MALE	FE- MALE	
Q35P #YES DEFINITELY	3547 69%	347 68%	591 68%	536 66%	689 66%*	1049 72%*	299 74%*	2119 69%	39 74%	83 73%	13 91%~	25 45%*	30 53%*	139 63%	452 70%	3031 69%	2596 72%*	929 61%*	1413 67%	2107 70%*
YES SOMEWHAT	1203 23%	122 24%	206 24%	218 27%*	249 24%	315 22%	79 19%*	707 23%	12 22%	22 19%	1 3%~	18 33%	19 33%	57 26%	144 22%	1016 23%	761 21%*	430 28%*	505 24%	687 23%
NO	417 8%	43 8%	74 9%	60 7%	111 11%*	99 7%*	26 6%	237 8%	2 3%	9 8%	1 6%~	12 22%*	8 14%	24 11%	46 7%	362 8%	238 7%*	171 11%*	184 9%	229 8%
NOT ANSWERED	503	9	37	29	59	64	21	131		5		4	3	7	34	180	144	46	113	108
VALID CASES	5168	512	871	814	1049	1462	403	3063	53	114	14	56	57	221	641	4410	3595	1530	2102	3023
NUMBER OF RESPONDENTS	5671 100%	521 100%	908 100%	843 100%	1108 100%	1526 100%	424 100%	3194 100%	53 100%	119 100%	14 100%	60 100%	60 100%	228 100%	675 100%	4590 100%	3739 100%	1576 100%	2215 100%	3131 100%

Q35P IN THE LAST 6 MONTHS, DID YOU FEEL YOU COULD TRUST A DOCTOR OR OTHER HEALTH PROVIDER WITH YOUR MEDICAL CARE?
Banner II

	OHP TOT ADLT	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q35P																		
#YES DEFINITELY	3547 69%	218 69%	177 64%	184 69%	193 69%	147 66%	184 68%	533 73%*	179 66%	195 77%*	206 70%	194 70%	199 68%	180 66%	178 59%*	176 59%*	190 72%	170 64%
YES SOMEWHAT	1203 23%	75 24%	75 27%	67 25%	74 26%	54 24%	65 24%	143 20%*	73 27%	43 17%*	68 23%	65 23%	71 24%	62 23%	91 30%*	91 30%*	61 23%	73 28%
NO	417 8%	25 8%	24 9%	17 6%	14 5%*	23 10%	22 8%	56 8%	20 7%	16 6%	20 7%	20 7%	24 8%	31 11%	32 11%	33 11%	12 5%*	21 8%
NOT ANSWERED	503	32	25	23	18	17	21	94	26	30	29	18	24	26	30	29	27	38
VALID CASES	5168	318	276	268	281	224	271	732	272	254	294	279	294	273	301	300	263	264
NUMBER OF RESPONDENTS	5671 100%	350 100%	301 100%	291 100%	299 100%	241 100%	292 100%	826 100%	298 100%	284 100%	323 100%	297 100%	318 100%	299 100%	331 100%	329 100%	290 100%	302 100%

Q35Q A REGULAR DENTIST IS ONE YOU WOULD GO TO FOR CHECK-UPS AND CLEANINGS OR WHEN YOU HAVE A CAVITY OR TOOTH PAIN. DO YOU HAVE A REGULAR DENTIST?

Banner I

	AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER	
	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 ILND	AMER ALSK NATV	MUL- OTHR	TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	GOOD & POOR	FE- MALE	MALE	
Q35Q YES	2983 57%	303 59%	540 60%*	505 61%*	624 57%	821 56%	177 43%*	1779 57%	33 62%	70 60%	11 78%~	30 50%	36 61%	124 55%	370 56%	2559 57%	2168 59%*	796 52%*	1183 54%*	1779 58%*
NO	2289 43%	208 41%	364 40%*	330 39%*	462 43%	651 44%	231 57%*	1336 43%	20 38%	46 40%	3 22%~	30 50%	23 39%	100 45%	291 44%	1929 43%	1520 41%*	740 48%*	988 46%*	1279 42%*
NOT ANSWERED	399	10	5	7	22	54	16	79		3	1	1	1	4	14	102	50	41	45	73
VALID CASES	5272	511	903	836	1086	1472	408	3115	53	116	14	59	59	224	661	4488	3689	1535	2170	3058
NUMBER OF RESPONDENTS	5671 100%	521 100%	908 100%	843 100%	1108 100%	1526 100%	424 100%	3194 100%	53 100%	119 100%	14 100%	60 100%	60 100%	228 100%	675 100%	4590 100%	3739 100%	1576 100%	2215 100%	3131 100%

Q35Q A REGULAR DENTIST IS ONE YOU WOULD GO TO FOR CHECK-UPS AND CLEANINGS OR WHEN YOU HAVE A CAVITY OR TOOTH PAIN. DO YOU HAVE A REGULAR DENTIST?

Banner II

	OHP TOT ADLT	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q35Q YES	2983 57%	202 62%*	160 58%	146 52%	172 60%	118 52%	156 57%	415 56%	137 49%*	145 55%	191 63%*	172 60%	174 58%	164 59%	179 58%	183 59%	163 61%	143 52%
NO	2289 43%	124 38%*	118 42%	133 48%	116 40%	108 48%	119 43%	327 44%	143 51%*	117 45%	113 37%*	115 40%	126 42%	115 41%	132 42%	127 41%	105 39%	134 48%
NOT ANSWERED	399	24	23	12	11	15	17	84	18	22	19	10	18	20	20	19	22	25
VALID CASES	5272	326	278	279	288	226	275	742	280	262	304	287	300	279	311	310	268	277
NUMBER OF RESPONDENTS	5671	350	301	291	299	241	292	826	298	284	323	297	318	299	331	329	290	302
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Q35R IN THE LAST 6 MONTHS, IF YOU NEEDED TO SEE A DENTIST RIGHT AWAY BECAUSE OF A DENTAL EMERGENCY, DID YOU GET TO SEE A DENTIST AS SOON AS YOU WANTED?

Banner I

	AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER	
	OHP TOT ADULT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	GOOD & POOR	MALE	FE- MALE	
Q35R NEVER	917 37%	108 38%	151 33%*	157 39%	206 40%	212 34%	65 40%	422 38%	10 34%~	27 52%*	3 27%~	14 48%~	14 51%~	49 44%	139 35%	741 37%	584 35%*	323 41%*	380 36%	521 37%
SOMETIMES	468 19%	61 21%	101 22%	76 19%	96 19%	102 16%	25 15%	179 16%*	8 26%~	10 19%		5 ~ 16%~	6 24%~	24 21%	87 22%	373 18%	324 20%	142 18%	178 17%*	286 20%*
USUALLY	470 19%	51 18%	75 17%	86 21%	79 15%*	134 22%	36 22%	237 21%*	4 15%~	11 21%	4 41%~	4 13%~	4 16%~	19 16%	60 15%*	396 20%	311 19%	154 19%	194 19%	268 19%
ALWAYS	619 25%	64 23%	129 28%	87 22%	130 25%	172 28%	36 22%	268 24%	7 24%~	4 8%*	3 32%~	6 22%~	2 9%~	22 19%	106 27%	505 25%	438 26%*	175 22%*	291 28%*	325 23%*
#ALWAYS + USUALLY (NET)	1089 44%	115 41%	204 45%	173 43%	208 41%	306 49%*	72 44%	505 46%	11 39%~	15 29%*	7 73%~	10 35%~	7 25%~	40 35%	166 42%	902 45%	749 45%	329 41%	485 47%*	593 42%
TOP BOX SCORE	619 25%	64 23%	129 28%	87 22%	130 25%	172 28%	36 22%	268 24%	7 24%~	4 8%*	3 32%~	6 22%~	2 9%~	22 19%	106 27%	505 25%	438 26%*	175 22%*	291 28%*	325 23%*
I DID NOT HAVE A DENTAL EMERGENCY IN THE LAST 6 MONTHS	2730	234	447	412	562	829	231	1983	23	65	4	31	31	108	261	2426	1995	717	1101	1623
NOT ANSWERED	467	3	5	25	35	77	31	105	1	4	1	1	2	7	22	148	87	65	70	108
VALID CASES	2474	284	456	406	510	620	162	1106	29	51	9	28	27	113	392	2016	1657	794	1043	1401
NUMBER OF RESPONDENTS	5671 100%	521 100%	908 100%	843 100%	1108 100%	1526 100%	424 100%	3194 100%	53 100%	119 100%	14 100%	60 100%	60 100%	228 100%	675 100%	4590 100%	3739 100%	1576 100%	2215 100%	3131 100%

Q35R IN THE LAST 6 MONTHS, IF YOU NEEDED TO SEE A DENTIST RIGHT AWAY BECAUSE OF A DENTAL EMERGENCY, DID YOU GET TO SEE A DENTIST AS SOON AS YOU WANTED?

Banner II

	OHP TOT ADLT	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q35R																		
NEVER	917 37%	30 25%*	56 37%	59 44%	52 38%	47 40%	44 36%	146 40%	36 33%	32 29%	51 36%	42 34%	41 34%	53 40%	61 42%	56 42%	39 30%*	63 45%
SOMETIMES	468 19%	27 22%	24 16%	27 20%	27 20%	23 20%	28 23%	56 15%*	22 20%	30 27%*	33 24%	22 18%	22 18%	21 16%	28 19%	21 16%	31 23%	20 14%
USUALLY	470 19%	25 21%	29 19%	23 17%	32 23%	18 15%	26 21%	67 18%	22 20%	30 27%	21 15%	28 23%	25 21%	24 18%	21 14%	28 21%	26 20%	22 16%
ALWAYS	619 25%	39 32%	41 27%	25 19%	26 19%	29 25%	25 20%	100 27%	29 27%	18 16%*	35 25%	31 25%	32 27%	36 27%	35 24%	29 22%	36 27%	35 25%
#ALWAYS + USUALLY (NET)	1089 44%	64 53%*	70 47%	48 36%*	58 42%	47 40%	51 41%	167 45%	51 47%	48 44%	56 40%	59 48%	57 47%	60 45%	56 39%	57 43%	62 47%	57 41%
TOP BOX SCORE	619 25%	39 32%	41 27%	25 19%	26 19%	29 25%	25 20%	100 27%	29 27%	18 16%*	35 25%	31 25%	32 27%	36 27%	35 24%	29 22%	36 27%	35 25%
I DID NOT HAVE A DENTAL EMERGENCY IN THE LAST 6 MONTHS	2730	196	127	141	146	109	146	362	168	144	162	160	175	144	163	175	132	136
NOT ANSWERED	467	33	24	16	16	15	23	95	21	30	21	14	23	21	23	20	26	26
VALID CASES	2474	121	150	134	137	117	123	369	109	110	140	123	120	134	145	134	132	140
NUMBER OF RESPONDENTS	5671 100%	350 100%	301 100%	291 100%	299 100%	241 100%	292 100%	826 100%	298 100%	284 100%	323 100%	297 100%	318 100%	299 100%	331 100%	329 100%	290 100%	302 100%

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

Banner I

	AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER	
	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR WHT	AFR- AMER	AS- IAN	NATV ILND	AMER PAC ALSK	IND/ NATV	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	MALE	FE- MALE
Q36 EXCELLENT	556 10%	107 21%*	138 15%*	102 12%	83 8%*	105 7%*	12 3%*	302 10%*	4 8%	16 14%	2 14%~	5 8%	12 21%	23 10%	86 13%*	460 10%	563 15%*	~	262 12%*	294 10%*
VERY GOOD	1282 24%	191 37%*	280 31%*	217 26%	214 20%*	314 21%*	64 15%*	767 24%	12 24%	29 24%	6 45%~	9 15%	15 27%	41 19%*	162 24%	1098 24%	1300 35%*	~	549 25%	728 24%
GOOD	1849 35%	145 28%*	340 38%	312 37%	383 36%	522 35%	132 32%	1128 36%	14 28%	47 40%	3 22%~	22 39%	16 29%	78 36%	214 32%	1593 35%	1876 50%~	~	747 34%	1089 35%
FAIR	1201 23%	66 13%*	118 13%*	156 19%*	298 28%*	385 26%*	158 38%*	705 22%	15 30%	18 16%*	2 13%~	18 31%	11 20%	49 22%	173 26%*	1001 22%*	~	1178 75%~	471 22%	724 23%
POOR	406 8%	4 0.8%*	28 3%*	48 6%*	99 9%	168 11%*	50 12%*	235 7%	5 10%	7 6%	1 6%~	4 6%	1 3%*	28 13%*	27 4%*	361 8%*	~	398 25%*	147 7%*	247 8%
#EXCELLENT + VERY GOOD + GOOD (NET)	3686 70%	443 86%*	758 84%*	631 76%*	679 63%*	941 63%*	208 50%*	2197 70%	30 60%	92 78%*	11 81%~	35 62%	43 77%	143 65%	462 70%	3151 70%	3739 100%~	~	1557 72%*	2111 68%*
NOT ANSWERED	377	7	4	8	32	32	7	56	2	2		3	4	7	12	77			40	49
VALID CASES	5294	514	904	835	1076	1494	417	3138	51	117	14	57	56	221	663	4513	3739	1576	2175	3082
NUMBER OF RESPONDENTS	5671 100%	521 100%	908 100%	843 100%	1108 100%	1526 100%	424 100%	3194 100%	53 100%	119 100%	14 100%	60 100%	60 100%	228 100%	675 100%	4590 100%	3739 100%	1576 100%	2215 100%	3131 100%

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

Banner II

	OHP TOT																		
	ADLT	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO	
Q36																			
EXCELLENT	556 10%	37 12%	30 11%	22 8%	27 9%	21 9%	29 11%	83 11%	22 8%	36 14%	44 15%*	35 12%	35 11%	33 12%	27 9%	32 10%	26 10%	29 10%	
VERY GOOD	1282 24%	86 27%	76 27%	65 23%	61 21%	69 31%*	63 23%	171 23%	60 21%	67 26%	68 23%	65 23%	75 25%	63 22%	73 24%	68 22%	68 25%	77 27%	
GOOD	1849 35%	104 33%	100 35%	103 37%	101 35%	72 32%	90 33%	257 34%	125 44%*	85 33%	107 35%	113 39%	122 40%	106 38%	114 37%	114 36%	86 32%	97 35%	
FAIR	1201 23%	65 20%	55 19%	61 22%	80 28%*	57 25%	58 21%	176 23%	63 22%	54 21%	62 21%	53 18%	59 19%	61 22%	66 21%	68 22%	70 26%	54 19%	
POOR	406 8%	27 8%	23 8%	27 10%	17 6%	7 3%*	35 13%*	64 9%	15 5%	18 7%	21 7%	22 8%	15 5%*	18 6%	29 9%	33 10%	19 7%	24 9%	
#EXCELLENT + VERY GOOD + GOOD (NET)	3686 70%	227 71%	206 73%	190 68%	189 66%	162 72%	182 66%	511 68%	207 73%	188 72%	219 73%	213 74%	232 76%*	202 72%	214 69%	214 68%	180 67%	203 72%	
NOT ANSWERED	377	31	17	13	13	15	17	75	13	24	21	9	12	18	22	14	21	21	
VALID CASES	5294	319	284	278	286	226	275	751	285	260	302	288	306	281	309	315	269	281	
NUMBER OF RESPONDENTS	5671 100%	350 100%	301 100%	291 100%	299 100%	241 100%	292 100%	826 100%	298 100%	284 100%	323 100%	297 100%	318 100%	299 100%	331 100%	329 100%	290 100%	302 100%	

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

Banner I

	AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER	
	OHP TOT ADULT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR WHT	AFR- AMER	AS- IAN	NATV ILND	AMER PAC ALSK	OTH	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & FAIR & POOR	MALE	FE- MALE
Q37 EXCELLENT	956 18%	144 28%*	199 22%*	144 17%	164 15%*	253 17%	46 11%*	511 16%*	14 26%	25 22%	6 44%~	8 13%	16 27%	33 15%	151 23%*	788 17%*	885 24%*	73 5%*	449 21%*	504 16%*
VERY GOOD	1444 27%	160 31%	253 28%	235 28%	296 27%	412 27%	89 21%*	828 26%	14 27%	38 33%	4 31%~	17 30%	12 21%*	48 21%*	187 28%	1234 27%	1215 33%*	228 15%*	616 28%	827 27%
GOOD	1591 30%	122 23%*	261 29%	262 31%	300 28%	478 32%	147 35%*	950 30%	14 26%	36 31%	1 9%~	20 35%	11 19%*	71 31%	199 30%	1360 30%	1139 31%	440 28%	634 29%	941 30%
FAIR	1030 19%	74 14%*	146 16%*	145 17%	240 22%*	287 19%	119 28%*	673 21%*	10 19%	14 12%*	1 4%~	9 16%	15 26%	57 25%*	105 16%*	899 20%*	389 10%*	622 40%*	382 17%*	637 21%*
POOR	303 6%	18 4%*	45 5%	55 7%	76 7%*	82 5%	19 4%	195 6%	1 2%	4 3%	2 12%~	3 5%	5 8%	17 7%	24 4%*	263 6%	93 2%*	205 13%*	107 5%*	188 6%
#EXCELLENT + VERY GOOD + GOOD (NET)	3991 75%	426 82%*	713 79%*	641 76%	761 71%*	1143 76%	282 67%*	2289 73%*	42 79%	99 85%*	12 84%~	45 78%	40 67%	153 68%*	536 81%*	3382 74%*	3239 87%*	741 47%*	1699 78%*	2272 73%*
NOT ANSWERED	348	3	5	2	31	14	4	37		3		3	1	2	10	45	18	9	26	34
VALID CASES	5323	518	903	841	1077	1512	420	3157	53	116	14	57	60	226	665	4545	3721	1567	2189	3097
NUMBER OF RESPONDENTS	5671 100%	521 100%	908 100%	843 100%	1108 100%	1526 100%	424 100%	3194 100%	53 100%	119 100%	14 100%	60 100%	60 100%	228 100%	675 100%	4590 100%	3739 100%	1576 100%	2215 100%	3131 100%

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

Banner II

	OHP TOT																		
	ADLT	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO	
Q37																			
EXCELLENT	956 18%	63 19%	58 20%	49 18%	53 18%	47 21%	44 16%	130 17%	42 15%	60 23%	55 18%	53 19%	64 21%	45 16%	55 18%	57 18%	53 20%	50 18%	
VERY GOOD	1444 27%	94 29%	75 26%	61 22%*	82 29%	66 29%	80 29%	191 25%	77 27%	69 26%	73 24%	88 31%	85 28%	82 29%	76 24%	90 29%	64 24%	75 27%	
GOOD	1591 30%	89 27%	80 28%	91 33%	92 32%	59 26%	78 28%	250 33%*	86 30%	75 29%	95 32%	85 30%	87 29%	86 30%	94 30%	95 30%	81 30%	75 27%	
FAIR	1030 19%	61 19%	48 17%	57 20%	45 16%	43 19%	58 21%	140 18%	63 22%	44 17%	60 20%	47 17%	54 18%	58 20%	63 20%	54 17%	58 22%	64 23%	
POOR	303 6%	18 6%	23 8%	21 8%	15 5%	12 5%	19 7%	49 6%	16 6%	15 6%	18 6%	11 4%	14 5%	12 4%	24 8%	17 5%	12 4%	14 5%	
#EXCELLENT + VERY GOOD + GOOD (NET)	3991 75%	246 76%	213 75%	201 72%	227 79%	172 76%	202 72%	571 75%	205 72%	204 78%	223 74%	226 80%*	236 78%	213 75%	225 72%	242 77%	198 74%	200 72%	
NOT ANSWERED	348	25	17	12	12	14	13	66	14	21	22	13	14	16	19	16	22	24	
VALID CASES	5323	325	284	279	287	227	279	760	284	263	301	284	304	283	312	313	268	278	
NUMBER OF RESPONDENTS	5671 100%	350 100%	301 100%	291 100%	299 100%	241 100%	292 100%	826 100%	298 100%	284 100%	323 100%	297 100%	318 100%	299 100%	331 100%	329 100%	290 100%	302 100%	

Q38 HAVE YOU HAD EITHER A FLU SHOT OR FLU SPRAY IN THE NOSE SINCE JULY 1, 2015?

Banner I

	AGE							RACE							ETHNIC-ITY		HEALTH STATUS		GENDER	
	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	AMER AS- AMR	NATV IAN	AMER HAW/ IND/ PAC ILND	ALSK ALS	OTHR	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	FE- MALE	MALE
Q38 #YES	1949 37%	131 27%*	255 29%*	233 28%*	386 36%	630 42%*	272 66%*	1161 37%	21 42%	54 47%*	8 60%~	14 25%*	12 20%*	74 35%	286 44%*	1624 36%*	1192 33%*	729 48%*	698 33%*	1236 41%*
NO	3261 63%	347 73%*	630 71%*	594 72%*	691 64%	855 58%*	139 34%*	1945 63%	30 58%	61 53%*	6 40%~	43 75%*	47 80%*	135 65%	357 56%*	2833 64%*	2438 67%*	803 52%*	1442 67%*	1800 59%*
DON'T KNOW	134	42	20	12	17	32	10	60	1	4		2	2	17	22	105	97	36	64	68
NOT ANSWERED	327	1	3	4	13	9	3	27	1	1		1	1	1	9	28	12	7	11	27
VALID CASES	5210	478	884	827	1078	1485	411	3107	51	115	14	58	58	210	643	4457	3631	1533	2140	3036
NUMBER OF RESPONDENTS	5671 100%	521 100%	908 100%	843 100%	1108 100%	1526 100%	424 100%	3194 100%	53 100%	119 100%	14 100%	60 100%	60 100%	228 100%	675 100%	4590 100%	3739 100%	1576 100%	2215 100%	3131 100%

Q38 HAVE YOU HAD EITHER A FLU SHOT OR FLU SPRAY IN THE NOSE SINCE JULY 1, 2015?

Banner II

	OHP TOT ADLT	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q38 #YES	1949 37%	95 29%*	91 33%	85 31%*	97 34%	61 27%*	127 47%*	336 46%*	104 37%	68 27%*	118 40%	102 36%	95 32%*	99 36%	91 30%*	114 37%	99 38%	80 29%*
NO	3261 63%	228 71%*	188 67%	192 69%*	186 66%	162 73%*	144 53%*	402 54%*	175 63%	185 73%*	180 60%	179 64%	204 68%*	178 64%	215 70%*	190 63%	164 62%	193 71%*
DON'T KNOW	134	6	5	2	6	6	7	23	6	9	3	5	7	7	5	11	8	8
NOT ANSWERED	327	21	17	12	10	12	14	65	13	22	22	11	12	15	20	14	19	21
VALID CASES	5210	323	279	277	283	223	271	738	279	253	298	281	299	277	306	304	263	273
NUMBER OF RESPONDENTS	5671 100%	350 100%	301 100%	291 100%	299 100%	241 100%	292 100%	826 100%	298 100%	284 100%	323 100%	297 100%	318 100%	299 100%	331 100%	329 100%	290 100%	302 100%

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

Banner I

	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- WHT	AMER	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	MALE	FE- MALE		
Q39 EVERY DAY	1034 20%	60 12%*	154 17%*	156 19%	289 27%*	322 22%*	53 13%*	677 22%*	11 22%	4 4%*	1 3%~	20 33%*	11 19%	52 23%	32 5%*	978 22%*	645 18%*	379 25%*	504 23%*	522 17%*
SOME DAYS	461 9%	40 8%	83 9%	78 9%	100 9%	141 9%	20 5%*	265 8%	6 11%	6 5%	1 2%~	7 12%	6 9%	32 14%*	49 7%	402 9%	284 8%*	168 11%*	219 10%*	242 8%*
NOT AT ALL	3773 72%	415 81%*	662 74%	600 72%	677 64%*	1031 69%*	344 82%*	2181 70%*	35 67%	106 91%*	13 95%~	33 56%*	43 72%	141 62%*	577 88%*	3126 69%*	2751 75%*	994 64%*	1442 67%*	2311 75%*
DON'T KNOW	42	1	5	6	16	12	2	27	1	3				2	4	34	24	14	17	25
NOT ANSWERED	360	4	5	4	26	19	5	44		1		1	1	1	13	50	35	20	34	31
VALID CASES	5269	515	898	833	1066	1495	418	3123	52	116	14	60	60	225	658	4505	3680	1542	2165	3075
NUMBER OF RESPONDENTS	5671 100%	521 100%	908 100%	843 100%	1108 100%	1526 100%	424 100%	3194 100%	53 100%	119 100%	14 100%	60 100%	60 100%	228 100%	675 100%	4590 100%	3739 100%	1576 100%	2215 100%	3131 100%

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

Banner II

	OHP TOT ADLT	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO	
Q39																			
EVERY DAY	1034 20%	73 22%	74 26%*	72 26%*	68 24%	42 19%	38 14%*	122 16%*	66 23%	51 19%	46 15%*	55 20%	69 23%	65 23%	81 26%*	93 30%*	51 19%	61 22%	
SOME DAYS	461 9%	29 9%	25 9%	26 9%	21 7%	16 7%	16 6%*	68 9%	32 11%	20 8%	20 7%	27 10%	21 7%	26 9%	40 13%*	24 8%	31 12%	25 9%	
NOT AT ALL	3773 72%	224 69%	185 65%*	181 65%*	197 69%	164 74%	222 80%*	557 75%*	187 66%*	192 73%	238 78%*	197 71%	216 71%	190 68%	188 61%*	197 63%*	184 69%	186 68%	
DON'T KNOW	42	2	1	1	1	2	2	8	1	1	3	4		2	1	1	2	6	
NOT ANSWERED	360	22	16	11	12	17	14	71	12	20	16	14	12	16	21	14	22	24	
VALID CASES	5269	326	284	279	286	222	276	747	285	263	304	279	306	281	309	314	266	272	
NUMBER OF RESPONDENTS	5671 100%	350 100%	301 100%	291 100%	299 100%	241 100%	292 100%	826 100%	298 100%	284 100%	323 100%	297 100%	318 100%	299 100%	331 100%	329 100%	290 100%	302 100%	

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?

Banner I

	AGE							RACE						ETHNICITY		HEALTH STATUS		GENDER		
	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	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR POOR	GOOD & FAIR POOR	FE- MALE	MALE		
Q40 NEVER	477 30%	48 48%*	102 41%*	104 41%*	106 26%*	96 21%*	16 20%*	297 30%	2 11%~	4 41%~	1 100%~	16 59%~	3 19%~	21 23%	30 34%	439 30%	343 36%*	128 22%*	248 33%*	224 28%*
SOMETIMES	309 20%	10 10%*	51 20%	60 24%	80 20%	99 21%	10 12%*	194 20%	5 32%~	2 19%~		5 ~ 20%~	3 23%~	18 19%	19 21%	283 20%	172 18%*	131 22%*	147 20%	160 20%
USUALLY	270 17%	14 14%	37 15%	36 14%	72 18%	93 20%	18 22%	190 19%*	4 28%~	3 32%~		1 ~ 4%~	2 12%~	10 11%*	16 18%	247 17%	165 17%	104 18%	120 16%	149 18%
ALWAYS	513 33%	29 29%	60 24%*	54 21%*	143 36%	178 38%*	36 46%*	294 30%*	4 29%~	1 8%~		5 ~ 17%~	7 47%~	42 47%*	23 26%	474 33%	283 29%*	223 38%*	229 31%	273 34%
#ALWAYS + USUALLY (NET)	782 50%	42 42%	97 39%*	90 35%*	215 54%	271 58%*	54 68%*	484 50%	8 57%~	4 40%~		6 ~ 21%~	8 58%~	52 57%	39 45%	721 50%	449 47%*	326 56%*	349 47%*	422 52%*
TOP BOX SCORE	513 33%	29 29%	60 24%*	54 21%*	143 36%	178 38%*	36 46%*	294 30%*	4 29%~	1 8%~		5 ~ 17%~	7 47%~	42 47%*	23 26%	474 33%	283 29%*	223 38%*	229 31%	273 34%
NOT ANSWERED	25	1	5	1	5	11	2	12	2	1	1			1	3	22	17	8	10	15
VALID CASES	1569	101	249	254	400	465	80	975	14	10	1	27	14	90	88	1443	963	585	744	806
NUMBER OF RESPONDENTS	1594 100%	102 100%	254 100%	255 100%	405 100%	476 100%	82 100%	987 100%	16 100%	11 100%	2 100%	27 100%	14 100%	91 100%	91 100%	1465 100%	980 100%	593 100%	754 100%	821 100%

[ASKED IF Q39 = EVERY DAY OR SOME DAYS]

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?

Banner II

	OHP TOT ADLT	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q40																		
NEVER	477 30%	25 26%	31 32%	24 25%	31 35%	18 33%	26 49%*	53 28%	25 26%	23 33%	21 33%	20 24%	35 39%	23 25%	35 29%	36 31%	24 30%	26 31%
SOMETIMES	309 20%	21 21%	20 21%	20 21%	20 23%	9 16%	8 15%	41 22%	15 15%	13 19%	15 23%	19 23%	8 9%*	19 21%	31 26%	22 19%	15 19%	19 22%
USUALLY	270 17%	19 19%	23 24%	24 25%	12 14%	9 16%	5 9%*	34 18%	23 24%	13 19%	13 20%	14 17%	19 21%	19 21%	22 18%	9 8%*	9 11%	16 19%
ALWAYS	513 33%	33 34%	22 23%*	29 30%	25 28%	19 35%	14 26%	61 32%	34 35%	20 29%	15 23%	29 35%	27 30%	30 33%	32 27%	48 42%	33 41%	24 28%
#ALWAYS + USUALLY (NET)	782 50%	52 53%	45 47%	53 55%	37 42%	28 51%	19 36%*	95 50%	57 59%	33 48%	28 44%	43 52%	46 52%	49 54%	54 45%	57 50%	42 52%	40 47%
TOP BOX SCORE	513 33%	33 34%	22 23%*	29 30%	25 28%	19 35%	14 26%	61 32%	34 35%	20 29%	15 23%	29 35%	27 30%	30 33%	32 27%	48 42%	33 41%	24 28%
NOT ANSWERED	25	4	3	1	1	3	1	1	1	2	2		1		1	2	1	1
VALID CASES	1569	98	96	97	88	55	53	189	97	69	64	82	89	91	120	115	81	85
NUMBER OF RESPONDENTS	1594 100%	102 100%	99 100%	98 100%	89 100%	58 100%	54 100%	190 100%	98 100%	71 100%	66 100%	82 100%	90 100%	91 100%	121 100%	117 100%	82 100%	86 100%

[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.

Banner I

	AGE						RACE						ETHNICITY	HEALTH STATUS		GENDER				
	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	AMER ALSK NATV	MUL- OTHR TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	MALE	FE- MALE		
Q41 NEVER	796 51%	69 70%*	155 62%*	157 62%*	185 46%*	193 42%*	33 42%	488 50%	2 12%~	5 47%~	1 100%~	19 73%~	10 70%~	40 45%	57 65%*	727 51%	514 54%*	271 47%*	396 53%	395 49%
SOMETIMES	318 20%	17 17%	41 16%	53 21%	78 19%	106 23%	17 21%	205 21%	7 44%~	2 17%~		2 8%~	2 12%~	19 22%	14 16%	293 20%	188 20%	125 22%	143 19%	170 21%
USUALLY	179 11%	8 8%	24 9%	21 8%	49 12%	68 15%*	6 8%	112 12%	2 12%~	3 29%~		3 12%~	1 7%~	10 11%	6 6%*	165 11%	105 11%	75 13%	86 12%	90 11%
ALWAYS	266 17%	5 5%*	31 12%*	22 9%*	90 22%*	94 20%*	22 28%*	164 17%	5 32%~	1 7%~		2 8%~	2 11%~	20 23%	11 13%	251 17%	154 16%	109 19%	116 16%	148 18%
#ALWAYS + USUALLY (NET)	445 29%	13 13%*	55 22%*	43 17%*	139 35%*	163 35%*	28 36%	276 29%	7 44%~	4 36%~		5 20%~	3 18%~	30 33%	17 19%*	416 29%	258 27%	184 32%*	201 27%	238 30%
TOP BOX SCORE	266 17%	5 5%*	31 12%*	22 9%*	90 22%*	94 20%*	22 28%*	164 17%	5 32%~	1 7%~		2 8%~	2 11%~	20 23%	11 13%	251 17%	154 16%	109 19%	116 16%	148 18%
NOT ANSWERED	34	3	3	2	3	14	4	18			1	1		2	3	29	20	13	14	18
VALID CASES	1560	99	251	253	402	462	78	969	16	11	1	27	14	89	88	1436	960	580	740	803
NUMBER OF RESPONDENTS	1594 100%	102 100%	254 100%	255 100%	405 100%	476 100%	82 100%	987 100%	16 100%	11 100%	2 100%	27 100%	14 100%	91 100%	91 100%	1465 100%	980 100%	593 100%	754 100%	821 100%

[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.

Banner II

	OHP TOT ADLT	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO	
Q41																			
NEVER	796 51%	46 47%	53 56%	48 50%	48 55%	34 61%	34 64%*	78 42%*	45 47%	46 66%*	33 52%	41 50%	49 56%	45 49%	68 57%	56 49%	39 49%	32 38%*	
SOMETIMES	318 20%	23 24%	23 24%	21 22%	16 18%	7 13%	8 15%	39 21%	27 28%	8 11%*	11 17%	22 27%	18 20%	19 21%	30 25%	33 29%*	13 16%	26 31%*	
USUALLY	179 11%	12 12%	10 11%	17 18%	14 16%	7 13%	2 4%*	31 17%*	6 6%*	5 7%	11 17%	7 9%	8 9%	9 10%	10 8%	11 10%	9 11%	11 13%	
ALWAYS	266 17%	16 16%	9 9%*	10 10%*	9 10%*	8 14%	9 17%	38 20%	18 19%	11 16%	9 14%	12 15%	13 15%	18 20%	12 10%*	14 12%	18 23%	16 19%	
#ALWAYS + USUALLY (NET)	445 29%	28 29%	19 20%*	27 28%	23 26%	15 27%	11 21%	69 37%*	24 25%	16 23%	20 31%	19 23%	21 24%	27 30%	22 18%*	25 22%	27 34%	27 32%	
TOP BOX SCORE	266 17%	16 16%	9 9%*	10 10%*	9 10%*	8 14%	9 17%	38 20%	18 19%	11 16%	9 14%	12 15%	13 15%	18 20%	12 10%*	14 12%	18 23%	16 19%	
NOT ANSWERED	34	5	4	2	2	2	1	4	2	1	2		2		1	3	3	1	
VALID CASES	1560	97	95	96	87	56	53	186	96	70	64	82	88	91	120	114	79	85	
NUMBER OF RESPONDENTS	1594 100%	102 100%	99 100%	98 100%	89 100%	58 100%	54 100%	190 100%	98 100%	71 100%	66 100%	82 100%	90 100%	91 100%	121 100%	117 100%	82 100%	86 100%	

[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.

Banner I

	AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER	
	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & FAIR & POOR	MALE	FE- MALE	
Q42 NEVER	888 57%	72% 72%	162% 65%	166% 66%	197% 50%	240% 52%	43% 55%	557 58%	5 30%~	5 47%~	1 100%~	17 66%~	12 85%~	51 56%	59 67%*	816 57%	572 60%*	305 53%*	444 60%*	440 55%
SOMETIMES	301 19%	14% 14%*	34% 14%*	45% 18%	81% 20%	106% 23%*	17% 22%	183 19%	4 30%~	2 17%~		5 ~ 20%~	1 1%~	17 18%	8 9%*	281 20%	175 18%	119 21%	133 18%	162 20%
USUALLY	175 11%	6% 6%*	27% 11%	21% 8%	55% 14%	59% 13%	7% 9%	108 11%	2 13%~	3 29%~		2 ~ 7%~	1 2%~	9 10%	10 11%	163 11%	97 10%	78 14%*	89 12%	85 11%
ALWAYS	191 12%	8% 8%	27% 11%	18% 7%*	63% 16%*	58% 13%	11% 14%	118 12%	4 27%~	1 7%~		2 ~ 7%~	2 11%~	15 16%	11 13%	174 12%	115 12%	74 13%	73 10%*	113 14%*
#ALWAYS + USUALLY (NET)	367 24%	14% 14%*	54% 22%	39% 16%*	118% 30%*	118% 25%	18% 23%	225 23%	6 40%~	4 36%~		4 ~ 14%~	2 13%~	24 26%	21 24%	337 24%	212 22%	152 26%*	162 22%	198 25%
TOP BOX SCORE	191 12%	8% 8%	27% 11%	18% 7%*	63% 16%*	58% 13%	11% 14%	118 12%	4 27%~	1 7%~		2 ~ 7%~	2 11%~	15 16%	11 13%	174 12%	115 12%	74 13%	73 10%*	113 14%*
NOT ANSWERED	39	1	4	5	9	12	4	21	1		1	1		3	31	21	17	15	21	
VALID CASES	1555	101	250	250	396	464	78	966	15	11	1	26	14	91	88	1434	959	576	739	800
NUMBER OF RESPONDENTS	1594 100%	102 100%	254 100%	255 100%	405 100%	476 100%	82 100%	987 100%	16 100%	11 100%	2 100%	27 100%	14 100%	91 100%	91 100%	1465 100%	980 100%	593 100%	754 100%	821 100%

[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.

Banner II

	OHP TOT ADLT	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q42																		
NEVER	888 57%	47 47%	59 63%	50 52%	49 56%	39 70%*	36 71%*	91 49%*	54 57%	45 65%	35 55%	42 51%	55 62%	48 53%	77 65%	58 51%	50 62%	38 45%*
SOMETIMES	301 19%	22 22%	18 19%	22 23%	22 25%	4 7%*	7 14%	42 23%	22 23%	7 10%*	16 25%	21 26%	13 15%	22 24%	21 18%	30 27%	10 13%	23 27%
USUALLY	175 11%	16 16%	11 12%	13 14%	9 10%	4 7%	5 10%	25 13%	6 6%*	10 14%	7 11%	10 12%	7 8%	9 10%	9 8%	12 11%	12 15%	11 13%
ALWAYS	191 12%	14 14%	6 6%*	11 11%	7 8%	9 16%	3 6%*	28 15%	13 14%	7 10%	6 9%	9 11%	13 15%	12 13%	11 9%	13 12%	8 10%	13 15%
#ALWAYS + USUALLY (NET)	367 24%	30 30%	17 18%	24 25%	16 18%	13 23%	8 16%	53 28%	19 20%	17 25%	13 20%	19 23%	20 23%	21 23%	20 17%	25 22%	20 25%	24 28%
TOP BOX SCORE	191 12%	14 14%	6 6%*	11 11%	7 8%	9 16%	3 6%*	28 15%	13 14%	7 10%	6 9%	9 11%	13 15%	12 13%	11 9%	13 12%	8 10%	13 15%
NOT ANSWERED	39	3	5	2	2	2	3	4	3	2	2		2		3	4	2	1
VALID CASES	1555	99	94	96	87	56	51	186	95	69	64	82	88	91	118	113	80	85
NUMBER OF RESPONDENTS	1594 100%	102 100%	99 100%	98 100%	89 100%	58 100%	54 100%	190 100%	98 100%	71 100%	66 100%	82 100%	90 100%	91 100%	121 100%	117 100%	82 100%	86 100%

[ASKED IF Q39 = EVERY DAY OR SOME DAYS]

Q43 DO YOU TAKE ASPIRIN DAILY OR EVERY OTHER DAY?

Banner I

	AGE							RACE							ETHNIC-ITY		HEALTH STATUS		GENDER	
	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	AMER	AS- IAN	NATV ILND	AMER IND/ ALSK	OTH	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & POOR	FAIR & POOR	MALE	FE- MALE
Q43 YES	1073 20%	23 5%*	34 4%*	77 9%*	233 21%	480 32%*	199 49%*	732 23%*	9 17%	12 11%*	2 15%~	8 14%	11 19%	46 20%	105 16%*	943 21%*	576 16%*	476 31%*	479 22%*	587 19%*
NO	4210 80%	490 95%*	864 96%*	762 91%*	855 79%	1017 68%*	210 51%*	2410 77%*	43 83%	102 89%*	12 85%~	51 86%	49 81%	181 80%	553 84%*	3577 79%*	3113 84%*	1069 69%*	1699 78%*	2492 81%*
DON'T KNOW	36	1	6	2	7	11	8	19	1	3				1	5	31	24	11	15	21
NOT ANSWERED	352	6	4	2	13	18	7	33		2		1	1	1	12	38	26	20	22	30
VALID CASES	5283	513	898	839	1088	1497	409	3142	52	114	14	60	60	227	658	4521	3689	1545	2178	3079
NUMBER OF RESPONDENTS	5671 100%	521 100%	908 100%	843 100%	1108 100%	1526 100%	424 100%	3194 100%	53 100%	119 100%	14 100%	60 100%	60 100%	228 100%	675 100%	4590 100%	3739 100%	1576 100%	2215 100%	3131 100%

Q43 DO YOU TAKE ASPIRIN DAILY OR EVERY OTHER DAY?

Banner II

	OHP TOT ADLT	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q43																		
YES	1073 20%	70 22%	56 20%	51 18%	60 21%	35 16%*	73 27%*	152 20%	54 19%	46 17%	64 21%	58 20%	50 16%	50 18%	78 25%*	70 22%	57 21%	51 18%
NO	4210 80%	253 78%	222 80%	229 82%	226 79%	190 84%*	200 73%*	601 80%	226 81%	217 83%	240 79%	226 80%	254 84%	233 82%	228 75%*	243 78%	211 79%	226 82%
DON'T KNOW	36	2	4			1	3	5	6		2	2	3	1	4	1	1	3
NOT ANSWERED	352	25	19	11	13	15	16	68	12	21	17	11	11	15	21	15	21	22
VALID CASES	5283	323	278	280	286	225	273	753	280	263	304	284	304	283	306	313	268	277
NUMBER OF RESPONDENTS	5671 100%	350 100%	301 100%	291 100%	299 100%	241 100%	292 100%	826 100%	298 100%	284 100%	323 100%	297 100%	318 100%	299 100%	331 100%	329 100%	290 100%	302 100%

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

Banner I

	AGE							RACE							ETHNIC-ITY		HEALTH STATUS		GENDER	
	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	AMER IAN	NATV ILND	AMER PAC ALSK	IND/ NATV	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & POOR	FAIR & POOR	MALE	FE- MALE
Q44 YES	481 10%	11 2%*	39 5%*	51 7%*	117 12%*	204 15%*	55 15%*	306 11%*	8 15%	8 7%	1 3%~	4 7%	3 5%	28 14%	33 5%*	435 10%*	228 6%*	243 18%*	157 8%*	318 11%*
NO	4399 90%	475 98%*	822 95%*	739 93%*	879 88%*	1147 85%*	309 85%*	2547 89%*	43 85%	98 93%	13 97%~	48 93%	51 95%	172 86%	594 95%*	3729 90%*	3290 94%*	1082 82%*	1868 92%*	2513 89%*
DON'T KNOW	432	30	42	50	95	154	54	302	2	10	1	7	7	26	36	387	196	221	160	271
NOT ANSWERED	359	5	5	2	17	21	7	39		3		1	1	2	12	39	25	29	29	29
VALID CASES	4880	486	861	791	996	1351	363	2853	51	106	13	52	53	200	627	4164	3518	1325	2026	2831
NUMBER OF RESPONDENTS	5671 100%	521 100%	908 100%	843 100%	1108 100%	1526 100%	424 100%	3194 100%	53 100%	119 100%	14 100%	60 100%	60 100%	228 100%	675 100%	4590 100%	3739 100%	1576 100%	2215 100%	3131 100%

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

Banner II

	OHP TOT ADLT	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO	
Q44																			
YES	481 10%	27 9%	29 11%	17 7%	32 12%	16 8%	38 15%*	74 11%	25 9%	24 10%	11 4%*	19 7%	27 10%	22 8%	30 11%	27 9%	19 8%	28 11%	
NO	4399 90%	274 91%	238 89%	233 93%	227 88%	194 92%	210 85%*	615 89%	240 91%	221 90%	263 96%*	236 93%	255 90%	244 92%	255 89%	266 91%	232 92%	231 89%	
DON'T KNOW	432	25	14	28	27	19	29	65	18	19	32	28	23	16	25	23	17	19	
NOT ANSWERED	359	24	20	13	13	12	15	72	15	20	17	14	13	17	21	13	22	24	
VALID CASES	4880	301	267	250	259	210	248	689	265	245	274	255	282	266	285	293	251	259	
NUMBER OF RESPONDENTS	5671 100%	350 100%	301 100%	291 100%	299 100%	241 100%	292 100%	826 100%	298 100%	284 100%	323 100%	297 100%	318 100%	299 100%	331 100%	329 100%	290 100%	302 100%	

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

Banner I

	AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER	
	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 ILND	AMER ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	GOOD & POOR	MALE	FE- MALE	
Q45 YES	1760 33%	72 14%*	134 15%*	159 19%*	413 38%*	708 47%*	257 62%*	1067 34%	22 42%	29 25%*	2 13%~	12 19%*	18 32%	83 37%	180 28%*	1550 34%*	1037 28%*	697 45%*	782 36%*	972 32%*
NO	3528 67%	438 86%*	765 85%*	678 81%*	680 62%*	790 53%*	159 38%*	2089 66%	31 58%	88 75%*	12 87%~	48 81%*	40 68%	139 63%	474 72%*	2985 66%*	2642 72%*	861 55%*	1398 64%*	2113 68%*
NOT ANSWERED	383	11	9	5	15	28	9	38		2	1	1	2	6	21	55	59	17	35	45
VALID CASES	5288	510	899	838	1093	1498	415	3156	53	117	14	59	58	222	654	4535	3680	1559	2180	3086
NUMBER OF RESPONDENTS	5671 100%	521 100%	908 100%	843 100%	1108 100%	1526 100%	424 100%	3194 100%	53 100%	119 100%	14 100%	60 100%	60 100%	228 100%	675 100%	4590 100%	3739 100%	1576 100%	2215 100%	3131 100%

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

Banner II

	OHP TOT ADLT	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO	
Q45																			
YES	1760 33%	108 33%	93 33%	100 36%	100 35%	62 27%*	122 44%*	244 33%	83 29%	87 33%	84 27%*	90 32%	100 33%	93 33%	102 33%	116 37%	84 32%	82 30%	
NO	3528 67%	216 67%	188 67%	181 64%	184 65%	164 73%*	154 56%*	505 67%	202 71%	176 67%	222 73%*	193 68%	205 67%	189 67%	207 67%	198 63%	182 68%	193 70%	
NOT ANSWERED	383	26	20	10	15	15	16	77	13	21	17	14	13	17	22	15	24	27	
VALID CASES	5288	324	281	281	284	226	276	749	285	263	306	283	305	282	309	314	266	275	
NUMBER OF RESPONDENTS	5671 100%	350 100%	301 100%	291 100%	299 100%	241 100%	292 100%	826 100%	298 100%	284 100%	323 100%	297 100%	318 100%	299 100%	331 100%	329 100%	290 100%	302 100%	

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

Banner I

	AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER	
	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	AMER 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	MALE	FE- MALE		
Q46.1																				
YES	1193 21%	22 4%*	40 4%*	126 15%*	317 29%*	490 32%*	184 43%*	725 23%*	9 18%	46 39%*	4 31%~	7 12%*	8 13%	50 22%	143 21%	1030 22%*	633 17%*	538 34%*	481 22%	704 22%*
NO	4478 79%	499 96%*	868 96%*	717 85%*	791 71%*	1036 68%*	240 57%*	2469 77%*	44 82%	73 61%*	10 69%~	53 88%*	52 87%	178 78%	532 79%	3560 78%*	3106 83%*	1038 66%*	1734 78%	2427 78%*
VALID CASES	5671	521	908	843	1108	1526	424	3194	53	119	14	60	60	228	675	4590	3739	1576	2215	3131
NUMBER OF RESPONDENTS	5671 100%	521 100%	908 100%	843 100%	1108 100%	1526 100%	424 100%	3194 100%	53 100%	119 100%	14 100%	60 100%	60 100%	228 100%	675 100%	4590 100%	3739 100%	1576 100%	2215 100%	3131 100%

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

Banner II

	OHP TOT	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q46.1	ADLT																	
YES	1193 21%	76 22%	60 20%	61 21%	69 23%	43 18%	63 22%	188 23%	63 21%	54 19%	65 20%	73 25%	72 23%	53 18%	70 21%	74 22%	63 22%	51 17%
NO	4478 79%	274 78%	241 80%	230 79%	230 77%	198 82%	229 78%	638 77%	235 79%	230 81%	258 80%	224 75%	246 77%	246 82%	261 79%	255 78%	227 78%	251 83%
VALID CASES	5671	350	301	291	299	241	292	826	298	284	323	297	318	299	331	329	290	302
NUMBER OF RESPONDENTS	5671 100%	350 100%	301 100%	291 100%	299 100%	241 100%	292 100%	826 100%	298 100%	284 100%	323 100%	297 100%	318 100%	299 100%	331 100%	329 100%	290 100%	302 100%

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

Banner I

	AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER	
	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-	NATV HAW/ PAC	AMER IND/ ALSK	MUL-	TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & GOOD POOR	FE- MALE	MALE		
Q46.2 YES	1634 29%	32 6%*	100 11%*	151 18%*	384 35%*	708 46%*	246 58%*	1007 32%*	24 45%*	44 37%	4 30%~	16 26%	12 20%	73 32%	178 26%	1430 31%*	884 24%*	724 46%*	725 33%*	904 29%
NO	4037 71%	489 94%*	808 89%*	692 82%*	724 65%*	818 54%*	178 42%*	2187 68%*	29 55%*	75 63%	10 70%~	44 74%	48 80%	155 68%	497 74%	3160 69%*	2855 76%*	852 54%*	1490 67%*	2227 71%
VALID CASES	5671	521	908	843	1108	1526	424	3194	53	119	14	60	60	228	675	4590	3739	1576	2215	3131
NUMBER OF RESPONDENTS	5671 100%	521 100%	908 100%	843 100%	1108 100%	1526 100%	424 100%	3194 100%	53 100%	119 100%	14 100%	60 100%	60 100%	228 100%	675 100%	4590 100%	3739 100%	1576 100%	2215 100%	3131 100%

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

Banner II

		OHP																	
		TOT																	
		ADLT	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q46.2																			
YES		1634	92	81	81	94	66	98	240	80	67	82	93	80	89	94	95	77	80
		29%	26%	27%	28%	31%	27%	34%	29%	27%	24%*	25%	31%	25%	30%	28%	29%	27%	26%
NO		4037	258	220	210	205	175	194	586	218	217	241	204	238	210	237	234	213	222
		71%	74%	73%	72%	69%	73%	66%	71%	73%	76%*	75%	69%	75%	70%	72%	71%	73%	74%
VALID CASES		5671	350	301	291	299	241	292	826	298	284	323	297	318	299	331	329	290	302
NUMBER OF RESPONDENTS		5671	350	301	291	299	241	292	826	298	284	323	297	318	299	331	329	290	302
		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

Banner I

	AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER	
	OHP TOT ADLT	18 TO	25 TO	35 TO	45 TO	55 TO	65 AND OVER	BLCK OR AFR-	AS-	NATV HAW/ PAC	AMER IND/ ALSK	MUL-	TI	HIS- IC	NOT HIS- PAN-	EX & VERY GOOD & FAIR & GOOD POOR	FE- MALE MALE			
Q46.3 YES	883 16%	53 10%*	86 9%*	109 13%*	252 23%*	293 19%*	88 21%*	523 16%	11 20%	10 9%*	3 25%~	5 8%*	9 14%	50 22%*	77 11%*	794 17%*	504 13%*	367 23%*	345 16%	536 17%*
NO	4788 84%	468 90%*	822 91%*	734 87%*	856 77%*	1233 81%*	336 79%*	2671 84%	42 80%	109 91%*	11 75%~	55 92%*	51 86%	178 78%*	598 89%*	3796 83%*	3235 87%*	1209 77%*	1870 84%	2595 83%*
VALID CASES	5671	521	908	843	1108	1526	424	3194	53	119	14	60	60	228	675	4590	3739	1576	2215	3131
NUMBER OF RESPONDENTS	5671 100%	521 100%	908 100%	843 100%	1108 100%	1526 100%	424 100%	3194 100%	53 100%	119 100%	14 100%	60 100%	60 100%	228 100%	675 100%	4590 100%	3739 100%	1576 100%	2215 100%	3131 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

Banner II

	OHP TOT ADLT	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q46.3																		
YES	883 16%	58 17%	46 15%	51 18%	45 15%	37 15%	51 17%	126 15%	42 14%	29 10%*	35 11%*	44 15%	35 11%*	44 15%	59 18%	72 22%*	46 16%	54 18%
NO	4788 84%	292 83%	255 85%	240 82%	254 85%	204 85%	241 83%	700 85%	256 86%	255 90%*	288 89%*	253 85%	283 89%*	255 85%	272 82%	257 78%*	244 84%	248 82%
VALID CASES	5671	350	301	291	299	241	292	826	298	284	323	297	318	299	331	329	290	302
NUMBER OF RESPONDENTS	5671 100%	350 100%	301 100%	291 100%	299 100%	241 100%	292 100%	826 100%	298 100%	284 100%	323 100%	297 100%	318 100%	299 100%	331 100%	329 100%	290 100%	302 100%

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

Banner I

	AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER	
	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/ ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & FAIR & POOR	MALE	FE- MALE	
Q47.1 YES	231 4%	5 1%*0.9%*	9 2%*	14 4%	46 6%*	97 13%*	54 4%	143 6%	3 3%	4 ~0.6%*	1 4%	2 4%	9 4%	20 3%	209 5%*	91 2%*	137 9%*	110 5%*	121 4%	
NO	5440 96%	516 99%*	899 99%*	829 98%*	1062 96%	1429 94%*	370 87%*	3051 96%	50 94%	115 97%	14 100%~	60 99%*	58 96%	219 96%	655 97%	4381 95%*	3648 98%*	1439 91%*	2105 95%*	3010 96%
VALID CASES	5671	521	908	843	1108	1526	424	3194	53	119	14	60	60	228	675	4590	3739	1576	2215	3131
NUMBER OF RESPONDENTS	5671 100%	521 100%	908 100%	843 100%	1108 100%	1526 100%	424 100%	3194 100%	53 100%	119 100%	14 100%	60 100%	60 100%	228 100%	675 100%	4590 100%	3739 100%	1576 100%	2215 100%	3131 100%

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

	OHP TOT	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO	
Q47.1																			
YES	231 4%	13 4%	11 4%	13 4%	17 6%	3 1%*	22 8%*	34 4%	14 5%	9 3%	8 2%	10 3%	3 0.9%*	9 3%	16 5%	17 5%	13 4%	9 3%	
NO	5440 96%	337 96%	290 96%	278 96%	282 94%	238 99%*	270 92%*	792 96%	284 95%	275 97%	315 98%	287 97%	315 99%*	290 97%	315 95%	312 95%	277 96%	293 97%	
VALID CASES	5671	350	301	291	299	241	292	826	298	284	323	297	318	299	331	329	290	302	
NUMBER OF RESPONDENTS	5671 100%	350 100%	301 100%	291 100%	299 100%	241 100%	292 100%	826 100%	298 100%	284 100%	323 100%	297 100%	318 100%	299 100%	331 100%	329 100%	290 100%	302 100%	

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

	AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER	
	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- AMR	IAN	NATV HAW/ ILND	AMR IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	MALE	FE- MALE
Q47.2 YES	220 4%	3 0.5%*	5 0.5%*	17 2%*	41 4%	92 6%*	56 13%*	140 4%*	5 9%	4 4%	1 ~	1 2%	13 5%	13 2%*	201 4%*	76 2%*	141 9%*	91 4%	129 4%	
NO	5451 96%	518 99%*	903 99%*	826 98%*	1067 96%	1434 94%*	368 87%*	3054 96%*	48 91%	115 96%	14 100%~	59 98%	59 98%	215 95%	662 98%*	4389 96%*	3663 98%*	1435 91%*	2124 96%	3002 96%
VALID CASES	5671	521	908	843	1108	1526	424	3194	53	119	14	60	60	228	675	4590	3739	1576	2215	3131
NUMBER OF RESPONDENTS	5671 100%	521 100%	908 100%	843 100%	1108 100%	1526 100%	424 100%	3194 100%	53 100%	119 100%	14 100%	60 100%	60 100%	228 100%	675 100%	4590 100%	3739 100%	1576 100%	2215 100%	3131 100%

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

Banner II

	OHP TOT ADLT	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q47.2																		
YES	220 4%	14 4%	6 2%*	14 5%	14 5%	4 2%*	20 7%*	31 4%	15 5%	12 4%	4 1%*	12 4%	9 3%	7 2%	20 6%	22 7%*	9 3%	8 3%
NO	5451 96%	336 96%	295 98%*	277 95%	285 95%	237 98%*	272 93%*	795 96%	283 95%	272 96%	319 99%*	285 96%	309 97%	292 98%	311 94%	307 93%*	281 97%	294 97%
VALID CASES	5671	350	301	291	299	241	292	826	298	284	323	297	318	299	331	329	290	302
NUMBER OF RESPONDENTS	5671 100%	350 100%	301 100%	291 100%	299 100%	241 100%	292 100%	826 100%	298 100%	284 100%	323 100%	297 100%	318 100%	299 100%	331 100%	329 100%	290 100%	302 100%

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

Banner I

	AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER	
	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/ ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & FAIR & POOR	MALE	FE- MALE	
Q47.3 YES	243 4%	2 0.3%*	10 1%*	12 1%*	48 4%	99 7%*	61 14%*	162 5%*	3 5%	6 5%	2 15%~	1 1%	1 6%	14 2%*	225 5%*	92 2%*	141 9%*	98 4%	143 5%	
NO	5428 96%	519 100%*	898 99%*	831 99%*	1060 96%	1427 93%*	363 86%*	3032 95%*	50 95%	113 95%	12 85%~	59 99%*	59 99%	214 94%	662 98%*	4365 95%*	3647 98%*	1435 91%*	2117 96%	2988 95%
VALID CASES	5671	521	908	843	1108	1526	424	3194	53	119	14	60	60	228	675	4590	3739	1576	2215	3131
NUMBER OF RESPONDENTS	5671 100%	521 100%	908 100%	843 100%	1108 100%	1526 100%	424 100%	3194 100%	53 100%	119 100%	14 100%	60 100%	60 100%	228 100%	675 100%	4590 100%	3739 100%	1576 100%	2215 100%	3131 100%

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

Banner II

		OHP																	
		TOT																	
		ADLT	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q47.3																			
YES		243	12	4	7	16	4	28	33	15	6	10	16	11	7	15	18	13	11
		4%	3%	1%*	2%*	5%	2%*	10%*	4%	5%	2%*	3%	5%	3%	2%*	5%	5%	4%	4%
NO		5428	338	297	284	283	237	264	793	283	278	313	281	307	292	316	311	277	291
		96%	97%	99%*	98%*	95%	98%*	90%*	96%	95%	98%*	97%	95%	97%	98%*	95%	95%	96%	96%
VALID CASES		5671	350	301	291	299	241	292	826	298	284	323	297	318	299	331	329	290	302
NUMBER OF RESPONDENTS		5671	350	301	291	299	241	292	826	298	284	323	297	318	299	331	329	290	302
		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

Banner I

	AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER	
	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	GOOD & POOR	MALE	FE- MALE	
Q47.4 YES	955 17%	21 4%*	53 6%*	112 13%*	230 21%*	377 25%*	145 34%*	539 17%	18 34%*	30 25%*	4 31%~	11 19%	10 16%	37 16%	143 21%*	794 17%*	441 12%*	493 31%*	349 16%	595 19%*
NO	4716 83%	500 96%*	855 94%*	731 87%*	878 79%*	1149 75%*	279 66%*	2655 83%	35 66%*	89 75%*	10 69%~	49 81%	50 84%	191 84%	532 79%*	3796 83%*	3298 88%*	1083 69%*	1866 84%	2536 81%*
VALID CASES	5671	521	908	843	1108	1526	424	3194	53	119	14	60	60	228	675	4590	3739	1576	2215	3131
NUMBER OF RESPONDENTS	5671 100%	521 100%	908 100%	843 100%	1108 100%	1526 100%	424 100%	3194 100%	53 100%	119 100%	14 100%	60 100%	60 100%	228 100%	675 100%	4590 100%	3739 100%	1576 100%	2215 100%	3131 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

Banner II

	OHP TOT ADLT	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q47.4																		
YES	955 17%	46 13%*	57 19%	37 13%*	44 15%	31 13%*	62 21%*	162 20%*	50 17%	45 16%	56 17%	48 16%	44 14%	35 12%*	54 16%	57 17%	59 20%	46 15%
NO	4716 83%	304 87%*	244 81%	254 87%*	255 85%	210 87%*	230 79%*	664 80%*	248 83%	239 84%	267 83%	249 84%	274 86%	264 88%*	277 84%	272 83%	231 80%	256 85%
VALID CASES	5671	350	301	291	299	241	292	826	298	284	323	297	318	299	331	329	290	302
NUMBER OF RESPONDENTS	5671 100%	350 100%	301 100%	291 100%	299 100%	241 100%	292 100%	826 100%	298 100%	284 100%	323 100%	297 100%	318 100%	299 100%	331 100%	329 100%	290 100%	302 100%

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

Banner I

	AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER	
	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	AMER IAN	NATV HAW/ PAC	AMER IND/ ALSK	OTH	MUL- TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & GOOD	FAIR & POOR	MALE	FE- MALE	
Q48 YES	1695 32%	88 17%*	219 24%*	241 29%*	385 35%*	578 38%*	173 42%*	1041 33%	16 32%	21 18%*	2 15%~	15 26%	13 22%	82 37%	171 26%*	1497 33%*	838 23%*	813 53%*	574 26%*	1113 36%*
NO	3585 68%	424 83%*	684 76%*	592 71%*	706 65%*	927 62%*	243 58%*	2122 67%	34 68%	95 82%*	12 85%~	43 74%	47 78%	141 63%	481 74%*	3049 67%*	2832 77%*	733 47%*	1610 74%*	1977 64%*
NOT ANSWERED	392	9	5	10	17	21	9	31	3	3		2		4	23	44	68	30	31	41
VALID CASES	5279	512	903	833	1091	1505	415	3163	50	116	14	58	60	224	652	4546	3671	1546	2184	3090
NUMBER OF RESPONDENTS	5671 100%	521 100%	908 100%	843 100%	1108 100%	1526 100%	424 100%	3194 100%	53 100%	119 100%	14 100%	60 100%	60 100%	228 100%	675 100%	4590 100%	3739 100%	1576 100%	2215 100%	3131 100%

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

Banner II

	OHP TOT ADLT	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q48 YES	1695 32%	89 28%	91 32%	107 38%*	91 32%	66 30%	102 37%	249 33%	92 33%	78 30%	80 26%*	88 31%	82 27%	81 29%	102 33%	90 29%	90 34%	91 33%
NO	3585 68%	232 72%	189 68%	174 62%*	192 68%	155 70%	174 63%	506 67%	191 67%	182 70%	223 74%*	198 69%	221 73%	201 71%	210 67%	223 71%	177 66%	182 67%
NOT ANSWERED	392	29	21	10	16	20	16	71	15	24	20	11	15	17	19	16	23	29
VALID CASES	5279	321	280	281	283	221	276	755	283	260	303	286	303	282	312	313	267	273
NUMBER OF RESPONDENTS	5671 100%	350 100%	301 100%	291 100%	299 100%	241 100%	292 100%	826 100%	298 100%	284 100%	323 100%	297 100%	318 100%	299 100%	331 100%	329 100%	290 100%	302 100%

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

Banner I

	AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER	
	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- AMR	IAN	NATV HAW/ ILND	AMER IND/ ALSK	OTHR	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	MALE	FE- MALE
Q49 YES	1392 87%	66 79%	178 80%*	196 87%	340 90%*	490 92%*	122 81%*	851 88%*	16 100%~	18 90%~	1 19%~	13 94%~	16 98%~	76 87%	108 74%*	1258 88%*	676 83%*	682 91%*	469 87%	916 87%
NO	208 13%	18 21%	46 20%*	29 13%	37 10%*	41 8%*	29 19%*	112 12%*		2 ~ 10%~	2 81%~	1 6%~	1 2%~	12 13%	39 26%*	165 12%*	140 17%*	71 9%*	70 13%	138 13%
NOT ANSWERED	69	1	4	15	13	22	12	50		1		3		13	54	27	40	27	41	
VALID CASES	1600	84	223	225	378	531	150	962	16	19	2	14	16	88	147	1423	816	753	539	1054
NUMBER OF RESPONDENTS	1669	84	227	240	391	553	162	1012	16	20	2	17	16	88	160	1477	843	793	566	1095
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q48 = YES]

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

	OHP TOT ADLT	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q49																		
YES	1392 87%	75 87%	74 85%	97 92%*	73 86%	56 89%	85 90%	208 86%	76 87%	64 86%	66 87%	76 91%	72 91%	64 82%	84 88%	74 85%	76 87%	73 82%
NO	208 13%	11 13%	13 15%	8 8%*	12 14%	7 11%	9 10%	35 14%	11 13%	10 14%	10 13%	11 13%	7 9%	14 18%	12 13%	13 15%	11 13%	16 18%
NOT ANSWERED	69	3	4	2	6	3	8	6	5	4	4	1	3	3	6	3	3	2
VALID CASES	1600	86	87	105	85	63	94	243	87	74	76	87	79	78	96	87	87	89
NUMBER OF RESPONDENTS	1669 100%	89 100%	91 100%	107 100%	91 100%	66 100%	102 100%	249 100%	92 100%	78 100%	80 100%	88 100%	82 100%	81 100%	102 100%	90 100%	90 100%	91 100%

[ASKED IF Q48 = YES]

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

Banner I

	AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER	
	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- AMR	IAN	NATV HAW/ ILND	AMR IND/ ALSK NATV	OTHR	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	MALE	FE- MALE
Q50 YES	3271 62%	156 30%*	367 41%*	431 52%*	779 71%*	1159 77%*	364 87%*	2101 66%*	27 53%	55 48%*	8 59%~	28 46%*	34 57%	155 68%*	328 49%*	2896 64%*	1949 53%*	1269 82%*	1256 57%*	2010 65%*
NO	2030 38%	365 70%*	538 59%*	402 48%*	314 29%*	349 23%*	55 13%*	1065 34%*	25 47%	61 52%*	6 41%~	32 54%*	26 43%	73 32%*	335 51%*	1659 36%*	1733 47%*	287 18%*	940 43%*	1090 35%*
NOT ANSWERED	369		3	10	15	18	5	28	1	3					12	34	57	21	18	31
VALID CASES	5302	521	905	833	1093	1508	419	3166	52	116	14	60	60	228	663	4556	3682	1555	2197	3100
NUMBER OF RESPONDENTS	5671 100%	521 100%	908 100%	843 100%	1108 100%	1526 100%	424 100%	3194 100%	53 100%	119 100%	14 100%	60 100%	60 100%	228 100%	675 100%	4590 100%	3739 100%	1576 100%	2215 100%	3131 100%

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

Banner II

	OHP TOT ADLT	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q50																		
YES	3271 62%	193 60%	159 57%	175 63%	179 63%	119 53%*	197 72%*	476 63%	179 63%	157 60%	169 55%*	168 59%	173 57%	179 63%	191 61%	187 60%	165 61%	160 58%
NO	2030 38%	130 40%	122 43%	104 37%	105 37%	106 47%*	77 28%*	282 37%	104 37%	105 40%	136 45%*	119 41%	132 43%	104 37%	122 39%	126 40%	104 39%	114 42%
NOT ANSWERED	369	27	20	12	15	16	18	68	15	22	18	10	13	16	18	16	21	28
VALID CASES	5302	323	281	279	284	225	274	758	283	262	305	287	305	283	313	313	269	274
NUMBER OF RESPONDENTS	5671 100%	350 100%	301 100%	291 100%	299 100%	241 100%	292 100%	826 100%	298 100%	284 100%	323 100%	297 100%	318 100%	299 100%	331 100%	329 100%	290 100%	302 100%

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

	AGE						RACE						ETHNICITY		HEALTH STATUS		GENDER			
	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/ ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & FAIR & POOR	MALE	FE- MALE	
Q51 YES	2939 94%	121 85%*	338 93%	407 94%	684 94%	1044 96%*	332 96%	1904 96%*	28 98%~	41 81%*	7 78%~	27 100%~	29 98%~	136 92%	260 89%*	2635 95%*	1712 93%*	1179 97%*	1121 94%	1811 94%
NO	176 6%	21 15%*	26 7%	27 6%	46 6%	39 4%*	15 4%	83 4%*	1 2%~	10 19%*	2 22%~		1 ~	12 2%~	31 11%*	138 5%*	137 7%*	35 3%*	66 6%	110 6%
NOT ANSWERED	111	2	6	12	26	54	12	74	1	4	1	3	2	8	12	94	56	53	36	74
VALID CASES	3115	142	364	434	730	1083	347	1987	29	50	8	27	30	148	292	2772	1850	1214	1187	1921
NUMBER OF RESPONDENTS	3226 100%	144 100%	370 100%	446 100%	756 100%	1137 100%	359 100%	2061 100%	29 100%	54 100%	9 100%	30 100%	32 100%	156 100%	304 100%	2866 100%	1906 100%	1267 100%	1223 100%	1995 100%

[ASKED IF Q50 = YES]

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

Banner II

	OHP TOT ADLT	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q51																		
YES	2939 94%	178 95%	147 94%	163 96%	159 94%	106 93%	183 95%	428 94%	163 94%	135 89%*	150 92%	155 94%	158 92%	165 96%	176 95%	173 97%*	153 94%	147 95%
NO	176 6%	9 5%	9 6%	6 4%	10 6%	8 7%	9 5%	29 6%	10 6%	16 11%*	13 8%	10 6%	13 8%	6 4%	10 5%	5 3%*	9 6%	8 5%
NOT ANSWERED	111	6	3	6	10	5	5	19	6	6	6	3	2	8	5	9	3	5
VALID CASES	3115	187	156	169	169	114	192	457	173	151	163	165	171	171	186	178	162	155
NUMBER OF RESPONDENTS	3226	193	159	175	179	119	197	476	179	157	169	168	173	179	191	187	165	160
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q50 = YES]

NQ52 WHAT IS YOUR AGE?

Banner I

	AGE							RACE							ETHNIC-ITY		HEALTH STATUS		GENDER		
	OHP TOT ADULT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR WHT	AFR-AMER	AS-IAN	NATV HAW/ILND	AMER IND/ALSK	MUL-TI	HIS-PAN-IC	NOT HIS-PAN-IC	EX & VERY GOOD & FAIR	GOOD & POOR	MALE	FE-MALE		
NQ52	544	521	908	843	1108	1526	244	199	2	10	4	5	11	36	267	156	149	112	194		
18 TO 24	10%	100%~	~	~	~	~	~	6%*	5%	8%	8%~	7%	13%	11%	20%*	8%*	12%*	4%*	11%*	9%*	
25 TO 34	18%	~100%~	~	~	~	~	~	15%*	12%	9%*	20%~	7%*	9%*	21%	21%*	17%*	22%*	10%*	16%*	19%	
35 TO 44	16%	~	~100%~	~	~	~	~	15%*	26%	16%	15%~	20%	15%	20%	18%	16%*	18%*	13%*	16%	16%	
45 TO 54	20%	~	~	~100%~	~	~	~	21%	23%	22%	16%~	40%*	35%*	19%	15%*	21%*	18%*	24%*	21%*	19%	
55 TO 64	26%	~	~	~	~100%~	~	~	32%*	26%	26%	13%~	24%	21%	22%	17%*	28%*	24%*	32%*	28%*	26%	
65 TO 74	6%	~	~	~	~	~	~	58%*	6%	4%	8%	27%~	~	8%	5%	6%	4%*	9%*	5%	6%	
75 OR OLDER	4%	~	~	~	~	~	~	42%*	5%*	5%	11%*	~	2%	~	2%*	3%	4%*	3%*	7%*	3%*	5%*
VALID CASES	5671	521	908	843	1108	1526	244	199	2	10	4	5	11	36	267	156	149	112	194		
NUMBER OF RESPONDENTS	5671	521	908	843	1108	1526	244	199	2	10	4	5	11	36	267	156	149	112	194		
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%		

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

NQ52 WHAT IS YOUR AGE?

Banner II

	OHP TOT																	
	ADLT	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
NQ52																		
18 TO 24	544 10%	35 10%	31 10%	31 11%	37 12%	23 10%	25 9%	78 9%	32 11%	36 13%	46 14%*	25 8%	26 8%	18 6%*	30 9%	29 9%	36 12%	29 10%
25 TO 34	1042 18%	58 17%	63 21%	54 19%	45 15%	58 24%*	47 16%	148 18%	58 19%	53 19%	47 15%	61 21%	45 14%*	55 18%	48 15%*	46 14%*	50 17%	66 22%
35 TO 44	924 16%	62 18%	45 15%	40 14%	40 13%	46 19%	41 14%	135 16%	43 14%	43 15%	51 16%	46 15%	39 12%*	53 18%	66 20%	45 14%	48 17%	61 20%
45 TO 54	1138 20%	66 19%	66 22%	59 20%	67 22%	50 21%	37 13%*	169 20%	60 20%	51 18%	79 24%	71 24%	72 23%	64 21%	67 20%	70 21%	66 23%	61 20%
55 TO 64	1472 26%	103 29%	80 27%	95 33%*	94 31%*	58 24%	55 19%*	201 24%	84 28%	83 29%	84 26%	79 27%	114 36%*	87 29%	101 31%	111 34%*	73 25%	71 24%
65 TO 74	326 6%	19 5%	14 5%	8 3%*	14 5%	5 2%*	41 14%*	52 6%	15 5%	15 5%	12 4%	8 3%*	14 4%	18 6%	12 4%*	19 6%	11 4%	11 4%
75 OR OLDER	225 4%	7 2%*	2 0.7%*	4 1%*	2 0.7%*	1 0.4%*	46 16%*	43 5%	6 2%*	3 1%*	4 1%*	7 2%	8 3%	4 1%*	7 2%*	9 3%	6 2%*	3 1%*
VALID CASES	5671	350	301	291	299	241	292	826	298	284	323	297	318	299	331	329	290	302
NUMBER OF RESPONDENTS	5671 100%	350 100%	301 100%	291 100%	299 100%	241 100%	292 100%	826 100%	298 100%	284 100%	323 100%	297 100%	318 100%	299 100%	331 100%	329 100%	290 100%	302 100%

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

NQ53 ARE YOU MALE OR FEMALE?

Banner I

	AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER	
	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	AMER 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	MALE	FE- MALE		
NQ53 MALE	2300 41%	243 47%*	328 36%*	346 41%	478 43%	655 43%*	133 31%*	1265 40%	22 42%	40 34%	2 16%~	25 41%	32 54%*	99 44%	282 42%	1841 40%	1554 42%*	600 38%*	2215 100%~	~
FEMALE	3371 59%	278 53%*	580 64%*	497 59%	630 57%	871 57%*	291 69%*	1929 60%	31 58%	79 66%	12 84%~	35 59%	28 46%*	129 56%	393 58%	2749 60%	2185 58%*	976 62%*	3131 ~100%~	~
VALID CASES	5671	521	908	843	1108	1526	424	3194	53	119	14	60	60	228	675	4590	3739	1576	2215	3131
NUMBER OF RESPONDENTS	5671 100%	521 100%	908 100%	843 100%	1108 100%	1526 100%	424 100%	3194 100%	53 100%	119 100%	14 100%	60 100%	60 100%	228 100%	675 100%	4590 100%	3739 100%	1576 100%	2215 100%	3131 100%

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

NQ53 ARE YOU MALE OR FEMALE?

Banner II

	OHP TOT ADLT	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO	
NQ53																			
MALE	2300 41%	160 46%*	133 44%	117 40%	123 41%	103 43%	98 34%*	326 39%	124 42%	112 39%	123 38%	120 40%	141 44%	134 45%	138 42%	147 45%	113 39%	130 43%	
FEMALE	3371 59%	190 54%*	168 56%	174 60%	176 59%	138 57%	194 66%*	500 61%	174 58%	172 61%	200 62%	177 60%	177 56%	165 55%	193 58%	182 55%	177 61%	172 57%	
VALID CASES	5671	350	301	291	299	241	292	826	298	284	323	297	318	299	331	329	290	302	
NUMBER OF RESPONDENTS	5671 100%	350 100%	301 100%	291 100%	299 100%	241 100%	292 100%	826 100%	298 100%	284 100%	323 100%	297 100%	318 100%	299 100%	331 100%	329 100%	290 100%	302 100%	

[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?

Banner I

	AGE							RACE							ETHNIC-ITY		HEALTH STATUS		GENDER	
	OHP TOT ADULT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR WHTE	AFR-AMER	AS-IAN	NATV ILND	HAW/ PAC	AMER ALSK	MUL-TI	HIS-PAN-IC	NOT HIS-PAN-IC	EX & VERY GOOD & FAIR	VERY GOOD & POOR	MALE	FE-MALE
Q54 8TH GRADE OR LESS	328 6%	8 2%*	16 2%*	40 5%*	79 7%	95 6%	77 19%*	101 3%*	6 12%	22 19%*	4 30%~	3 5%	1 0.7%*	9 4%	157 24%*	165 4%*	183 5%*	139 9%*	145 7%	185 6%
SOME HIGH SCHOOL BUT DID NOT GRADUATE	614 12%	75 15%*	91 10%	106 13%	153 14%*	146 10%*	45 11%	316 10%*	8 15%	14 12%	2 18%~	7 11%	3 5%*	32 15%	109 17%*	492 11%*	365 10%*	245 16%*	292 13%*	324 10%*
HIGH SCHOOL GRADUATE OR GED	1659 31%	224 43%*	275 31%	246 29%	342 31%	473 32%	104 25%*	1045 33%*	16 30%	29 25%	2 13%~	21 35%	17 28%	63 28%	186 28%	1445 32%	1167 32%	472 31%	752 34%*	907 29%*
SOME COLLEGE OR 2-YEAR DEGREE	1998 38%	187 36%	381 42%*	314 38%	381 35%*	589 39%	146 35%	1252 40%*	16 29%	27 23%*	5 39%~	29 48%	33 55%*	96 43%	161 25%*	1814 40%*	1419 39%	545 35%*	754 35%*	1240 40%*
4-YEAR COLLEGE GRADUATE	437 8%	21 4%*	98 11%*	81 10%	94 9%	117 8%	25 6%*	299 9%*	5 9%	18 15%*	~	~	2 3%*	12 5%	20 3%*	410 9%*	357 10%*	79 5%*	155 7%*	281 9%*
MORE THAN 4-YEAR COLLEGE DEGREE	242 5%	1 0.1%*	39 4%	49 6%	51 5%	78 5%	19 5%	151 5%	3 6%	6 5%	~	1 0.3%*	5 8%	10 5%	21 3%*	217 5%	188 5%*	56 4%*	84 4%*	156 5%*
NOT ANSWERED	392	5	8	8	8	29	8	31		4			1	5	21	46	60	40	33	39
VALID CASES	5279	516	900	835	1100	1497	416	3163	53	115	14	60	59	223	654	4544	3679	1536	2182	3092
NUMBER OF RESPONDENTS	5671 100%	521 100%	908 100%	843 100%	1108 100%	1526 100%	424 100%	3194 100%	53 100%	119 100%	14 100%	60 100%	60 100%	228 100%	675 100%	4590 100%	3739 100%	1576 100%	2215 100%	3131 100%

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

Banner II

	OHP																		
	TOT	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO	
Q54																			
8TH GRADE OR LESS	328 6%	11 3%*	14 5%	10 4%*	22 8%	15 7%	23 9%	57 8%	7 2%*	14 5%	43 14%*	10 3%*	8 3%*	12 4%	11 4%*	9 3%*	24 9%	15 5%	
SOME HIGH SCHOOL BUT DID NOT GRADUATE	614 12%	36 11%	34 12%	33 12%	37 13%	20 9%	35 13%	76 10%	38 13%	38 15%	39 13%	35 12%	42 14%	31 11%	51 16%*	43 14%	34 13%	34 12%	
HIGH SCHOOL GRADUATE OR GED	1659 31%	118 37%*	103 37%	96 34%	117 41%*	64 28%	83 31%	216 28%*	89 31%	79 30%	112 37%*	91 32%	106 35%	71 25%*	119 38%*	123 39%*	95 36%	91 33%	
SOME COLLEGE OR 2-YEAR DEGREE	1998 38%	119 37%	113 41%	119 43%	94 33%	89 39%	100 37%	281 37%	116 41%	92 35%	71 24%*	100 35%	119 39%	132 47%*	107 34%	111 36%	89 33%	100 36%	
4-YEAR COLLEGE GRADUATE	437 8%	27 8%	8 3%*	14 5%*	10 4%*	17 8%	21 8%	81 11%*	19 7%	29 11%	21 7%	32 11%	16 5%*	26 9%	15 5%*	22 7%	18 7%	27 10%	
MORE THAN 4-YEAR COLLEGE DEGREE	242 5%	8 3%*	7 3%*	7 3%*	2 0.7%*	21 9%*	7 3%*	49 6%*	14 5%	10 4%	13 4%	18 6%	14 5%	8 3%	10 3%	4 1%*	6 2%*	9 3%	
NOT ANSWERED	392	31	22	12	17	15	23	66	15	22	24	11	13	19	18	17	24	26	
VALID CASES	5279	319	279	279	282	226	269	760	283	262	299	286	305	280	313	312	266	276	
NUMBER OF RESPONDENTS	5671	350	301	291	299	241	292	826	298	284	323	297	318	299	331	329	290	302	
	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?

Banner I

	AGE							RACE							ETHNIC-ITY		HEALTH STATUS		GENDER	
	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-	NATV HAW/ PAC	AMER IND/ ALSK	MUL-	TI	HIS- PAN-	NOT HIS- PAN-	EX & VERY GOOD & GOOD	FAIR & POOR	MALE	FE- MALE	
Q55																				
YES HISPANIC OR LATINO	668 13%	139 27%*	138 15%*	116 14%	104 10%*	122 8%*	43 10%	~	~	~	~	~	~	~	675 ~100%~	464 ~	195 13%	285 13%	384 12%	
NO NOT HISPANIC OR LATINO	4589 87%	371 73%*	764 85%*	711 86%	981 90%*	1376 92%*	371 90%	3161 100%	51 ~100%	115 ~100%	14 ~100%	56 ~100%	57 ~100%	224 ~100%	4590 ~100%~	3195 87%	1335 87%	1875 87%	2709 88%	
NOT ANSWERED	413	11	6	16	23	28	10	33	2	4		4	3	4		80	46	55	39	
VALID CASES	5258	510	902	827	1085	1498	414	3161	51	115	14	56	57	224	675	4590	3659	1530	2160	3092
NUMBER OF RESPONDENTS	5671	521	908	843	1108	1526	424	3194	53	119	14	60	60	228	675	4590	3739	1576	2215	3131
	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?

Banner II

	OHP TOT																	
	ADLT	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q55																		
YES HISPANIC OR LATINO	668 13%	33 10%	26 9%	20 7%*	56 20%*	30 13%	31 11%	107 14%	22 8%*	42 16%	101 33%*	27 10%	25 8%*	15 5%*	13 4%*	20 7%*	63 24%*	44 16%
NO NOT HISPANIC OR LATINO	4589 87%	282 90%	251 91%	258 93%*	223 80%*	197 87%	242 89%	650 86%	257 92%*	219 84%	203 67%*	257 90%	279 92%*	263 95%*	296 96%*	286 93%*	199 76%*	228 84%
NOT ANSWERED	413	35	24	13	20	14	19	69	19	23	19	13	14	21	22	23	28	30
VALID CASES	5258	315	277	278	279	227	273	757	279	261	304	284	304	278	309	306	262	272
NUMBER OF RESPONDENTS	5671 100%	350 100%	301 100%	291 100%	299 100%	241 100%	292 100%	826 100%	298 100%	284 100%	323 100%	297 100%	318 100%	299 100%	331 100%	329 100%	290 100%	302 100%

Q56.1 WHAT IS YOUR RACE? RESPONSE: WHITE

Banner I

	AGE							RACE							ETHNIC- ITY	HEALTH STATUS	GENDER			
	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-	NATV HAW/ PAC	AMER IND/ ALSK	MUL-	OTH	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	MALE	FE- MALE	
Q56.1 YES	3500 62%	258 50%*	538 59%	519 62%	729 66%*	1138 75%*	305 72%*	3194 100%~	~	~	~	~	~	212 93%*	209 31%*	3258 71%*	2430 65%*	1015 64%*	1425 64%*	2068 66%*
NO	2171 38%	263 50%*	370 41%	324 38%	379 34%*	388 25%*	119 28%*	53 ~100%	119 ~100%	14 ~100%	60 ~100%	60 ~100%	16 ~100%	7%*	466 69%*	1332 29%*	1309 35%*	561 36%*	790 36%*	1063 34%*
VALID CASES	5671	521	908	843	1108	1526	424	3194	53	119	14	60	60	228	675	4590	3739	1576	2215	3131
NUMBER OF RESPONDENTS	5671 100%	521 100%	908 100%	843 100%	1108 100%	1526 100%	424 100%	3194 100%	53 100%	119 100%	14 100%	60 100%	60 100%	228 100%	675 100%	4590 100%	3739 100%	1576 100%	2215 100%	3131 100%

Q56.1 WHAT IS YOUR RACE? RESPONSE: WHITE

Banner II

	OHP TOT	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q56.1																		
YES	3500 62%	232 66%	191 63%	208 71%*	186 62%	142 59%	186 64%	451 55%*	192 64%	186 65%	218 67%*	212 71%*	233 73%*	202 68%*	222 67%*	238 72%*	157 54%*	183 61%
NO	2171 38%	118 34%	110 37%	83 29%*	113 38%	99 41%	106 36%	375 45%*	106 36%	98 35%	105 33%*	85 29%*	85 27%*	97 32%*	109 33%*	91 28%*	133 46%*	119 39%
VALID CASES	5671	350	301	291	299	241	292	826	298	284	323	297	318	299	331	329	290	302
NUMBER OF RESPONDENTS	5671 100%	350 100%	301 100%	291 100%	299 100%	241 100%	292 100%	826 100%	298 100%	284 100%	323 100%	297 100%	318 100%	299 100%	331 100%	329 100%	290 100%	302 100%

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

Banner I

	AGE							RACE							ETHNIC-ITY	HEALTH STATUS		GENDER		
	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- AMER	NATV IAN	AMER HAW/ ILND	IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	MALE	FE- MALE	
Q56.2 YES	117 2%	9 2%	21 2%	27 3%*	26 2%	27 2%	8 2%	53 ~100%	~	~	~	~	28 ~12%*	7 1%*	106 2%*	72 2%	40 3%	47 2%	70 2%	
NO	5554 98%	512 98%	887 98%	816 97%*	1082 98%	1499 98%	416 98%	3194 100%	119 ~100%	14 ~100%	60 ~100%	60 ~100%	200 ~88%*	668 99%*	4484 98%*	3667 98%	1536 97%	2168 98%	3061 98%	
VALID CASES	5671	521	908	843	1108	1526	424	3194	53	119	14	60	60	228	675	4590	3739	1576	2215	3131
NUMBER OF RESPONDENTS	5671 100%	521 100%	908 100%	843 100%	1108 100%	1526 100%	424 100%	3194 100%	53 100%	119 100%	14 100%	60 100%	60 100%	228 100%	675 100%	4590 100%	3739 100%	1576 100%	2215 100%	3131 100%

Q56.3 WHAT IS YOUR RACE? RESPONSE: ASIAN

Banner I

	AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER	
	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	AMER IAN	NATV ILND	AMER PAC ALSK	IND/ OTHR	MUL- TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR POOR	GOOD & FAIR POOR	MALE	FE- MALE	
Q56.3 YES	212 4%	17 3%	22 2%*	35 4%	48 4%	54 4%	33 8%*	~	~100%~	119	~	~	~	26 12%*	3 0.5%*	201 4%*	166 4%*	46 3%*	81 4%	131 4%*
NO	5459 96%	504 97%	886 98%*	808 96%	1060 96%	1472 96%	391 92%*	3194 100%	53 100%~	14	60	60	202 88%*	672 99%*	4389 96%*	3573 96%*	1530 97%*	2134 96%	3000 96%*	
VALID CASES	5671	521	908	843	1108	1526	424	3194	53	119	14	60	60	228	675	4590	3739	1576	2215	3131
NUMBER OF RESPONDENTS	5671 100%	521 100%	908 100%	843 100%	1108 100%	1526 100%	424 100%	3194 100%	53 100%	119 100%	14 100%	60 100%	60 100%	228 100%	675 100%	4590 100%	3739 100%	1576 100%	2215 100%	3131 100%

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

Banner I

	AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER	
	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/ ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR POOR	FE- MALE	MALE		
Q56.4 YES	34 0.6%	3 0.5%	8 0.8%	3 0.3%	11 1%	6 0.4%	3 0.7%	~	~	14 ~100%	~	~	10 4%*	10 1%*	24 0.5%	28 0.7%*	6 0.4%	9 0.4%	24 0.8%*	
NO	5637 99%	518 99%	900 99%	840 100%	1097 99%	1520 100%	421 99%	3194 100%	53 100%	119 100%	60 ~100%	60 100%	218 96%*	665 99%*	4566 99%	3711 99%*	1570 100%	2206 100%	3107 99%*	
VALID CASES	5671	521	908	843	1108	1526	424	3194	53	119	14	60	60	228	675	4590	3739	1576	2215	3131
NUMBER OF RESPONDENTS	5671 100%	521 100%	908 100%	843 100%	1108 100%	1526 100%	424 100%	3194 100%	53 100%	119 100%	14 100%	60 100%	60 100%	228 100%	675 100%	4590 100%	3739 100%	1576 100%	2215 100%	3131 100%

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

Banner I

	AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER	
	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-	NATV HAW/ PAC	AMER IND/ ALSK	MUL-	TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	MALE	FE- MALE	
Q56.5 YES	211 4%	19 4%	26 3%	32 4%	67 6%*	62 4%	7 2%*	~	~	~	~100%~	60 ~	111 ~	49%*	23 3%	183 4%*	131 3%	76 5%*	92 4%	119 4%
NO	5460 96%	502 96%	882 97%	811 96%	1041 94%*	1464 96%	417 98%*	3194 100%*	53 100%~	119 100%~	14 100%~	60 ~	60 100%~	228 51%*	652 97%	4407 96%*	3608 97%	1500 95%*	2123 96%	3012 96%
VALID CASES	5671	521	908	843	1108	1526	424	3194	53	119	14	60	60	228	675	4590	3739	1576	2215	3131
NUMBER OF RESPONDENTS	5671 100%	521 100%	908 100%	843 100%	1108 100%	1526 100%	424 100%	3194 100%	53 100%	119 100%	14 100%	60 100%	60 100%	228 100%	675 100%	4590 100%	3739 100%	1576 100%	2215 100%	3131 100%

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

Banner II

	OHP TOT	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO	
Q56.5																			
YES	211 4%	19 5%	8 3%	12 4%	12 4%	3 1%*	22 8%*	15 2%*	13 4%	9 3%	5 2%*	15 5%	7 2%	17 6%	17 5%	26 8%*	6 2%*	8 3%	
NO	5460 96%	331 95%	293 97%	279 96%	287 96%	238 99%*	270 92%*	811 98%*	285 96%	275 97%	318 98%*	282 95%	311 98%	282 94%	314 95%	303 92%*	284 98%*	294 97%	
VALID CASES	5671	350	301	291	299	241	292	826	298	284	323	297	318	299	331	329	290	302	
NUMBER OF RESPONDENTS	5671 100%	350 100%	301 100%	291 100%	299 100%	241 100%	292 100%	826 100%	298 100%	284 100%	323 100%	297 100%	318 100%	299 100%	331 100%	329 100%	290 100%	302 100%	

Q56.6 WHAT IS YOUR RACE? RESPONSE: OTHER

Banner I

	AGE							RACE							ETHNIC-ITY	HEALTH STATUS		GENDER			
	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/ ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD	FAIR	POOR	MALE	FE- MALE
Q56.6 YES	307 5%	52 10%*	63 7%*	57 7%	65 6%	53 3%*	15 3%*	~	~	~	~	60 ~100%*	105 46%*	139 21%*	167 4%*	205 5%	92 6%	146 7%*	162 5%		
NO	5364 95%	469 90%*	845 93%*	786 93%	1043 94%	1473 97%*	409 97%*	3194 100%*	53 ~100%*	119 ~100%*	14 ~100%*	60 ~100%*	123 ~54%*	536 79%*	4423 96%*	3534 95%	1484 94%	2069 93%*	2969 95%		
VALID CASES	5671	521	908	843	1108	1526	424	3194	53	119	14	60	60	228	675	4590	3739	1576	2215	3131	
NUMBER OF RESPONDENTS	5671 100%	521 100%	908 100%	843 100%	1108 100%	1526 100%	424 100%	3194 100%	53 100%	119 100%	14 100%	60 100%	60 100%	228 100%	675 100%	4590 100%	3739 100%	1576 100%	2215 100%	3131 100%	

Q56.6 WHAT IS YOUR RACE? RESPONSE: OTHER

Banner II

		OHP																	
		TOT																	
		ADLT	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q56.6																			
YES		307	15	10	12	21	15	16	51	7	13	22	10	17	16	14	13	20	17
		5%	4%	3%*	4%	7%	6%	5%	6%	2%*	5%	7%	3%*	5%	5%	4%	4%	7%	6%
NO		5364	335	291	279	278	226	276	775	291	271	301	287	301	283	317	316	270	285
		95%	96%	97%*	96%	93%	94%	95%	94%	98%*	95%	93%	97%*	95%	95%	96%	96%	93%	94%
VALID CASES		5671	350	301	291	299	241	292	826	298	284	323	297	318	299	331	329	290	302
NUMBER OF RESPONDENTS		5671	350	301	291	299	241	292	826	298	284	323	297	318	299	331	329	290	302
		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?

Banner I

	AGE							RACE							ETHNIC-ITY		HEALTH STATUS		GENDER	
	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	AMER IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	MALE	FE- MALE	
Q57 YES	630 15%	54 16%	88 14%	74 12%*	109 12%*	142 11%*	133 37%*	421 13%*	12 23%	46 39%*	4 25%~	5 8%	10 21%~	18 12%	89 20%*	529 15%*	376 13%*	243 21%*	319 19%*	312 13%*
NO	3507 85%	276 84%	533 86%	534 88%*	772 88%*	1165 89%*	227 63%*	2763 87%*	39 77%	72 61%*	10 75%~	53 92%	39 79%~	133 88%	362 80%*	3079 85%*	2499 87%*	940 79%*	1376 81%*	2111 87%*
NOT ANSWERED	39	1		2	15	6	3	10	2	1		2	3		7	15	17	11	10	14
VALID CASES	4137	331	621	609	880	1307	359	3184	51	118	14	58	50	151	451	3608	2875	1183	1695	2423
NUMBER OF RESPONDENTS	4176 100%	331 100%	621 100%	611 100%	895 100%	1313 100%	362 100%	3194 100%	53 100%	119 100%	14 100%	60 100%	53 100%	151 100%	458 100%	3623 100%	2892 100%	1194 100%	1705 100%	2437 100%

[ASKED IF SURVEY COMPLETED BY MAIL]

Q57 DID SOMEONE HELP YOU COMPLETE THIS SURVEY?

Banner II

	OHP TOT ADLT	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q57 YES	630 15%	22 9%*	18 9%*	20 9%*	31 14%	20 11%	68 31%*	88 15%	25 12%	21 10%*	31 13%	22 9%*	22 9%*	28 13%	33 14%	30 11%	39 21%*	20 9%*
NO	3507 85%	234 91%*	193 91%*	201 91%*	194 86%	155 89%	151 69%*	495 85%	187 88%	182 90%*	211 87%	212 91%*	223 91%*	189 87%	201 86%	233 89%	145 79%*	191 91%*
NOT ANSWERED	39	2	3	1	1	3		6	4	3	2		2	1	1	3	3	6
VALID CASES	4137	256	211	221	225	175	219	583	212	203	242	234	245	217	234	263	184	211
NUMBER OF RESPONDENTS	4176 100%	258 100%	214 100%	222 100%	226 100%	178 100%	219 100%	589 100%	216 100%	206 100%	244 100%	234 100%	247 100%	218 100%	235 100%	266 100%	187 100%	217 100%

[ASKED IF SURVEY COMPLETED BY MAIL]

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

Banner I

	AGE						RACE						ETHNICITY		HEALTH STATUS		GENDER			
	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/ ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	MALE	FE- MALE	
Q58.1 YES	257 48%	19 35%*	25 31%*	32 50%	48 52%	66 53%	62 53%	159 44%*	8 74%~	19 44%~	1 51%~	2 61%~	4 56%~	7 53%~	55 61%*	198 45%*	148 47%	104 50%	132 47%	125 49%
NO	281 52%	37 65%*	56 69%*	32 50%	44 48%	57 47%	55 47%	202 56%*	3 26%~	24 56%~	1 49%~	2 39%~	4 44%~	7 47%~	35 39%*	242 55%*	171 53%	104 50%	150 53%	131 51%
VALID CASES	538	56	81	64	92	123	117	361	11	43	2	4	8	14	90	440	319	208	282	256
NUMBER OF RESPONDENTS	538 100%	56 100%	81 100%	64 100%	92 100%	123 100%	117 100%	361 100%	11 100%	43 100%	2 100%	4 100%	8 100%	14 100%	90 100%	440 100%	319 100%	208 100%	282 100%	256 100%

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

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

Banner I

	AGE							RACE							ETHNIC-ITY		HEALTH STATUS		GENDER	
	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-	NATV HAW/ PAC	AMER IND/ ALSK	MUL-	TI	HIS- PAN-	NOT HIS- PAN-	EX & VERY GOOD & GOOD	FAIR & POOR	MALE	FE- MALE	
Q58.2 YES	220 41%	19 35%	25 31%*	24 37%	45 49%	57 46%	48 41%	142 39%	6 56%~	13 31%~	2 ~	5 61%~	9 59%~	40 68%~	175 45%	127 40%	88 42%	122 43%	98 38%	
NO	318 59%	37 65%	56 69%*	40 63%	47 51%	66 54%	69 59%	219 61%	5 44%~	30 69%~	2 100%~	2 39%~	3 41%~	5 32%~	50 55%	265 60%	192 60%	120 58%	160 57%	158 62%
VALID CASES	538	56	81	64	92	123	117	361	11	43	2	4	8	14	90	440	319	208	282	256
NUMBER OF RESPONDENTS	538 100%	56 100%	81 100%	64 100%	92 100%	123 100%	117 100%	361 100%	11 100%	43 100%	2 100%	4 100%	8 100%	14 100%	90 100%	440 100%	319 100%	208 100%	282 100%	256 100%

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

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

Banner I

	AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER	
	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/ ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	MALE	FE- MALE	
Q58.3 YES	203 38%	21 37%	47 58%*	25 39%	31 33%	30 25%*	46 39%	169 47%*	1 9%	9 20%~	2 ~	3 39%~	6 41%~	17 19%*	181 41%*	130 41%	70 34%	109 39%	95 37%	
NO	335 62%	35 63%	34 42%*	39 61%	61 67%	93 75%*	71 61%	192 53%*	10 91%~	34 80%~	2 100%~	2 61%~	5 61%~	8 59%~	73 81%*	259 59%*	189 59%	138 66%	173 61%	161 63%
VALID CASES	538	56	81	64	92	123	117	361	11	43	2	4	8	14	90	440	319	208	282	256
NUMBER OF RESPONDENTS	538 100%	56 100%	81 100%	64 100%	92 100%	123 100%	117 100%	361 100%	11 100%	43 100%	2 100%	4 100%	8 100%	14 100%	90 100%	440 100%	319 100%	208 100%	282 100%	256 100%

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

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

Banner II

		OHP																	
		TOT																	
		ADLT	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q58.3																			
YES		203	11	4	12	11	3	39	22	13	7	13	12	7	10	12	13	10	6
		38%	50%~	22%~	60%~	35%~	15%~	57%*	25%*	52%~	33%~	42%~	55%~	32%~	36%~	36%~	43%~	26%~	30%~
NO		335	11	14	8	20	17	29	66	12	14	18	10	15	18	21	17	29	14
		62%	50%~	78%~	40%~	65%~	85%~	43%*	75%*	48%~	67%~	58%~	45%~	68%~	64%~	64%~	57%~	74%~	70%~
VALID CASES		538	22	18	20	31	20	68	88	25	21	31	22	22	28	33	30	39	20
NUMBER OF RESPONDENTS		538	22	18	20	31	20	68	88	25	21	31	22	22	28	33	30	39	20
		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

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

Banner I

	AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER	
	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-	NATV HAW/ PAC	AMER IND/ ALSK	MUL-	HIS-	NOT HIS-	EX & VERY GOOD & GOOD	FAIR & POOR	MALE	FE- MALE		
Q58.4 YES	79 15%	2 3%*	5 6%*	8 12%	18 20%	20 17%	22 19%	24 7%*	2 17%~	22 52%~	1 49%~		2 ~ 21%~	2 15%~	18 20%	60 14%	46 14%	31 15%	28 10%*	49 19%*
NO	459 85%	54 97%*	76 94%*	56 88%	74 80%	103 83%	95 81%	337 93%*	9 83%~	21 48%~	1 51%~	4 100%~	6 79%~	12 85%~	72 80%	380 86%	273 86%	177 85%	254 90%*	207 81%*
VALID CASES	538	56	81	64	92	123	117	361	11	43	2	4	8	14	90	440	319	208	282	256
NUMBER OF RESPONDENTS	538 100%	56 100%	81 100%	64 100%	92 100%	123 100%	117 100%	361 100%	11 100%	43 100%	2 100%	4 100%	8 100%	14 100%	90 100%	440 100%	319 100%	208 100%	282 100%	256 100%

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

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

Banner I

	AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER	
	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/ ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	MALE	FE- MALE	
Q58.5 YES	32 6%	11 20%*	4 5%	2 3%	6 7%	9 7%	1 1%*	21 6%	1 ~	3 3%~	~	~	2 ~	1 2%~	7 7%	25 6%	16 5%	15 7%	17 6%	15 6%
NO	506 94%	45 80%*	77 95%	62 97%	86 93%	114 93%	116 99%*	340 94%	11 100%~	42 97%~	2 100%~	4 100%~	6 74%~	14 98%~	83 93%	415 94%	303 95%	193 93%	265 94%	241 94%
VALID CASES	538	56	81	64	92	123	117	361	11	43	2	4	8	14	90	440	319	208	282	256
NUMBER OF RESPONDENTS	538 100%	56 100%	81 100%	64 100%	92 100%	123 100%	117 100%	361 100%	11 100%	43 100%	2 100%	4 100%	8 100%	14 100%	90 100%	440 100%	319 100%	208 100%	282 100%	256 100%

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

NQ13 RATING OF ALL HEALTH CARE

Banner I

	AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER	
	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- OTH	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	MALE	FE- MALE	
NQ13 0-6	761 20%	65 22%	127 22%	121 21%	168 21%	192 17%*	54 17%	438 19%	8 21%~	14 17%	3 31%~	15 41%~	14 33%~	48 29%*	69 16%*	647 20%	395 16%*	333 27%*	272 20%	459 19%
7-8	1368 36%	111 38%	243 42%*	232 41%*	273 34%	370 33%*	86 27%*	821 36%	9 23%~	32 37%	2 23%~	9 25%~	10 24%~	58 35%	128 30%*	1165 36%	889 36%	416 33%*	453 34%	857 36%
9-10	1705 44%	115 39%	213 36%*	218 38%*	353 44%	573 50%*	180 56%*	1018 45%	21 56%~	41 47%	5 46%~	13 35%~	18 43%~	61 37%*	227 54%*	1418 44%	1156 47%*	494 40%*	620 46%	1040 44%
VALID CASES	3835	291	583	570	793	1136	320	2277	37	87	10	37	42	167	424	3229	2440	1244	1345	2356
NUMBER OF RESPONDENTS	3835 100%	291 100%	583 100%	570 100%	793 100%	1136 100%	320 100%	2277 100%	37 100%	87 100%	10 100%	37 100%	42 100%	167 100%	424 100%	3229 100%	2440 100%	1244 100%	1345 100%	2356 100%
MEAN	2.25	2.17	2.15	2.17	2.23	2.34	2.40	2.25	2.34	2.30	2.15	1.94	2.11	2.08	2.37	2.24	2.31	2.13	2.26	2.25
p stat_(*=Sig @ p<=.05)		.080	.001*	.010*	.589	.000*	.000*	.421	~.493		~	~	~	.004*	.000*	.178	.000*	.000*	.439	.969

[ASKED IF Q7 >= 1 TIME]

NQ13 RATING OF ALL HEALTH CARE

Banner II

	OHP TOT ADLT	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
NQ13 0-6	761 20%	40 17%	45 23%	54 26%	40 20%	31 20%	46 24%	102 18%	43 21%	27 14%*	30 14%*	48 22%	35 17%	34 18%	59 26%*	60 29%*	38 19%	42 20%
7-8	1368 36%	85 36%	64 33%	59 28%*	81 40%	60 38%	67 35%	193 33%	69 34%	61 31%	78 37%	73 34%	70 34%	81 42%	84 37%	75 36%	75 38%	70 33%
9-10	1705 44%	110 47%	83 43%	97 46%	81 40%	67 42%	79 41%	285 49%*	92 45%	107 55%*	101 48%	94 44%	102 49%	79 41%	83 37%*	75 36%*	84 43%	97 46%
VALID CASES	3835	235	192	210	202	158	192	580	204	195	209	215	207	194	226	210	197	209
NUMBER OF RESPONDENTS	3835 100%	235 100%	192 100%	210 100%	202 100%	158 100%	192 100%	580 100%	204 100%	195 100%	209 100%	215 100%	207 100%	194 100%	226 100%	210 100%	197 100%	209 100%
MEAN	2.25	2.30	2.20	2.20	2.20	2.23	2.17	2.32	2.24	2.41	2.34	2.21	2.32	2.23	2.11	2.07	2.23	2.26
p stat_(*=Sig @ p<=.05)		.289	.388	.435	.415	.739	.138	.008*	.910	.003*	.081	.526	.150	.783	.006*	.001*	.806	.749

[ASKED IF Q7 >= 1 TIME]

NQ23 RATING OF PERSONAL DOCTOR

Banner I

	AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER	
	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-	NATV HAW/ PAC	AMER IND/ ALSK	MUL-	HIS-	NOT HIS-	EX & VERY GOOD & GOOD	FAIR & POOR	MALE	FE- MALE		
NQ23 0-6	642 16%	50 15%	119 19%*	114 18%	137 16%	161 14%*	35 10%*	399 16%	6 14%~	14 15%	1 7%~	6 19%~	16 42%~	32 19%	41 9%*	564 16%*	347 13%*	265 21%*	238 16%	377 15%
7-8	1053 26%	100 30%	186 30%*	188 30%*	212 25%	254 21%*	75 23%	611 25%	8 21%~	17 19%	4 36%~	8 24%~	8 20%~	38 23%	108 24%	901 26%	707 27%	320 25%	393 26%	629 26%
9-10	2378 58%	181 55%	312 51%*	322 52%*	488 58%	773 65%*	225 67%*	1414 58%	26 65%~	59 66%	7 57%~	20 57%~	15 39%~	94 57%	297 67%*	1983 58%*	1608 60%*	680 54%*	874 58%	1434 59%
VALID CASES	4074	331	617	624	837	1188	335	2423	40	90	12	35	39	163	446	3448	2661	1265	1505	2440
NUMBER OF RESPONDENTS	4074 100%	331 100%	617 100%	624 100%	837 100%	1188 100%	335 100%	2423 100%	40 100%	90 100%	12 100%	35 100%	39 100%	163 100%	446 100%	3448 100%	2661 100%	1265 100%	1505 100%	2440 100%
MEAN	2.43	2.40	2.31	2.33	2.42	2.51	2.57	2.42	2.51	2.51	2.50	2.39	1.97	2.38	2.57	2.41	2.47	2.33	2.42	2.43
p stat_(*=Sig @ p<=.05)		.465	.000*	.001*	.799	.000*	.000*	.461	~.299	~	~	~	~.424		.000*	.002*	.000*	.000*	.821	.474

[ASKED IF Q15 = YES]

NQ23 RATING OF PERSONAL DOCTOR

Banner II

	OHP TOT ADLT	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
NQ23																		
0-6	642 16%	42 16%	34 17%	31 16%	28 13%	24 15%	33 16%	89 15%	40 19%	17 8%*	24 10%*	39 17%	31 13%	38 17%	63 27%*	53 23%*	32 14%	29 15%
7-8	1053 26%	54 20%*	48 24%	45 23%	61 29%	54 34%*	54 27%	144 24%	47 22%	50 24%	48 20%*	50 22%	50 22%	62 28%	59 25%	53 23%	64 29%	52 27%
9-10	2378 58%	171 64%*	116 59%	119 61%	120 57%	80 51%*	114 57%	378 62%*	125 59%	143 68%*	169 70%*	141 61%	150 65%*	123 55%	114 48%*	127 55%	127 57%	115 59%
VALID CASES	4074	267	198	195	209	158	201	611	212	210	241	230	231	223	236	233	223	196
NUMBER OF RESPONDENTS	4074 100%	267 100%	198 100%	195 100%	209 100%	158 100%	201 100%	611 100%	212 100%	210 100%	241 100%	230 100%	231 100%	223 100%	236 100%	233 100%	223 100%	196 100%
MEAN	2.43	2.48	2.41	2.45	2.44	2.35	2.40	2.47	2.40	2.60	2.60	2.44	2.52	2.38	2.22	2.32	2.43	2.44
p stat_(*=Sig @ p<=.05)		.204	.823	.640	.784	.185	.629	.063	.613	.000*	.000*	.719	.075	.332	.000*	.045*	1.00	.815

[ASKED IF Q15 = YES]

NQ27 RATING OF SPECIALIST SEEN MOST OFTEN

Banner I

	AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER	
	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	AMER IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & FAIR & POOR	MALE	FE- MALE	
NQ27 0-6	249 13%	7 8%	42 17%	43 17%	58 15%	74 12%	16 8%*	142 12%	3 ~ 10%~	5 ~ 28%~	5 23%~	18 21%	21 14%	217 13%	127 12%*	112 15%	97 15%	145 12%		
7-8	475 25%	25 28%	66 26%	62 24%	101 25%	165 26%	43 22%	303 26%	5 26%~	5 19%~	3 68%~	4 24%~	2 9%~	22 25%	22 14%*	429 26%*	257 24%	202 27%	166 26%	295 25%
9-10	1151 61%	57 64%	144 57%	155 60%	237 60%	385 62%	139 70%*	721 62%	15 74%~	20 71%~	1 32%~	9 48%~	15 67%~	46 54%	111 72%*	1001 61%	680 64%*	433 58%*	375 59%	751 63%*
VALID CASES	1875	89	252	261	396	624	198	1166	20	29	4	18	22	86	154	1648	1064	747	638	1191
NUMBER OF RESPONDENTS	1875 100%	89 100%	252 100%	261 100%	396 100%	624 100%	198 100%	1166 100%	20 100%	29 100%	4 100%	18 100%	22 100%	86 100%	154 100%	1648 100%	1064 100%	747 100%	638 100%	1191 100%
MEAN	2.48	2.56	2.40	2.43	2.45	2.50	2.62	2.50	2.74	2.60	2.32	2.20	2.44	2.33	2.58	2.48	2.52	2.43	2.44	2.51
p stat_(*=Sig @ p<=.05)		.304	.062	.211	.344	.433	.001*	.222	~	~	~	~	~	.076	.062	.411	.006*	.014*	.056	.023*

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

NQ27 RATING OF SPECIALIST SEEN MOST OFTEN

Banner II

	OHP TOT																	
	ADLT	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
NQ27																		
0-6	249 13%	14 12%	14 18%	15 15%	13 14%	8 11%	14 12%	46 16%	13 13%	11 12%	7 8%	17 15%	11 12%	15 15%	14 13%	17 17%	9 9%	14 14%
7-8	475 25%	29 24%	18 23%	30 29%	29 32%	18 25%	34 30%	68 23%	26 25%	16 18%	25 29%	21 18%	29 32%	36 35%*	24 22%	26 26%	18 18%*	29 29%
9-10	1151 61%	78 64%	48 60%	58 56%	49 54%	47 64%	67 58%	179 61%	63 62%	62 70%	55 63%	76 67%	51 56%	51 50%*	73 66%	58 57%	74 73%*	58 57%
VALID CASES	1875	121	80	103	91	73	115	293	102	89	87	114	91	102	111	101	101	101
NUMBER OF RESPONDENTS	1875 100%	121 100%	80 100%	103 100%	91 100%	73 100%	115 100%	293 100%	102 100%	89 100%	87 100%	114 100%	91 100%	102 100%	111 100%	101 100%	101 100%	101 100%
MEAN	2.48	2.53	2.43	2.42	2.40	2.53	2.46	2.45	2.49	2.57	2.55	2.52	2.44	2.35	2.53	2.41	2.64	2.44
p stat_(*=Sig @ p<=.05)		.452	.525	.373	.262	.486	.741	.441	.891	.225	.362	.574	.590	.054	.458	.301	.016*	.532

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

NQ35 RATING OF HEALTH PLAN

Banner I

	AGE							RACE							ETHNIC-ITY		HEALTH STATUS		GENDER	
	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- AMR	IAN	NATV HAW/ ILND	AMER IND/ ALSK	OTHR	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	MALE	FE- MALE
NQ35 0-6	1160 23%	111 22%	220 26%*	215 27%*	255 25%	284 20%*	43 11%*	726 25%*	4 10%~	13 12%*	1 7%~	21 41%*	21 38%*	64 31%*	91 15%*	1016 24%*	763 22%*	361 25%*	466 23%	656 23%
7-8	1699 34%	189 38%*	314 37%*	272 35%	315 31%	432 31%*	130 34%	950 33%	16 34%~	40 38%	5 40%~	14 28%	10 18%*	69 33%	172 27%*	1456 34%*	1155 33%	503 35%	670 33%	990 34%
9-10	2187 43%	196 39%	316 37%*	301 38%*	437 43%	674 48%*	208 55%*	1219 42%*	26 56%~	52 49%	7 52%~	16 31%	24 44%	73 36%*	363 58%*	1751 41%*	1532 44%*	590 41%*	895 44%	1245 43%
VALID CASES	5046	496	850	788	1007	1390	381	2895	46	105	13	51	55	206	626	4223	3450	1455	2031	2892
NUMBER OF RESPONDENTS	5046 100%	496 100%	850 100%	788 100%	1007 100%	1390 100%	381 100%	2895 100%	46 100%	105 100%	13 100%	51 100%	55 100%	206 100%	626 100%	4223 100%	3450 100%	1455 100%	2031 100%	2892 100%
MEAN	2.20	2.17	2.11	2.11	2.18	2.28	2.43	2.17	2.47	2.37	2.45	1.90	2.06	2.05	2.43	2.17	2.22	2.16	2.21	2.20
p stat_(*=Sig @ p<=.05)		.333	.000*	.000*	.307	.000*	.000*	.001*		~.027*		~.013*	.238	.003*	.000*	.000*	.012*	.008*	.576	.975

NQ35 RATING OF HEALTH PLAN

Banner II

	OHP TOT																		
	ADLT	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO	
NQ35																			
0-6	1160 23%	72 23%	72 27%	77 29%*	60 23%	57 27%	49 20%	156 21%	54 20%	46 18%	65 23%	79 28%*	63 22%	58 22%	96 32%*	84 29%*	52 20%	71 27%	
7-8	1699 34%	112 36%	82 31%	90 34%	94 36%	68 32%	91 37%	222 30%*	92 34%	81 32%	80 28%	94 34%	101 35%	96 36%	92 31%	102 36%	100 38%	81 31%	
9-10	2187 43%	131 42%	112 42%	97 37%*	108 41%	86 41%	104 43%	358 49%*	121 45%	125 50%*	137 49%	107 38%	125 43%	114 43%	110 37%*	99 35%*	112 42%	111 42%	
VALID CASES	5046	315	266	264	262	211	244	736	267	252	282	280	289	268	298	285	264	263	
NUMBER OF RESPONDENTS	5046 100%	315 100%	266 100%	264 100%	262 100%	211 100%	244 100%	736 100%	267 100%	252 100%	282 100%	280 100%	289 100%	268 100%	298 100%	285 100%	264 100%	263 100%	
MEAN	2.20	2.19	2.15	2.08	2.18	2.14	2.23	2.27	2.25	2.31	2.26	2.10	2.21	2.21	2.05	2.05	2.23	2.15	
p stat_(*=Sig @ p<=.05)		.710	.278	.009*	.673	.175	.635	.003*	.311	.026*	.279	.024*	.815	.903	.001*	.001*	.602	.295	

GETTING NEEDED CARE

Banner I

	AGE						RACE						ETHNICITY		HEALTH STATUS		GENDER			
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- OTH	TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	MALE	FE- MALE		
NPRBSEE4 NQ25	2.22	2.20	2.10	2.11	2.18	2.33	2.35	2.26	2.28	2.05	1.45	1.90	2.35	2.18	2.27	2.22	2.28	2.14	2.21	2.24
p stat_(*=Sig @ p<=.05)	.814	.010*	.017*	.274	.000*	.005*	.001*	~	~	~	~	~	.645	.368	.176	.000*	.001*	.681	.106	
NCARNES4 NQ14	2.26	2.25	2.16	2.14	2.24	2.35	2.47	2.30	2.37	2.04	2.01	2.27	1.97	2.13	2.31	2.26	2.34	2.14	2.31	2.24
p stat_(*=Sig @ p<=.05)	.868	.000*	.000*	.350	.000*	.000*	.001*	~.007*	~	~	~	~	.031*	.161	.980	.000*	.000*	.002*	.043*	
COMPOSITE	2.24	2.23	2.13	2.13	2.21	2.34	2.41	2.28	2.33	2.04	1.73	2.08	2.16	2.16	2.29	2.24	2.31	2.14	2.26	2.24
p stat_(*=Sig @ p<=.05)	.846	.037*	.036*	.481	.004*	.039*	.018*	~.183	~	~	~	~	.426	.410	.638	.000*	.002*	.493	.952	

GETTING NEEDED CARE

Banner II

	OHP	TOT	ADLT	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
NPRBSEE4 NQ25	2.22	2.29	2.16	2.06	2.18	2.17	2.27	2.19	2.38	2.25	2.27	2.11	2.16	2.15	2.18	2.10	2.32	2.34		
p stat_(*=Sig @ p<=.05)		.314	.577	.050	.692	.583	.432	.555	.025*	.680	.517	.125	.592	.333	.650	.128	.153	.109		
NCARNES4 NQ14	2.26	2.31	2.21	2.25	2.22	2.11	2.22	2.32	2.37	2.45	2.29	2.16	2.40	2.35	2.13	2.21	2.23	2.28		
p stat_(*=Sig @ p<=.05)		.298	.368	.809	.466	.006*	.368	.019*	.034*	.000*	.551	.041*	.009*	.099	.011*	.342	.502	.800		
COMPOSITE	2.24	2.30	2.19	2.16	2.20	2.14	2.24	2.26	2.38	2.35	2.28	2.13	2.28	2.25	2.16	2.15	2.27	2.31		
p stat_(*=Sig @ p<=.05)		.183	.733	.320	.447	.506	.973	.651	.001*	.147	.823	.014*	.807	.937	.356	.467	.659	.590		

GETTING CARE QUICKLY

Banner I

	AGE						RACE						ETHNICITY		HEALTH STATUS		GENDER			
	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- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	FE- MALE	MALE	
NCARSN4 NQ4	2.42	2.49	2.38	2.37	2.35	2.50	2.55	2.47	2.27	2.00	2.51	2.56	1.91	2.37	2.41	2.43	2.51	2.30	2.48	2.40
p stat_(*=Sig @ p<=.05)		.303	.282	.148	.028*	.010*	.007*	.006*	~	~	~	~	~.487	.729	.193	.000*	.000*	.018*	.085	
NAPGET4 NQ6	2.28	2.02	2.22	2.23	2.26	2.38	2.43	2.32	2.46	1.97	2.12	2.35	2.00	2.23	2.20	2.29	2.29	2.26	2.28	2.28
p stat_(*=Sig @ p<=.05)		.000*	.071	.121	.398	.000*	.000*	.001*	~.002*	~	~	~	~.474	.038*	.106	.520	.365	.929	.980	
COMPOSITE	2.35	2.25	2.30	2.30	2.30	2.44	2.49	2.39	2.37	1.98	2.31	2.46	1.96	2.30	2.30	2.36	2.40	2.28	2.38	2.34
p stat_(*=Sig @ p<=.05)		.225	.400	.361	.326	.029*	.084	.042*	~.023*	~	~	~	~.655	.477	.370	.017*	.056	.385	.570	

GETTING CARE QUICKLY

Banner II

	OHP	TOT	ADLT	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
NCARSN4 NQ4	2.42	2.46	2.28	2.54	2.37	2.41	2.55	2.37	2.47	2.59	2.50	2.24	2.38	2.42	2.43	2.29	2.44	2.46		
p stat_(*=Sig @ p<=.05)		.579	.113	.085	.484	.854	.034*	.118	.474	.010*	.318	.004*	.621	.965	.961	.065	.822	.631		
NAPGET4 NQ6	2.28	2.35	2.33	2.18	2.33	2.27	2.32	2.27	2.30	2.34	2.20	2.18	2.39	2.31	2.19	2.24	2.25	2.24		
p stat_(*=Sig @ p<=.05)		.189	.461	.113	.433	.891	.493	.869	.753	.344	.192	.076	.071	.555	.129	.498	.602	.497		
COMPOSITE	2.35	2.41	2.30	2.36	2.35	2.34	2.43	2.32	2.39	2.46	2.35	2.21	2.39	2.37	2.31	2.26	2.34	2.35		
p stat_(*=Sig @ p<=.05)		.250	.768	.928	.980	.943	.511	.509	.451	.240	1.00	.003*	.864	.866	.669	.501	.930	.982		

HOW WELL DOCTORS COMMUNICATE

Banner I

	AGE						RACE						ETHNICITY		HEALTH STATUS		GENDER			
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- NATV OTHR	TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	MALE	FE- MALE		
NDREXPL4 NQ17	2.61	2.66	2.60	2.55	2.58	2.65	2.64	2.62	2.60	2.47	2.43	2.68	2.47	2.58	2.57	2.62	2.67	2.51	2.64	2.60
p stat_(*=Sig @ p<=.05)	.195	.726	.049*	.287	.008*	.321	.117	~.071	~	~	~.557	.222	.025*	.000*	.000*	.074	.541			
NDRLSTN4 NQ18	2.58	2.63	2.52	2.55	2.55	2.64	2.64	2.58	2.77	2.55	2.58	2.69	2.43	2.64	2.64	2.58	2.64	2.49	2.60	2.58
p stat_(*=Sig @ p<=.05)	.264	.032*	.248	.176	.001*	.072	.939	~.696	~	~	~.310	.080	1.00	.000*	.000*	.193	.824			
NDRESPU4 NQ19	2.65	2.70	2.66	2.67	2.59	2.69	2.69	2.65	2.79	2.57	2.49	2.77	2.57	2.64	2.77	2.65	2.72	2.56	2.68	2.65
p stat_(*=Sig @ p<=.05)	.300	.876	.683	.009*	.020*	.211	.378	~.222	~	~	~.765	.000*	.114	.000*	.000*	.093	.834			
NDRTMEN4 NQ20	2.50	2.44	2.46	2.43	2.47	2.61	2.55	2.53	2.66	2.37	2.45	2.66	2.52	2.48	2.49	2.51	2.57	2.39	2.55	2.49
p stat_(*=Sig @ p<=.05)	.195	.137	.011*	.147	.000*	.247	.021*	~.088	~	~	~.694	.728	.103	.000*	.000*	.005*	.094			
COMPOSITE	2.59	2.61	2.56	2.55	2.55	2.65	2.63	2.60	2.70	2.49	2.49	2.70	2.50	2.58	2.62	2.59	2.65	2.49	2.62	2.58
p stat_(*=Sig @ p<=.05)	.864	.735	.646	.569	.221	.678	.767	~.658	~	~	~.983	.749	.825	.014*	.033*	.516	.811			

HOW WELL DOCTORS COMMUNICATE

Banner II

	OHP	TOT	ADLT	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
NDREXP4 NQ17	2.61	2.66	2.64	2.67	2.58	2.57	2.55	2.64	2.63	2.73	2.75	2.60	2.71	2.54	2.54	2.55	2.62	2.58		
p stat_(*=Sig @ p<=.05)		.227	.510	.220	.527	.428	.244	.207	.605	.005*	.000*	.897	.015*	.244	.127	.277	.726	.537		
NDRLSTN4 NQ18	2.58	2.58	2.59	2.61	2.56	2.59	2.51	2.64	2.58	2.71	2.75	2.63	2.66	2.51	2.45	2.56	2.54	2.57		
p stat_(*=Sig @ p<=.05)		.913	.940	.597	.702	.895	.143	.018*	1.00	.004*	.000*	.375	.112	.133	.016*	.694	.335	.759		
NDRESPU4 NQ19	2.65	2.61	2.71	2.69	2.59	2.64	2.68	2.67	2.63	2.80	2.76	2.70	2.68	2.55	2.55	2.64	2.69	2.69		
p stat_(*=Sig @ p<=.05)		.302	.308	.516	.170	.742	.622	.514	.618	.000*	.012*	.272	.602	.054	.056	.822	.490	.436		
NDRTMEN4 NQ20	2.50	2.55	2.56	2.55	2.49	2.45	2.48	2.51	2.57	2.68	2.57	2.51	2.60	2.47	2.36	2.48	2.47	2.52		
p stat_(*=Sig @ p<=.05)		.283	.311	.407	.886	.354	.607	.690	.208	.000*	.176	.816	.078	.602	.008*	.729	.472	.804		
COMPOSITE	2.59	2.60	2.62	2.63	2.55	2.56	2.56	2.62	2.60	2.73	2.71	2.61	2.66	2.52	2.48	2.56	2.58	2.59		
p stat_(*=Sig @ p<=.05)		.824	.888	.776	.660	.919	.856	.645	.762	.268	.732	.639	.817	.617	.421	.894	.937	1.00		

CUSTOMER SERVICE

Banner I

	AGE						RACE						ETHNICITY		HEALTH STATUS		GENDER			
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- OTH	TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	MALE	FE- MALE		
NPBCLCS4 NQ31	2.22	2.06	2.15	2.12	2.35	2.29	2.26	2.27	2.23	2.10	1.67	2.68	2.06	2.16	2.25	2.24	2.25	2.18	2.27	2.21
p stat_(*=Sig @ p<=.05)	.032*	.113	.052	.003*	.077	.660	.028*	~	~	~	~	~	.534	.622	.185	.049*	.180	.140	.356	
NCSRESP NQ32	2.61	2.44	2.54	2.55	2.69	2.67	2.70	2.62	2.54	2.51	2.61	2.77	2.42	2.58	2.62	2.62	2.61	2.61	2.64	2.60
p stat_(*=Sig @ p<=.05)	.017*	.054	.130	.020*	.035*	.148	.370	~	~	~	~	~	.705	.739	.205	.902	.832	.140	.485	
COMPOSITE	2.42	2.25	2.35	2.33	2.52	2.48	2.48	2.45	2.39	2.30	2.14	2.73	2.24	2.37	2.44	2.43	2.43	2.40	2.45	2.40
p stat_(*=Sig @ p<=.05)	.343	.502	.496	.305	.452	.728	.517	~	~	~	~	~	.840	.869	.617	.643	.802	.572	.751	

CUSTOMER SERVICE

Banner II

	OHP	TOT	ADLT	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
NPBCLCS4 NQ31	2.22	2.31	2.40	2.26	2.22	2.15	2.11	2.23	2.33	2.29	2.40	2.33	2.49	2.16	2.13	2.32	2.25	2.20		
p stat_(*=Sig @ p<=.05)		.306	.120	.736	.991	.385	.190	.802	.224	.515	.063	.225	.007*	.507	.390	.371	.723	.801		
NCSRESP NQ32	2.61	2.67	2.66	2.64	2.67	2.61	2.50	2.63	2.68	2.67	2.75	2.65	2.69	2.59	2.51	2.70	2.54	2.68		
p stat_(*=Sig @ p<=.05)		.311	.562	.667	.446	1.00	.140	.623	.294	.415	.066	.585	.294	.755	.289	.275	.334	.381		
COMPOSITE	2.42	2.49	2.53	2.45	2.45	2.38	2.30	2.43	2.51	2.48	2.58	2.49	2.59	2.38	2.32	2.51	2.39	2.44		
p stat_(*=Sig @ p<=.05)		.360	.785	.875	.735	.911	.651	.879	.286	.691	.742	.359	.715	.844	.692	.752	.917	.934		

SHARED DECISION MAKING

Banner I

	AGE						RACE						ETHNICITY		HEALTH STATUS		GENDER			
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- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	MALE	FE- MALE		
NNRXWHY NQ10																				
p stat_(*=Sig @ p<=.05)	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~		
NNRXWYNT NQ11	2.46	2.35	2.58	2.53	2.45	2.42	2.38	2.48	2.44	2.02	2.68	2.64	2.89	2.29	2.31	2.48	2.46	2.46	2.45	2.46
p stat_(*=Sig @ p<=.05)	.151	.005*	.195	.764	.195	.202	.228	~	~	~	~	~	.088	.016*	.046*	.874	.919	.793	.991	
NRXBST NQ12	2.52	2.66	2.58	2.45	2.58	2.49	2.45	2.52	2.64	2.46	2.68	2.25	2.18	2.27	2.57	2.52	2.57	2.44	2.57	2.49
p stat_(*=Sig @ p<=.05)	.058	.187	.113	.120	.266	.250	.885	~	~	~	~	~	.013*	.393	.510	.003*	.002*	.075	.084	
COMPOSITE	2.49	2.51	2.58	2.49	2.51	2.46	2.42	2.50	2.54	2.24	2.68	2.44	2.53	2.28	2.44	2.50	2.52	2.45	2.51	2.48
p stat_(*=Sig @ p<=.05)	.892	.178	.936	.676	.399	.416	.618	~	~	~	~	~	.110	.581	.629	.274	.306	.618	.550	

SHARED DECISION MAKING

Banner II

	OHP	TOT	ADLT	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO	
NNRXWHY NQ10																					
p stat_(*=Sig @ p<=.05)				~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
NNRXWYNT NQ11	2.46	2.52	2.50	2.67	2.53	2.38	2.42	2.44	2.52	2.58	2.40	2.50	2.59	2.44	2.51	2.46	2.43	2.48			
p stat_(*=Sig @ p<=.05)		.455	.623	.002*	.397	.365	.605	.662	.447	.176	.479	.662	.153	.819	.580	1.00	.679	.813			
NRXBST NQ12	2.52	2.62	2.49	2.59	2.58	2.61	2.46	2.48	2.62	2.65	2.53	2.46	2.55	2.48	2.39	2.46	2.52	2.47			
p stat_(*=Sig @ p<=.05)		.198	.775	.331	.444	.285	.460	.280	.186	.149	.916	.446	.738	.611	.132	.451	.974	.561			
COMPOSITE	2.49	2.57	2.50	2.63	2.56	2.49	2.44	2.46	2.57	2.61	2.46	2.48	2.57	2.46	2.45	2.46	2.47	2.48			
p stat_(*=Sig @ p<=.05)		.129	.965	.198	.260	.987	.730	.562	.091	.328	.922	.814	.779	.809	.747	.846	.857	.931			

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

Banner I

	AGE						RACE						ETHNICITY		HEALTH STATUS		GENDER			
	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-	NATV HAW/ PAC	AMER IND/ ALSK	MUL-	HIS-	NOT HIS-	EX & VERY GOOD & GOOD	FAIR & POOR	FE-	MALE		
PRBSEE4 Q25	75%	72%	69%	68%	73%	80%	86%	78%	78%	72%	38%	59%	81%	71%	76%	76%	78%	72%	74%	76%
CARNES4 Q14	80%	77%	76%	76%	78%	84%	89%	83%	90%	72%	78%	82%	66%	71%	82%	80%	83%	74%	82%	79%
AVERAGE	77.53	74.57	72.47	71.95	75.64	82.12	87.61	80.09	83.67	71.85	58.01	70.18	73.45	71.10	78.66	77.93	80.80	73.18	78.04	77.93

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

Banner II

	OHP TOT ADLT	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
PRBSEE4 Q25	75%	76%	70%	64%	71%	77%	82%	74%	82%	72%	78%	66%	65%	71%	69%	67%	83%	83%
CARNES4 Q14	80%	79%	78%	81%	81%	74%	79%	82%	85%	87%	83%	73%	87%	84%	71%	74%	79%	81%
AVERAGE	77.53	77.68	74.34	72.65	75.95	75.49	80.19	78.06	83.47	79.35	80.60	69.27	76.16	77.42	70.46	70.71	80.98	82.25

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

Banner I

	AGE						RACE							ETHNICITY		HEALTH STATUS		GENDER		
	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-	NATV HAW/ PAC	AMER IND/ ALSK	OTHER	MUL-	HIS-	NOT HIS-	EX & VERY GOOD & GOOD	FAIR & POOR	FE-	MALE	
CARSN4 Q4	84%	90%	81%	83%	80%	86%	92%	86%	79%	70%	100%	83%	64%	79%	84%	84%	87%	79%	87%	83%
APGET4 Q6	77%	63%	75%	78%	76%	82%	85%	80%	82%	62%	61%	82%	63%	77%	74%	78%	77%	78%	76%	78%
AVERAGE	80.73	76.63	77.98	80.33	77.85	83.76	88.32	83.11	80.48	65.78	80.26	82.32	63.30	78.09	79.39	81.11	82.21	78.32	81.57	80.52

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

Banner II

	OHP TOT ADLT	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
CARSN4 Q4	84%	86%	78%	91%	81%	83%	89%	81%	88%	91%	88%	77%	81%	82%	82%	75%	86%	88%
APGET4 Q6	77%	83%	81%	72%	81%	77%	80%	76%	79%	79%	75%	72%	84%	79%	74%	76%	76%	74%
AVERAGE	80.73	84.56	79.18	81.57	81.29	80.24	84.55	78.88	83.64	85.06	81.38	74.09	82.36	80.69	78.13	75.73	80.85	81.06

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

Banner I

	AGE						RACE							ETHNICITY		HEALTH STATUS		GENDER		
	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- AMR	IAN	NATV HAW/ ILND	AMER IND/ ALSK NATV	OTHR	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	MALE	FE- MALE
DREXPL4 Q17	91%	93%	92%	91%	90%	91%	93%	92%	88%	90%	81%	91%	85%	87%	90%	91%	94%	87%	93%	91%
DRLSTN4 Q18	90%	90%	87%	91%	88%	91%	94%	90%	91%	91%	96%	88%	85%	90%	91%	90%	92%	87%	91%	90%
DRESPU4 Q19	91%	92%	91%	93%	88%	92%	94%	91%	94%	93%	87%	91%	93%	89%	95%	91%	94%	88%	93%	91%
DRTMEN4 Q20	87%	85%	85%	87%	86%	90%	90%	88%	91%	90%	87%	89%	90%	83%	88%	88%	90%	83%	89%	87%
AVERAGE	89.8	90.2	88.8	90.5	88.1	91.4	92.6	90.4	91.1	91.1	87.5	89.7	88.0	87.4	91.1	90.0	92.4	86.1	91.3	89.5

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

Banner II

	OHP TOT ADLT	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
DREXPL4 Q17	91%	91%	92%	94%	92%	91%	89%	93%	90%	95%	96%	89%	96%	87%	88%	87%	92%	87%
DRLSTN4 Q18	90%	89%	90%	91%	90%	91%	87%	92%	90%	95%	96%	90%	93%	85%	85%	86%	88%	87%
DRESPU4 Q19	91%	89%	93%	94%	89%	92%	92%	90%	90%	96%	96%	92%	93%	88%	88%	89%	94%	92%
DRTMEN4 Q20	87%	88%	88%	89%	88%	86%	87%	87%	87%	94%	90%	88%	91%	85%	85%	83%	88%	87%
AVERAGE	89.8	89.1	90.7	92.0	89.7	90.0	89.0	90.6	89.6	95.2	94.4	89.9	93.3	86.3	86.4	86.1	90.7	88.4

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

Banner I

	AGE						RACE						ETHNICITY		HEALTH STATUS		GENDER			
	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-	NATV HAW/ PAC	AMER IND/ ALSK	MUL-	HIS-	NOT HIS-	EX & VERY GOOD & GOOD	FAIR & POOR	FE-	MALE		
PBCLCS4 Q31	76%	71%	74%	73%	82%	76%	80%	77%	78%	78%	67%	100%	64%	74%	79%	76%	77%	75%	78%	75%
CSRESP Q32	91%	85%	90%	92%	92%	93%	94%	92%	92%	93%	100%	88%	83%	93%	93%	92%	92%	90%	91%	92%
AVERAGE	83.64	78.33	81.79	82.41	86.89	84.21	86.86	84.39	85.05	85.39	83.60	94.18	73.29	83.08	85.92	83.94	84.38	82.81	84.62	83.43

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

Banner II

	OHP TOT ADLT	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
PBCLCS4 Q31	76%	78%	87%	74%	78%	76%	68%	76%	80%	79%	83%	83%	86%	72%	73%	82%	80%	72%
CSRESP Q32	91%	91%	92%	90%	97%	93%	87%	92%	95%	93%	96%	92%	93%	91%	89%	93%	87%	96%
AVERAGE	83.64	84.18	89.62	82.14	87.07	84.61	77.80	83.92	87.37	85.71	89.58	87.28	89.34	81.70	80.91	87.50	83.17	83.80

SHARED DECISION MAKING (YES) -- GLOBAL PROPORTION COMPOSITE

Banner I

	AGE						RACE							ETHNICITY		HEALTH STATUS		GENDER		
	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- AMR	IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	MALE	FE- MALE
NRXWHY Q10	93%	86%	95%	97%	92%	91%	94%	93%	86%	88%	100%	87%	91%	94%	89%	93%	93%	93%	92%	93%
NRXWYNT Q11	73%	67%	79%	76%	73%	71%	69%	74%	72%	51%	84%	82%	94%	65%	66%	74%	73%	73%	73%	73%
RXBST Q12	76%	83%	79%	72%	79%	74%	73%	76%	82%	73%	84%	62%	59%	64%	79%	76%	79%	72%	78%	75%
AVERAGE	80.6	78.7	84.5	81.9	81.1	78.7	78.6	81.2	80.1	70.9	89.3	77.0	81.5	74.1	77.7	80.9	81.5	79.4	81.1	80.2

SHARED DECISION MAKING (YES) -- GLOBAL PROPORTION COMPOSITE

Banner II

	OHP TOT ADLT	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
NRXWHY Q10	93%	95%	92%	92%	92%	90%	93%	92%	97%	86%	88%	94%	96%	95%	95%	94%	93%	96%
NRXWYNT Q11	73%	76%	75%	83%	77%	69%	71%	72%	76%	79%	70%	75%	79%	72%	75%	73%	71%	74%
RXBST Q12	76%	81%	75%	80%	79%	80%	73%	74%	81%	82%	76%	73%	77%	74%	70%	73%	76%	74%
AVERAGE	80.6	84.0	80.7	85.1	82.5	79.7	78.8	79.3	84.6	82.3	78.2	80.7	84.3	80.3	80.1	80.0	80.1	81.3

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

Banner I

	AGE					RACE							ETHNICITY		HEALTH STATUS		CCC SCREENER	
	<4	4-7	8-12	13 AND OVER	WHITE	BLK OR AFR-AMER	AS-IAN	NATV ILND	AMER IND/ PAC ALSK	MUL-OTHR	TI	HIS-IC	NOT HIS-PAN-IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC		
Q1 YES	5578	951	1383	1653	1591	1767	26	95	13	52	45	247	1922	3197	4940	227	4417	1161
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
NOT ANSWERED	60	6	10	27	17	24	3			1		1	27	27	50	7	46	14
VALID CASES	5578	951	1383	1653	1591	1767	26	95	13	52	45	247	1922	3197	4940	227	4417	1161
NUMBER OF RESPONDENTS	5638	957	1393	1680	1608	1791	29	95	13	53	45	248	1949	3224	4990	234	4463	1175
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

Banner II

	OHP TOT																	
	CHLD	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q1																		
YES	5578	287	285	266	314	293	264	895	300	299	368	289	285	276	256	280	313	307
	100%~100%	100%	100%~100%	100%~100%	100%~100%	100%~100%	100%~100%	100%~100%	100%~100%	100%~100%	100%~100%	100%~100%	100%~100%	100%~100%	100%~100%	100%~100%	100%~100%	100%~100%
NOT ANSWERED	60	3	4	1	5	2	2	14		3	8	2	2	3	1	6	4	1
VALID CASES	5578	287	285	266	314	293	264	895	300	299	368	289	285	276	256	280	313	307
NUMBER OF RESPONDENTS	5638	290	289	267	319	295	266	909	300	302	376	291	287	279	257	286	317	308
	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?

Banner I

	AGE					RACE							ETHNICITY		HEALTH STATUS		CCC SCREENER	
	<4	4-7	8-12	13 AND OVER	WHT	BLK OR AFR-	AS- IAN	NATV ILND	AMER ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD	FAIR & POOR	NO CCC	CCC	
Q3																		
YES	1643 30%	344 37%*	411 31%	434 27%*	453 29%	582 33%*	4 12%~	15 16%*	2 14%~	22 41%	11 26%~	83 34%	478 25%*	1064 33%*	1421 29%*	118 52%*	1162 27%*	481 42%*
NO	3803 70%	582 63%*	933 69%	1188 73%*	1101 71%	1178 67%*	25 88%~	79 84%*	11 86%~	31 59%	32 74%~	160 66%	1428 75%*	2116 67%*	3483 71%*	110 48%*	3132 73%*	672 58%*
NOT ANSWERED	191	31	49	58	54	31		2		1	2	5	43	44	85	6	169	22
VALID CASES	5447	926	1344	1622	1554	1760	29	93	13	52	43	243	1906	3180	4905	228	4294	1153
NUMBER OF RESPONDENTS	5638	957	1393	1680	1608	1791	29	95	13	53	45	248	1949	3224	4990	234	4463	1175
	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?

Banner II

	OHP TOT CHLD	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q3																		
YES	1643 30%~	96 35%	75 27%~	94 36%~	81 26%~	77 27%~	88 34%~	242 28%*	105 37%~	88 29%~	104 28%~	89 32%~	99 35%~	91 33%~	96 38%~	94 34%~	80 26%~	97 32%~
NO	3803 70%~	182 65%	208 73%~	164 64%~	230 74%~	207 73%~	168 66%~	628 72%*	179 63%~	211 71%~	262 72%~	189 68%~	181 65%~	184 67%~	156 62%~	183 66%~	228 74%~	205 68%~
NOT ANSWERED	191	12	6	9	8	11	10	39	16	3	10	13	7	4	5	9	9	6
VALID CASES	5447	278	283	258	311	284	256	870	284	299	366	278	280	275	252	277	308	302
NUMBER OF RESPONDENTS	5638	290	289	267	319	295	266	909	300	302	376	291	287	279	257	286	317	308
	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 YOUR CHILD NEEDED CARE RIGHT AWAY, HOW OFTEN DID YOUR CHILD GET CARE AS SOON AS HE OR SHE NEEDED?

Banner I

	AGE					RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER		
	<4	4-7	8-12	13 AND OVER	WHT	BLK OR AFR-AMER	AS-IAN	NATV ILND	AMER IND/ALSK	MUL-TI	HIS-IC	NOT HIS-PAN-IC	EX & VERY GOOD	FAIR & POOR	NO CCC	CCC		
Q4 NEVER	21 1%	3 0.9%	6 1%	7 2%	5 1%	4 0.7%	~	~	~	1 5%	~	2 3%	9 2%	8 0.8%	13 1%	6 5%*	13 1%	8 2%
SOMETIMES	109 7%	18 6%	26 6%	31 7%	34 8%	18 4%*	~	1 8%~	~	2 ~	6 19%~	6 6%	48 10%*	46 4%*	86 6%	13 12%	87 8%*	22 5%*
USUALLY	253 16%	39 12%*	59 15%	68 16%	86 20%*	86 16%	~	4 33%~	1 23%~	2 9%~	2 20%~	16 18%	77 16%	162 16%	205 15%*	32 29%*	166 14%*	86 19%*
ALWAYS	1212 76%	272 82%*	312 77%	316 75%	310 71%*	416 79%*100%~	3 59%~	7 77%~	2 86%~	17 61%~	6 73%	67 73%	335 71%*	798 79%*	1077 78%*	61 54%*	880 77%	332 74%
#ALWAYS + USUALLY (NET)	1464 92%	312 94%	372 92%	384 91%	396 91%	502 96%*100%~	3 92%~	10 100%~	3 95%~	19 81%~	8 91%	83 91%	412 88%*	960 95%*	1282 93%*	93 83%*	1046 91%	419 93%
TOP BOX SCORE	1212 76%	272 82%*	312 77%	316 75%	310 71%*	416 79%*100%~	3 59%~	7 77%~	2 86%~	17 61%~	6 73%	67 73%	335 71%*	798 79%*	1077 78%*	61 54%*	880 77%	332 74%
NOT ANSWERED	102	14	25	31	32	57	1	4		1		4	24	71	90	6	68	34
VALID CASES	1594	333	403	422	436	524	3	11	3	20	10	91	470	1014	1381	112	1145	449
NUMBER OF RESPONDENTS	1696	347	428	453	468	581	4	15	3	21	10	95	494	1085	1471	118	1213	483
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q3 = YES]

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?

Banner II

	OHP TOT CHLD	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q4																		
NEVER	21 1%~	1 1%	2 3%~	~	2 3%~	2 3%~	1 1%~	1 0.4%	1 1%~	~	2 2%~	4 5%~	~	2 2%~	~	1 1%~	~	~
SOMETIMES	109 7%~	3 3%	5 7%~	7 8%~	8 11%~	1 1%~	4 5%~	21 9%*	6 6%~	4 5%~	11 12%~	6 7%~	3 3%~	4 5%~	4 4%~	4 5%~	9 12%~	8 9%~
USUALLY	253 16%~	8 9%	8 12%~	15 16%~	8 11%~	14 19%~	15 18%~	24 11%	20 20%~	16 20%~	26 28%~	18 21%~	13 15%~	13 15%~	19 21%~	15 17%~	13 17%~	18 20%~
ALWAYS	1212 76%~	76 86%	54 78%~	69 76%~	57 76%~	57 77%~	62 76%~	180 80%	74 73%~	61 75%~	55 59%~	57 67%~	72 82%~	68 78%~	67 74%~	67 77%~	53 71%~	65 71%~
#ALWAYS + USUALLY (NET)	1464 92%~	84 95%	62 90%~	84 92%~	65 87%~	71 96%~	77 94%~	204 90%	94 93%~	77 95%~	81 86%~	75 88%~	85 97%~	81 93%~	86 96%~	82 94%~	66 88%~	83 91%~
TOP BOX SCORE	1212 76%~	76 86%	54 78%~	69 76%~	57 76%~	57 77%~	62 76%~	180 80%	74 73%~	61 75%~	55 59%~	57 67%~	72 82%~	68 78%~	67 74%~	67 77%~	53 71%~	65 71%~
NOT ANSWERED	102	8	6	3	6	3	6	16	4	7	10	4	11	4	6	7	5	6
VALID CASES	1594	88	69	91	75	74	82	226	101	81	94	85	88	87	90	87	75	91
NUMBER OF RESPONDENTS	1696	96	75	94	81	77	88	242	105	88	104	89	99	91	96	94	80	97
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q3 = YES]

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

Banner I

	AGE					RACE							ETHNICITY		HEALTH STATUS		CCC SCREENER	
	<4	4-7	8-12	13 AND OVER	WHT	BLK OR AFR-	AS- IAN	NATV ILND	AMER ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	GOOD POOR	NO CCC	CCC	
Q5																		
YES	3547 65%	713 77%*	875 65%	962 60%*	997 64%	1122 64%	16 53%~	71 78%*	10 77%~	43 83%*	26 64%~	173 71%*	1227 64%	2067 65%	3127 64%*	189 82%*	2647 62%*	900 78%*
NO	1877 35%	212 23%*	463 35%	649 40%*	554 36%	640 36%	13 47%~	20 22%*	3 23%~	9 17%*	15 36%~	70 29%*	684 36%	1099 35%	1772 36%*	42 18%*	1615 38%*	261 22%*
NOT ANSWERED	214	32	56	69	57	29		4		1	4	5	37	58	92	3	201	13
VALID CASES	5424	925	1337	1611	1551	1762	29	91	13	52	41	243	1912	3166	4898	231	4262	1162
NUMBER OF RESPONDENTS	5638 100%	957 100%	1393 100%	1680 100%	1608 100%	1791 100%	29 100%	95 100%	13 100%	53 100%	45 100%	248 100%	1949 100%	3224 100%	4990 100%	234 100%	4463 100%	1175 100%

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?

Banner II

	OHP TOT CHLD	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q5																		
YES	3547 65%~	176 64%	184 66%~	175 68%~	190 62%~	197 68%~	168 65%~	597 69%*	191 67%~	190 64%~	230 63%~	170 61%~	186 67%~	157 58%~	151 61%~	187 67%~	197 64%~	196 66%~
NO	1877 35%~	99 36%	95 34%~	82 32%~	118 38%~	92 32%~	90 35%~	262 31%*	95 33%~	106 36%~	136 37%~	107 39%~	91 33%~	114 42%~	97 39%~	92 33%~	110 36%~	102 34%~
NOT ANSWERED	214	15	10	10	11	6	8	50	14	6	10	14	10	8	9	7	10	10
VALID CASES	5424	275	279	257	308	289	258	859	286	296	366	277	277	271	248	279	307	298
NUMBER OF RESPONDENTS	5638	290	289	267	319	295	266	909	300	302	376	291	287	279	257	286	317	308
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

Banner I

	AGE					RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER		
	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	WHT	BLK OR AFR-AMER	AS-IAN	NATV ILND	AMER IND/ALSK	MUL-TI	HIS-IC	NOT HIS-PAN-IC	EX & VERY GOOD	FAIR & POOR	NO CCC	CCC	
Q6 NEVER	50 2%	2 0.3%*	11 1%	22 2%*	15 2%	17 2%	1 ~	1 1%	2 ~	2 5%~	2 ~	2 1%	16 1%	29 2%	45 2%	3 2%	36 1%	15 2%
SOMETIMES	468 14%	80 12%	113 14%	131 15%	144 16%	98 10%*	3 21%~	17 27%*	2 32%~	4 12%~	2 10%~	17 11%	200 17%*	220 11%*	383 13%*	45 26%*	347 14%	121 15%
USUALLY	881 27%	177 26%	226 27%	219 24%	259 28%	294 29%	20 ~	2 31%	10 30%~	3 28%~	42 15%~	26%~	318 28%	505 26%	787 27%	48 28%	651 26%	230 28%
ALWAYS	1910 58%	410 61%*	482 58%	527 59%	491 54%*	614 60%	12 79%~	26 41%*	3 38%~	19 55%~	17 75%~	98 62%	616 54%*	1164 61%*	1710 58%*	76 44%*	1444 58%	466 56%
#ALWAYS + USUALLY (NET)	2792 84%	588 88%*	708 85%	746 83%	750 83%	908 89%*	12 79%~	46 72%*	5 68%~	28 83%~	20 90%~	140 88%	934 81%*	1669 87%*	2497 85%*	123 72%*	2096 85%	696 84%
TOP BOX SCORE	1910 58%	410 61%*	482 58%	527 59%	491 54%*	614 60%	12 79%~	26 41%*	3 38%~	19 55%~	17 75%~	98 62%	616 54%*	1164 61%*	1710 58%*	76 44%*	1444 58%	466 56%
NOT ANSWERED	232	40	48	69	75	109	1	7	1	8	2	12	70	146	204	13	169	63
VALID CASES	3310	670	833	899	908	1024	16	63	8	34	23	159	1150	1918	2925	172	2479	831
NUMBER OF RESPONDENTS	3542	710	881	968	983	1133	16	70	9	42	25	171	1220	2064	3129	185	2648	894
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q5 = YES]

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?

Banner II

	OHP TOT CHLD	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q6																		
NEVER	50 2%~		2 1%~	6 4%~	3 2%~	3 2%~	3 2%~	8 1%~	2 1%~	2 1%~	3 1%~	6 4%~	2 1%~	1 0.7%~	3 2%~	2 1%~	2 1%~	4 2%~
SOMETIMES	468 14%~	23 14%	17 10%~	20 12%~	30 17%~	25 13%~	16 10%~	73 13%	27 15%~	18 10%~	28 13%~	25 16%~	10 6%~	27 18%~	13 9%~	15 9%~	36 19%~	23 13%~
USUALLY	881 27%~	39 24%	45 26%~	47 29%~	58 33%~	49 26%~	42 27%~	144 26%	48 27%~	54 31%~	67 32%~	41 26%~	48 28%~	39 26%~	42 30%~	43 25%~	43 23%~	59 32%~
ALWAYS	1910 58%~	103 62%	109 63%~	90 55%~	84 48%~	112 59%~	92 60%~	334 60%	100 56%~	102 58%~	111 53%~	85 54%~	110 65%~	81 55%~	82 59%~	113 65%~	104 56%~	97 53%~
#ALWAYS + USUALLY (NET)	2792 84%~	142 86%	154 89%~	137 84%~	142 81%~	161 85%~	134 88%~	478 86%	148 84%~	156 89%~	178 85%~	126 80%~	158 93%~	120 81%~	124 89%~	156 90%~	147 79%~	156 85%~
TOP BOX SCORE	1910 58%~	103 62%	109 63%~	90 55%~	84 48%~	112 59%~	92 60%~	334 60%	100 56%~	102 58%~	111 53%~	85 54%~	110 65%~	81 55%~	82 59%~	113 65%~	104 56%~	97 53%~
NOT ANSWERED	232	11	11	12	15	8	15	38	14	14	21	13	16	9	11	14	12	13
VALID CASES	3310	165	173	163	175	189	153	559	177	176	209	157	170	148	140	173	185	183
NUMBER OF RESPONDENTS	3542	176	184	175	190	197	168	597	191	190	230	170	186	157	151	187	197	196
	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?

Banner I

	AGE					RACE							ETHNICITY		HEALTH STATUS		CCC SCREENER	
	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	BLCK OR AFR- AMER	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- TI	OTHR	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	GOOD & POOR	NO CCC	CCC	
Q7 NONE	1626 30%	193 22%*	408 31%	533 33%*	494 32%	535 30%	15 53%~	28 30%	4 32%~	8 15%*	16 36%~	62 26%	627 33%*	919 29%*	1526 31%*	41 19%*	1441 34%*	185 16%*
1 TIME	1614 30%	269 30%	406 31%	507 32%	432 28%*	550 31%	6 23%~	36 39%	7 51%~	20 39%	14 31%~	74 30%	565 30%	969 31%	1484 31%	60 27%	1347 32%*	267 23%*
2	1048 20%	215 24%*	261 20%	305 19%	266 17%*	343 19%	3 12%~	15 17%	2 14%~	10 19%	9 21%~	54 22%	364 19%	606 19%	947 19%	32 14%*	795 19%*	252 22%*
3	512 10%	111 12%*	104 8%*	139 9%	157 10%	161 9%	1 5%~	11 12%	1 3%~	6 13%	3 7%~	33 14%	173 9%	319 10%	468 10%	31 14%*	348 8%*	164 14%*
4	232 4%	58 6%*	49 4%	55 3%*	70 5%	78 4%	2 8%~	2 2%		3 ~	1 7%	6 2%~	66 4%*	140 4%	191 4%*	15 7%	138 3%*	94 8%*
5 TO 9	256 5%	41 5%	67 5%	57 4%*	92 6%*	73 4%	~	~	~	4 7%	1 0.7%~	13 6%	66 4%*	172 5%*	203 4%*	35 16%*	117 3%*	140 12%*
10 OR MORE TIMES	57 1%	4 0.5%*	13 1%	12 0.7%	28 2%*	20 1%	~	~	~	~	2 4%~		11 ~0.6%*	44 1%*	44 0.9%*	9 4%*	12 0.3%*	46 4%*
NOT ANSWERED	293	65	86	73	69	30	1	3		2		4	77	55	126	11	265	28
VALID CASES	5345	892	1307	1607	1539	1761	28	92	13	51	45	244	1872	3169	4864	223	4198	1147
NUMBER OF RESPONDENTS	5638	957	1393	1680	1608	1791	29	95	13	53	45	248	1949	3224	4990	234	4463	1175
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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?

Banner II

	OHP TOT CHLD	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q7																		
NONE	1626 30%~	80 29%~	77 28%~	80 31%~	104 34%~	82 29%~	70 28%~	242 29%~	84 30%~	90 31%~	130 36%~	80 29%~	64 23%~	96 36%~	75 30%~	79 28%~	100 33%~	87 30%~
1 TIME	1614 30%~	88 32%~	88 32%~	68 27%~	86 28%~	83 29%~	67 27%~	272 32%~	91 32%~	86 30%~	89 25%~	87 32%~	94 34%~	71 26%~	62 25%~	83 30%~	98 33%~	94 32%~
2	1048 20%~	55 20%~	62 22%~	55 21%~	57 19%~	63 22%~	52 21%~	178 21%~	60 21%~	61 21%~	77 22%~	39 14%~	62 22%~	50 19%~	65 26%~	53 19%~	42 14%~	49 17%~
3	512 10%~	23 8%~	25 9%~	27 11%~	26 9%~	32 11%~	28 11%~	77 9%~	19 7%~	33 11%~	31 9%~	29 11%~	35 13%~	29 11%~	22 9%~	26 9%~	24 8%~	30 10%~
4	232 4%~	13 5%~	13 5%~	11 4%~	15 5%~	8 3%~	16 6%~	38 4%~	10 4%~	10 3%~	14 4%~	12 4%~	12 4%~	9 3%~	9 4%~	15 5%~	15 5%~	14 5%~
5 TO 9	256 5%~	11 4%~	8 3%~	10 4%~	12 4%~	11 4%~	12 5%~	36 4%~	16 6%~	8 3%~	14 4%~	21 8%~	10 4%~	14 5%~	15 6%~	18 6%~	18 6%~	16 5%~
10 OR MORE TIMES	57 1%~	3 1%~	3 1%~	5 2%~	2 0.7%~	3 1%~	6 2%~	6 0.7%~	4 1%~	3 1%~	3 0.8%~	4 1%~	2 0.7%~	2 0.8%~	5 2%~	5 2%~	4 1%~	4 1%~
NOT ANSWERED	293	17	13	11	17	13	15	60	16	11	18	19	8	10	7	7	16	14
VALID CASES	5345	273	276	256	302	282	251	849	284	291	358	272	279	269	250	279	301	294
NUMBER OF RESPONDENTS	5638	290	289	267	319	295	266	909	300	302	376	291	287	279	257	286	317	308
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

Banner I

	AGE					RACE							ETHNICITY		HEALTH STATUS		CCC SCREENER	
	<4	4-7	8-12	13 AND OVER	WHT	BLK OR AFR-	AS- IAN	NATV ILND	AMER ALSK	IND/ OTHR	MUL- TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD	FAIR & POOR	NO CCC	CCC	
Q8 #YES	2462 67%	491 71%*	619 68%	699 67%	653 64%*	832 69%	10 74%~	37 61%	4 56%~	27 68%~	20 64%~	137 73%	794 65%*	1534 69%*	2217 67%	123 69%	1767 65%*	695 73%*
NO	1197 33%	201 29%*	293 32%	341 33%	363 36%*	369 31%	4 26%~	24 39%	4 44%~	13 32%~	11 36%~	51 27%	427 35%*	678 31%*	1074 33%	56 31%	940 35%*	257 27%*
NOT ANSWERED	87	17	14	28	28	29		1		1		3	27	46	69	4	70	16
VALID CASES	3659	692	912	1039	1016	1201	14	61	8	40	31	187	1221	2213	3290	179	2707	953
NUMBER OF RESPONDENTS	3746 100%	709 100%	926 100%	1067 100%	1044 100%	1230 100%	14 100%	62 100%	8 100%	41 100%	31 100%	190 100%	1248 100%	2259 100%	3359 100%	183 100%	2777 100%	969 100%

[ASKED IF Q7 >= 1 TIME]

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

Banner II

	OHP TOT CHLD	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO	
Q8																			
#YES	2462 67%~	138 73%	120 61%~	114 66%~	112 58%~	127 65%~	114 64%~	413 70%	132 68%~	136 69%~	156 70%~	132 69%~	155 75%~	118 70%~	118 68%~	127 65%~	127 65%~	136 67%~	
NO	1197 33%~	52 27%	76 39%~	59 34%~	81 42%~	68 35%~	64 36%~	177 30%	62 32%~	60 31%~	66 30%~	59 31%~	53 25%~	51 30%~	56 32%~	68 35%~	68 35%~	68 33%~	
NOT ANSWERED	87	3	3	3	5	5	3	17	6	5	6	1	7	4	1	5	6	3	
VALID CASES	3659	190	196	173	193	195	178	590	194	196	222	191	208	169	174	195	195	204	
NUMBER OF RESPONDENTS	3746	193	199	176	198	200	181	607	200	201	228	192	215	173	175	200	201	207	
	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?

Banner I

	AGE					RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER		
	<4	4-7	8-12	13 AND OVER	OHP TOT CHLD	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- TI	OTH	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR	GOOD POOR	NO CCC	CCC	
Q9 NEVER	111 3%	7 1%*	33 4%	34 3%	38 4%	35 3%	1 8%~	5 9%			2 8%~	7 4%	33 3%	66 3%	97 3%	8 4%	85 3%	26 3%
SOMETIMES	330 9%	49 7%*	82 9%	99 9%	100 10%	70 6%*	1 10%~	13 21%*	1 12%~	6 14%~	5 16%~	16 8%	127 10%*	164 7%*	269 8%*	34 19%*	241 9%	88 9%
USUALLY	815 22%	153 22%	183 20%	238 23%	240 24%	257 21%	1 8%~	15 25%	3 39%~	9 22%~	4 12%~	35 19%	305 25%*	470 21%	719 22%	60 33%*	591 22%	224 23%
ALWAYS	2400 66%	480 70%*	610 67%	669 64%	643 63%*	837 70%*	10 74%~	28 45%*	4 50%~	26 64%~	20 64%~	131 69%	750 62%*	1521 68%*	2205 67%*	79 44%*	1782 66%	617 65%
#ALWAYS + USUALLY (NET)	3215 88%	633 92%*	793 87%	906 87%	883 86%	1094 91%*	12 82%~	43 70%*	7 88%~	34 86%~	24 76%~	166 88%	1055 87%	1991 90%*	2924 89%*	139 77%*	2373 88%	842 88%
TOP BOX SCORE	2400 66%	480 70%*	610 67%	669 64%	643 63%*	837 70%*	10 74%~	28 45%*	4 50%~	26 64%~	20 64%~	131 69%	750 62%*	1521 68%*	2205 67%*	79 44%*	1782 66%	617 65%
NOT ANSWERED	90	20	19	28	23	30		1		1		1	32	38	68	2	78	13
VALID CASES	3656	689	907	1039	1021	1200	14	62	8	40	31	189	1216	2221	3291	181	2699	956
NUMBER OF RESPONDENTS	3746	709	926	1067	1044	1230	14	62	8	41	31	190	1248	2259	3359	183	2777	969
	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?

Banner II

	OHP TOT CHLD	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q9																		
NEVER	111 3%~	8 4%	7 4%~	5 3%~	5 3%~	5 3%~	6 3%~	20 3%	6 3%~	7 4%~	9 4%~	4 2%~	6 3%~	2 1%~	4 2%~	6 3%~	8 4%~	4 2%~
SOMETIMES	330 9%~	15 8%	20 10%~	14 8%~	26 14%~	22 11%~	9 5%~	51 9%	9 5%~	23 12%~	18 8%~	22 12%~	19 9%~	14 8%~	15 9%~	8 4%~	20 10%~	18 9%~
USUALLY	815 22%~	39 21%	39 20%~	41 24%~	39 20%~	46 23%~	47 27%~	120 20%	44 22%~	39 20%~	52 23%~	39 21%~	33 16%~	38 22%~	42 24%~	30 15%~	52 27%~	41 20%~
ALWAYS	2400 66%~	128 67%	128 66%~	111 65%~	121 63%~	123 63%~	114 65%~	403 68%	137 70%~	128 65%~	146 65%~	124 66%~	151 72%~	116 68%~	112 65%~	151 77%~	112 58%~	140 69%~
#ALWAYS + USUALLY (NET)	3215 88%~	167 88%	167 86%~	152 89%~	160 84%~	169 86%~	161 91%~	523 88%	181 92%~	167 85%~	198 88%~	163 86%~	184 88%~	154 91%~	154 89%~	181 93%~	164 85%~	181 89%~
TOP BOX SCORE	2400 66%~	128 67%	128 66%~	111 65%~	121 63%~	123 63%~	114 65%~	403 68%	137 70%~	128 65%~	146 65%~	124 66%~	151 72%~	116 68%~	112 65%~	151 77%~	112 58%~	140 69%~
NOT ANSWERED	90	3	5	5	7	4	5	13	4	4	3	3	6	3	2	5	9	4
VALID CASES	3656	190	194	171	191	196	176	594	196	197	225	189	209	170	173	195	192	203
NUMBER OF RESPONDENTS	3746	193	199	176	198	200	181	607	200	201	228	192	215	173	175	200	201	207
	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?

Banner I

	AGE					RACE							ETHNICITY		HEALTH STATUS		CCC SCREENER	
	<4	4-7	8-12	13 AND OVER	WHITE	BLK OR AFR-AMER	AS-IAN	NATV ILND	AMER ALSK	IND/ OTHR	MUL- TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD	FAIR & POOR	NO CCC	CCC	
Q10 YES	1058 29%	179 26%*	252 28%	288 28%	338 34%*	340 29%	1 11%~	11 18%*	1 12%~	11 27%~	3 11%~	55 29%	323 27%*	678 31%*	923 28%*	77 43%*	592 22%*	466 49%*
Q10 NO	2578 71%	510 74%*	650 72%	747 72%	671 66%*	851 71%	12 89%~	50 82%*	7 88%~	29 73%~	28 89%~	133 71%	895 73%*	1529 69%*	2354 72%*	103 57%*	2092 78%*	486 51%*
NOT ANSWERED	110	20	23	32	35	38	1	2		1		3	30	52	82	3	93	17
VALID CASES	3636	689	903	1035	1009	1192	13	60	8	40	31	187	1218	2207	3277	180	2684	952
NUMBER OF RESPONDENTS	3746 100%	709 100%	926 100%	1067 100%	1044 100%	1230 100%	14 100%	62 100%	8 100%	41 100%	31 100%	190 100%	1248 100%	2259 100%	3359 100%	183 100%	2777 100%	969 100%

[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?

Banner II

	OHP TOT CHLD	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q10																		
YES	1058 29%~	56 30%	49 25%~	47 27%~	59 31%~	48 25%~	64 37%~	175 30%	58 29%~	51 26%~	61 27%~	46 24%~	54 26%~	54 33%~	44 25%~	62 31%~	55 29%~	58 29%~
NO	2578 71%~	131 70%	147 75%~	125 73%~	132 69%~	147 75%~	111 63%~	418 70%	139 71%~	145 74%~	163 73%~	143 76%~	154 74%~	112 67%~	129 75%~	135 69%~	134 71%~	143 71%~
NOT ANSWERED	110	6	3	4	7	5	6	14	3	5	4	3	7	7	2	3	12	6
VALID CASES	3636	187	196	172	191	195	175	593	197	196	224	189	208	166	173	197	189	201
NUMBER OF RESPONDENTS	3746	193	199	176	198	200	181	607	200	201	228	192	215	173	175	200	201	207
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q7 >= 1 TIME]

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

Banner I

	AGE					RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER		
	<4	4-7	8-12	13 AND OVER	WHITE	BLK OR AFR-AMER	AS-IAN	NATV ILND	AMER ALSK	MUL-OTHR	TI	HIS-IC	NOT HIS-PAN-IC	EX & VERY GOOD	FAIR & POOR	NO CCC	CCC	
Q11 #YES	931 93%	156 92%	205 90%	262 94%	309 95%	310 98%*	2 100%	8 ~100%	9 ~91%	5 94%	50 ~100%*	272 86%*	620 97%*	822 93%	66 89%	497 89%*	436 97%*	
NO	71 7%	13 8%	22 10%	18 6%	17 5%	7 2%*	~	~100%	1 9%	1 6%	1 ~0.4%*	1 14%*	22 3%*	58 7%	8 11%	58 11%*	12 3%*	
NOT ANSWERED	408	85	102	113	107	74	2	7	3	1	8	109	118	216	19	356	50	
VALID CASES	1002	170	227	280	326	317	2	8	1	9	5	50	316	642	881	74	556	448
NUMBER OF RESPONDENTS	1410	255	329	393	433	391	4	15	1	12	6	58	425	760	1097	93	912	498
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

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?

Banner II

	OHP TOT CHLD	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q11 #YES	931 93%~	51 94%	46 96%~	46 100%~	55 93%~	44 94%~	61 97%~	151 88%	54 95%~	46 90%~	56 95%~	42 95%~	49 91%~	53 98%~	37 88%~	58 97%~	51 93%~	49 86%~
NO	71 7%~	3 6%	2 4%~	~	4 7%~	3 6%~	2 3%~	20 12%	3 5%~	5 10%~	3 5%~	2 5%~	5 9%~	1 2%~	5 12%~	2 3%~	4 7%~	8 14%~
NOT ANSWERED	408	25	17	16	24	19	22	78	20	16	24	24	15	17	11	12	28	21
VALID CASES	1002	54	48	46	59	47	63	171	57	51	59	44	54	54	42	60	55	57
NUMBER OF RESPONDENTS	1410	79	65	62	83	66	85	249	77	67	83	68	69	71	53	72	83	78
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

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

Banner I

	AGE					RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER		
	<4	4-7	8-12	13 AND OVER	WHT	BLK OR AFR-	AS- IAN	NATV ILND	AMER ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR	GOOD & POOR	NO CCC	CCC	
Q12 #YES	722 71%	117 66%	143 63%*	217 76%*	246 74%	240 73%	1 18%~	9 85%~	7 ~ 81%~	5 100%~	36 71%	200 64%*	486 75%*	640 72%*	47 63%	361 63%*	361 80%*	
NO	300 29%	61 34%	82 37%*	68 24%*	87 26%	89 27%	2 82%~	2 15%~	1 100%~	2 19%~	15 ~ 29%	110 36%*	164 25%*	250 28%*	28 37%	208 37%*	91 20%*	
NOT ANSWERED	19	3	3	10	4	7		2			1	1	5	13	13	5	11	9
VALID CASES	1022	178	225	286	332	329	2	10	1	9	5	51	310	650	890	75	569	452
NUMBER OF RESPONDENTS	1041 100%	181 100%	228 100%	296 100%	336 100%	336 100%	2 100%	12 100%	1 100%	9 100%	6 100%	52 100%	315 100%	663 100%	903 100%	80 100%	580 100%	461 100%

[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?

Banner II

	OHP TOT CHLD	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q12 #YES	722 71%~	47 85%	33 69%~	39 85%~	37 63%~	37 79%~	44 70%~	119 69%*	43 75%~	33 65%~	45 76%~	33 79%~	41 76%~	38 72%~	27 64%~	42 69%~	33 60%~	35 62%~
NO	300 29%~	8 15%	15 31%~	7 15%~	22 37%~	10 21%~	19 30%~	53 31%*	14 25%~	18 35%~	14 24%~	9 21%~	13 24%~	15 28%~	15 36%~	19 31%~	22 40%~	21 38%~
NOT ANSWERED	19	1	1	1		1	1	3	1		2	4		1	2	1		2
VALID CASES	1022	55	48	46	59	47	63	172	57	51	59	42	54	53	42	61	55	56
NUMBER OF RESPONDENTS	1041	56	49	47	59	48	64	175	58	51	61	46	54	54	44	62	55	58
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

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

Banner I

	AGE					RACE							ETHNICITY		HEALTH STATUS		CCC SCREENER	
	<4	4-7	8-12	13 AND OVER	WHITE	BLK OR AFR-AMER	AS-IAN	NATV ILND	AMER ALSK	IND/ OTHR	MUL- TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD	FAIR & POOR	NO CCC	CCC	
Q13 #YES	804 80%	122 70%*	170 77%	252 88%*	261 80%	270 82%	2 100%~	7 65%~	1 100%~	9 97%~	2 37%~	36 76%~	252 81%	512 80%	710 81%	56 74%	429 77%*	376 83%*
NO	202 20%	52 30%*	52 23%	33 12%*	64 20%	59 18%	4 ~ 35%~	1 ~	3 3%~	11 63%~	19 24%~	59 19%	129 20%	169 19%	20 26%	127 23%*	74 17%*	
NOT ANSWERED	35	7	6	11	11	8	2			1	5	4	22	24	3	24	11	
VALID CASES	1006	174	222	285	325	328	2	10	1	9	5	47	311	641	879	77	556	450
NUMBER OF RESPONDENTS	1041 100%	181 100%	228 100%	296 100%	336 100%	336 100%	2 100%	12 100%	1 100%	9 100%	6 100%	52 100%	315 100%	663 100%	903 100%	80 100%	580 100%	461 100%

[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?

Banner II

	OHP TOT CHLD	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q13 #YES	804 80%~	42 76%~	34 72%~	33 73%~	43 74%~	40 85%~	52 85%~	138 82%~	43 75%~	36 73%~	48 83%~	29 69%~	36 67%~	41 77%~	33 80%~	44 72%~	46 85%~	43 78%~
NO	202 20%~	13 24%~	13 28%~	12 27%~	15 26%~	7 15%~	9 15%~	30 18%~	14 25%~	13 27%~	10 17%~	13 31%~	18 33%~	12 23%~	8 20%~	17 28%~	8 15%~	12 22%~
NOT ANSWERED	35	1	2	2	1	1	3	7	1	2	3	4		1	3	1	1	3
VALID CASES	1006	55	47	45	58	47	61	168	57	49	58	42	54	53	41	61	54	55
NUMBER OF RESPONDENTS	1041 100%	56 100%	49 100%	47 100%	59 100%	48 100%	64 100%	175 100%	58 100%	51 100%	61 100%	46 100%	54 100%	54 100%	44 100%	62 100%	55 100%	58 100%

[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?

Banner I

	AGE					RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER			
	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	WHT	BLK OR AFR-AMER	AS-IAN	NATV ILND	AMER IND/ALSK	MUL-TI	HIS-PAN-IC	NOT HIS-PAN-IC	EX & VERY GOOD	FAIR & POOR	NO CCC	CCC		
Q14 WORST HEALTH CARE POSSIBLE	7 0.2%	1 0.0%	1 0.1%	2 0.2%	5 0.4%	1 0.1%	~	~	~	~	~0.7%	3 0.2%	4 0.2%	5 0.2%	1 0.6%	2 0.1%	5 0.6%*		
01	7 0.2%	2 0.3%	2 0.2%	~0.3%	3 ~0.3%	2 0.2%	~	~	~	~	~ 1%	7 ~0.3%	7 ~0.2%*			4 ~0.2%	3 0.3%		
02	15 0.4%	4 0.6%	5 0.6%	2 0.2%	4 0.4%	1 0.1%*	~	~	~	~	~0.9%	2 0.7%	3 0.1%*	10 0.3%	4 2%	11 0.4%	4 0.5%		
03	17 0.5%	2 0.3%	4 0.5%	4 0.4%	6 0.6%	3 0.2%	~	1% ~	1% ~	1% ~	1% ~	6 0.5%	7 0.3%	12 0.4%	3 2%	8 0.3%	9 0.9%		
04	22 0.6%	1 0.0%	3 0.4%*	10 0.9%	8 0.8%	6 0.5%	~	1% ~	2% ~	4% ~	~	7 ~0.5%	13 0.6%	16 0.5%	4 2%	15 0.6%	6 0.7%		
05	133 4%	23 3%	29 3%	39 4%	42 4%	46 4%	1 3%~	1 2%	3 ~	7% ~	1 4%~	9 5%	34 3%*	82 4%	112 3%	7 4%	106 4%	27 3%	
06	105 3%	12 2%*	33 4%	24 2%	36 4%	40 3%	~	3% ~	12% ~	1% 0.5%~	1% ~	2 8%~	6 3%	26 2%*	74 3%	89 3%	12 7%*	63 2%*	42 4%*
07	327 9%	53 8%	86 10%	85 8%	104 10%	114 9%	1 8%~	9 14%	2 22%~	7 17%~	2 5%~	20 11%	76 6%*	240 11%*	285 9%	28 15%*	216 8%*	111 12%*	
08	776 21%	141 20%	177 20%	247 24%*	211 21%	249 21%	2 12%~	11 18%	1 17%~	6 15%~	6 22%~	31 17%	260 21%	474 21%	695 21%	46 25%	572 21%	205 21%	
09	815 22%	160 23%	207 23%	230 22%	217 21%	288 24%	2 16%~	18 30%	4 46%~	10 25%~	7 25%~	38 20%	285 23%	501 23%	765 23%*	24 13%*	590 22%	225 24%	
BEST HEALTH CARE POSSIBLE	1412 39%	291 42%*	350 39%	391 38%	381 37%	452 38%	9 61%~	18 30%	1 4%~	12 30%~	10 33%~	77 41%	512 42%*	813 37%*	1290 39%	52 28%*	1094 41%*	317 33%*	
#8-10 (NET)	3003 83%	592 86%*	734 82%	868 84%	809 80%*	989 82%	12 89%~	48 78%	5 67%~	28 70%~	23 80%~	146 78%	1057 87%*	1788 81%*	2750 84%*	122 67%*	2256 84%*	747 78%*	

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?

Banner I

	AGE					RACE							ETHNICITY		HEALTH STATUS		CCC SCREENER	
	<4	4-7	8-12	13 AND OVER	WHITE	BLK OR AFR-AMER	AS-IAN	NATV ILND	AMER ALSK	MUL-OTHR	TI	HIS-IC	NOT HIS-PAN-IC	EX & VERY GOOD & FAIR POOR	GOOD & FAIR & POOR	NO CCC	CCC	
9-10 (NET)	2227 61%	451 66%*	557 62%	621 60%	598 59%	740 62%	11 77%~	37 60%	4 50%~	22 55%~	17 58%~	115 61%	797 65%*	1314 59%*	2055 63%*	76 42%*	1685 63%*	542 57%*
NOT ANSWERED	109	20	29	33	27	29		1		1	2	3	32	40	73	1	95	14
VALID CASES	3637	689	897	1034	1017	1201	14	61	8	40	29	187	1216	2219	3286	182	2682	955
NUMBER OF RESPONDENTS	3746	709	926	1067	1044	1230	14	62	8	41	31	190	1248	2259	3359	183	2777	969
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
MEAN	8.64	8.79	8.65	8.65	8.52	8.66	9.22	8.53	8.09	8.22	8.42	8.51	8.78	8.59	8.69	7.94	8.71	8.45
p stat_(*=Sig @ p<=.05)		.004*	.833	.817	.007*	.542	~.573		~	~	~.326	.000*	.014*	.000*	.000*	.000*	.000*	.000*

[ASKED IF Q7 >= 1]

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?

Banner II

	OHP TOT CHLD	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q14 WORST HEALTH CARE POSSIBLE	7 0.2%~	2 1%	1 0.5%~	1 0.6%~	1 0.5%~	~	~	~	~	~	~	1 0.5%~	~	~	~	~	1 0.5%~	1 0.5%~
01	7 0.2%~			1 ~0.6%~		~		1 ~0.6%~	2 0.3%~	1 0.5%~	~	~	~	~	~	2 1%~	~	~
02	15 0.4%~		1 0.5%~	~		1 ~0.5%~	1 0.6%~	5 0.8%~	~	2 1%~	2 0.9%~	1 0.5%~	~	~	2 1%~	~	~	~
03	17 0.5%~	2 1%	1 0.5%~	~	1 ~0.5%~	1 0.5%~	~	3 ~0.5%~	1 0.5%~	~	1 ~0.4%~	1 0.5%~	~	1 ~0.6%~	2 1%~	~	1 ~0.5%~	~
04	22 0.6%~	2 1%	2 1%~	1 0.6%~	~	1 ~0.5%~	2 1%~	2 0.3%~	1 0.5%~	3 2%~	2 0.9%~	3 2%~	3 1%~	~	2 1%~	1 0.5%~	1 0.5%~	~
05	133 4%	6 3%	6 3%~	11 6%~	5 3%~	8 4%~	7 4%~	12 2%	10 5%	12 6%~	9 4%~	7 4%~	12 6%~	6 4%~	11 6%~	9 5%~	7 4%~	11 5%~
06	105 3%	4 2%	16 8%~	10 6%~	14 7%~	4 2%~	3 2%~	11 2%	5 3%	5 3%~	3 1%~	10 5%~	8 4%~	5 3%~	10 6%~	5 3%~	3 2%~	11 5%~
07	327 9%	18 10%	15 8%~	17 10%~	20 10%~	12 6%~	22 13%~	36 6%	27 14%~	16 8%~	18 8%~	22 12%~	17 8%~	20 12%~	13 8%~	20 10%~	19 10%~	15 7%~
08	776 21%~	34 18%	41 21%~	35 20%~	42 22%~	41 22%~	41 23%~	127 21%	40 21%~	42 22%~	48 21%~	40 21%~	40 19%~	42 25%~	37 22%~	48 24%~	37 19%~	38 19%~
09	815 22%~	43 23%	46 24%~	36 21%~	36 19%~	52 27%~	43 24%~	143 24%	35 18%~	42 22%~	56 25%~	30 16%~	50 24%~	34 20%~	34 20%~	36 18%~	43 22%~	41 20%~
BEST HEALTH CARE POSSIBLE	1412 39%~	77 41%	66 34%~	59 35%~	72 38%~	70 37%~	56 32%~	254 43%	75 38%~	73 37%~	86 38%~	73 39%~	80 38%~	60 36%~	59 35%~	75 38%~	81 42%~	85 42%~
#8-10 (NET)	3003 83%~	154 82%	153 78%~	130 76%~	150 79%~	163 86%~	140 80%~	524 88%*	150 77%~	157 81%~	190 84%~	143 76%~	170 81%~	136 81%~	130 76%~	159 81%~	161 83%~	164 81%~
9-10 (NET)	2227 61%~	120 64%	112 57%~	95 56%~	108 57%~	122 64%~	99 56%~	397 67%	110 56%~	115 59%~	142 63%~	103 55%~	130 62%~	94 56%~	93 55%~	111 57%~	124 64%~	126 62%~

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?

Banner II

	OHP TOT CHLD	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
NOT ANSWERED	109	5	4	5	7	10	5	12	5	6	3	4	5	5	5	4	8	5
VALID CASES	3637	188	195	171	191	190	176	595	195	195	225	188	210	168	170	196	193	202
NUMBER OF RESPONDENTS	3746	193	199	176	198	200	181	607	200	201	228	192	215	173	175	200	201	207
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
MEAN	8.64	8.63	8.44	8.38	8.54	8.70	8.48	8.82	8.52	8.52	8.68	8.44	8.61	8.60	8.33	8.57	8.74	8.66
p stat_(*=Sig @ p<=.05)		~		~	~	~	~	~.080	~	~	~	~	~	~	~	~	~	~

[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?

Banner I

	AGE					RACE							ETHNICITY		HEALTH STATUS		CCC SCREENER	
	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	BLCK OR AFR-AMER	AS-IAN	NATV HAW/ PAC	AMER IND/ ALSK	OTHER	MUL-TI	HIS-IC	NOT HIS-PAN-IC	EX & VERY GOOD & FAIR & POOR	GOOD & FAIR & POOR	NO CCC	CCC	
Q15 NEVER	66 2%	6 0.8%*	19 2%	22 2%	19 2%	16 1%	4 ~	4 6%	~	~	~	4 2%	35 3%*	26 1%*	56 2%	9 5%*	47 2%	19 2%
SOMETIMES	356 10%	58 9%	96 11%	101 10%	101 10%	75 6%*	3 20%~	10 17%	2 29%~	3 7%~	3 8%~	15 8%	147 12%*	183 8%*	299 9%*	39 22%*	247 9%	109 11%
USUALLY	1161 32%	178 26%*	266 29%	352 34%	365 36%*	387 32%	3 24%~	25 41%	1 16%~	14 36%~	10 32%~	58 31%	401 33%	697 31%	1040 32%	71 39%*	829 31%*	332 35%*
ALWAYS	2060 57%	443 65%*	521 58%	559 54%	538 53%*	725 60%*	8 56%~	21 35%*	4 55%~	23 57%~	18 59%~	110 59%	637 52%*	1322 59%*	1905 58%*	62 34%*	1560 58%*	499 52%*
#ALWAYS + USUALLY (NET)	3220 88%	621 91%*	786 87%	911 88%	902 88%	1111 92%*	11 80%~	46 77%*	6 71%~	37 93%~	28 92%~	169 90%	1038 85%*	2019 91%*	2945 89%*	133 73%*	2390 89%	831 87%
TOP BOX SCORE	2060 57%	443 65%*	521 58%	559 54%	538 53%*	725 60%*	8 56%~	21 35%*	4 55%~	23 57%~	18 59%~	110 59%	637 52%*	1322 59%*	1905 58%*	62 34%*	1560 58%*	499 52%*
NOT ANSWERED	104	24	25	33	22	28	2		1		3	28	32	59	2	94	10	
VALID CASES	3642	685	901	1034	1022	1202	14	60	8	40	31	187	1220	2227	3300	181	2683	959
NUMBER OF RESPONDENTS	3746	709	926	1067	1044	1230	14	62	8	41	31	190	1248	2259	3359	183	2777	969
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q7 >= 1 TIME]

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

Banner II

	OHP TOT CHLD	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q15																		
NEVER	66 2%~	5 3%	6 3%~	4 2%~	3 2%~	1 0.5%~	~	14 2%	3 2%~	2 1%~	4 2%~	2 1%~	1 0.5%~	2 1%~	4 2%~	2 1%~	8 4%~	2 1%~
SOMETIMES	356 10%~	15 8%	18 9%~	23 14%~	17 9%~	24 13%~	19 11%~	52 9%	18 9%~	26 13%~	24 11%~	19 10%~	18 9%~	12 7%~	12 7%~	17 9%~	21 11%~	17 8%~
USUALLY	1161 32%~	57 30%	62 32%~	52 31%~	62 32%~	55 29%~	56 32%~	190 32%	63 32%~	55 28%~	70 31%~	68 36%~	46 22%~	63 38%~	59 35%~	51 26%~	63 33%~	60 30%~
ALWAYS	2060 57%~	111 59%	109 56%~	91 54%~	110 57%~	112 58%~	102 58%~	338 57%	112 57%~	113 58%~	125 56%~	101 53%~	144 69%~	91 54%~	94 56%~	126 64%~	100 52%~	123 61%~
#ALWAYS + USUALLY (NET)	3220 88%~	168 89%	171 88%~	143 84%~	172 90%~	167 87%~	158 89%~	528 89%	175 89%~	168 86%~	195 87%~	169 89%~	190 91%~	154 92%~	153 91%~	177 90%~	163 85%~	183 91%~
TOP BOX SCORE	2060 57%~	111 59%	109 56%~	91 54%~	110 57%~	112 58%~	102 58%~	338 57%	112 57%~	113 58%~	125 56%~	101 53%~	144 69%~	91 54%~	94 56%~	126 64%~	100 52%~	123 61%~
NOT ANSWERED	104	5	4	6	6	8	4	13	4	5	5	2	6	5	6	4	9	5
VALID CASES	3642	188	195	170	192	192	177	594	196	196	223	190	209	168	169	196	192	202
NUMBER OF RESPONDENTS	3746	193	199	176	198	200	181	607	200	201	228	192	215	173	175	200	201	207
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q7 >= 1 TIME]

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

Banner I

	AGE				RACE							ETHNICITY		HEALTH STATUS		CCC SCREENER		
	<4	4-7	8-12	13 AND OVER	WHT	BLK OR AFR-AMER	AS-IAN	NATV ILND	AMER IND/ALSK	MUL-OTHR	TI	HIS-IC	NOT HIS-PAN-IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC		
Q16																		
YES	3847 71%	225 25%*	1048 79%*	1349 83%*	1232 79%*	1327 75%*	22 80%~	60 64%	8 65%~	39 75%	34 76%~	199 81%*	1245 65%*	2415 75%*	3520 71%	155 68%	2862 68%*	985 84%*
NO	1561 29%	682 75%*	282 21%*	267 17%*	323 21%*	453 25%*	6 20%~	34 36%	5 35%~	13 25%	11 24%~	47 19%*	680 35%*	790 25%*	1429 29%	74 32%	1378 32%*	182 16%*
NOT ANSWERED	230	50	63	64	53	11	1	1		1		2	24	19	41	5	222	8
VALID CASES	5408	907	1330	1616	1555	1780	28	94	13	53	45	246	1925	3205	4949	229	4241	1167
NUMBER OF RESPONDENTS	5638	957	1393	1680	1608	1791	29	95	13	53	45	248	1949	3224	4990	234	4463	1175
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

Banner I

	AGE				RACE							ETHNICITY		HEALTH STATUS		CCC SCREENER		
	<4	4-7	8-12	13 AND OVER	WHT	BLK OR AFR-AMER	AS-IAN	NATV ILND	AMER ALSK	IND/ OTHR	MUL-TI	HIS-IC	NOT HIS-PAN-IC	EX & VERY GOOD	FAIR & POOR	NO CCC	CCC	
Q17 YES	421 11%	27 12%	135 13%*	139 11%	120 10%	88 7%*	3 18%~	5 8%	2 18%~	2 6%~	2 9%~	17 9%	153 13%	232 10%*	331 10%*	53 34%*	239 9%*	180 19%*
NO	3279 89%	196 88%	886 87%*	1152 89%	1044 90%	1138 93%*	16 82%~	55 92%	7 82%~	36 94%~	25 91%~	169 91%	1050 87%	2063 90%*	3036 90%*	101 66%*	2534 91%*	747 81%*
NOT ANSWERED	221	10	45	84	82	121	1	5		2	6	16	60	145	205	4	163	57
VALID CASES	3699	223	1021	1291	1164	1226	20	60	9	38	27	186	1202	2296	3368	154	2773	927
NUMBER OF RESPONDENTS	3920	233	1066	1375	1246	1347	21	65	9	40	33	202	1262	2441	3573	158	2936	984
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q16 = YES]

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?

Banner II

	OHP TOT CHLD	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q17																		
YES	421 11%~	22 11%	22 12%~	19 11%~	17 8%~	22 13%~	19 10%~	67 11%	26 13%~	18 9%~	40 16%~	15 8%~	10 5%~	20 10%~	12 7%~	15 8%~	30 16%~	24 12%~
NO	3279 89%~	173 89%	166 88%~	156 89%~	184 92%~	149 87%~	168 90%~	520 89%	167 87%~	187 91%~	206 84%~	174 92%~	194 95%~	174 90%~	157 93%~	181 92%~	157 84%~	179 88%~
NOT ANSWERED	221	7	12	6	14	10	16	27	9	23	22	13	9	13	12	18	10	9
VALID CASES	3699	195	188	175	201	171	187	587	193	205	246	189	204	194	169	196	187	203
NUMBER OF RESPONDENTS	3920	202	200	181	215	181	203	614	202	228	268	202	213	207	181	214	197	212
	100%	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?

Banner I

	AGE					RACE							ETHNICITY		HEALTH STATUS		CCC SCREENER	
	<4	4-7	8-12	13 AND OVER	WHT	BLK OR AFR-AMER	AS-IAN	NATV ILND	AMER ALSK	OTH	MUL-TI	HIS-IC	NOT HIS-PAN-IC	EX & VERY GOOD	FAIR & POOR	NO CCC	CCC	
Q18 #YES	351 89%	24 94%~	115 91%	106 88%	106 87%	76 88%	2 71%~	4 76%~	1 100%~	1 16%~	2 100%~	17 91%~	132 86%	191 91%	284 90%	42 85%~	193 88%	158 90%
NO	44 11%	1 6%~	11 9%	15 12%	16 13%	10 12%	1 29%~	1 24%~		2 ~ 84%~	2 ~ 9%~	21 14%	19 9%	33 10%	7 15%~	26 12%	18 10%	
NOT ANSWERED	4		1	1	2	1							1	1	2		4	
VALID CASES	394	25	126	122	122	87	3	5	1	2	2	19	153	210	316	49	218	176
NUMBER OF RESPONDENTS	398	25	126	123	124	88	3	5	1	2	2	19	154	211	318	49	222	176
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q16 = YES AND Q17 = 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?

Banner II

	OHP TOT CHLD	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q18 #YES	351 89%~	21 95%	21 95%~	17 89%~	16 100%~	20 91%~	16 84%~	56 85%~	25 96%~	15 83%~	35 88%~	14 93%~	10 100%~	16 80%~	11 100%~	13 87%~	27 90%~	21 95%~
NO	44 11%~	1 5%	1 5%~	2 11%~		2 9%~	3 16%~	10 15%~	1 4%~	3 17%~	5 12%~	1 7%~		4 20%~		2 13%~	3 10%~	1 5%~
NOT ANSWERED	4				1			1							1			2
VALID CASES	394	22	22	19	16	22	19	66	26	18	40	15	10	20	11	15	30	22
NUMBER OF RESPONDENTS	398	22	22	19	17	22	19	67	26	18	40	15	10	20	12	15	30	24
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q16 = YES AND Q17 = YES]

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

Banner I

	AGE					RACE							ETHNICITY		HEALTH STATUS		CCC SCREENER	
	<4	4-7	8-12	13 AND OVER	WHT	BLK OR AFR-AMER	AS-IAN	NATV HAW/ILND	AMER IND/PAC	ALSK NATV	MUL-OTHR	TI	HIS-PAN-IC	NOT HIS-PAN-IC	EX & VERY GOOD & FAIR	GOOD & POOR	NO CCC	CCC
OHP TOT CHLD	201	29	43	65	64	62	1	1	1	4	10	63	124	165	23	108	92	
YES	4%	3%	3%	4%	4%	3%	5%~	1%*	~	1%	9%~	4%	3%	4%	3%*	10%*	3%*	8%*
NO	5179	875	1282	1535	1487	1715	26	91	13	52	41	236	1860	3078	4782	206	4103	1076
	96%	97%	97%	96%	96%	97%	95%~	99%*	100%~	99%	91%~	96%	97%	96%	97%*	90%*	97%*	92%*
NOT ANSWERED	258	53	67	81	57	14	2	3		1		2	26	22	43	5	252	6
VALID CASES	5380	904	1326	1599	1551	1777	27	92	13	53	45	246	1923	3202	4947	229	4211	1169
NUMBER OF RESPONDENTS	5638	957	1393	1680	1608	1791	29	95	13	53	45	248	1949	3224	4990	234	4463	1175
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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?

Banner II

	OHP TOT CHLD	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q19 YES	201 4%~	10 4%	11 4%~	6 2%~	5 2%~	6 2%~	16 6%~	30 3%	6 2%~	11 4%~	17 5%~	13 5%~	13 5%~	11 4%~	15 6%~	14 5%~	14 5%~	9 3%~
NO	5179 96%~	266 96%	270 96%~	250 98%~	299 98%~	273 98%~	238 94%~	829 97%	279 98%~	281 96%~	350 95%~	261 95%~	267 95%~	262 96%~	232 94%~	266 95%~	289 95%~	285 97%~
NOT ANSWERED	258	14	8	11	15	16	12	50	15	10	9	17	7	6	10	6	14	14
VALID CASES	5380	276	281	256	304	279	254	859	285	292	367	274	280	273	247	280	303	294
NUMBER OF RESPONDENTS	5638 100%	290 100%	289 100%	267 100%	319 100%	295 100%	266 100%	909 100%	300 100%	302 100%	376 100%	291 100%	287 100%	279 100%	257 100%	286 100%	317 100%	308 100%

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

	OHP TOT CHLD	AGE				RACE						ETHNIC- ITY		HEALTH STATUS		CCC SCREENER			
		<4	4-7	8-12	13 AND OVER	BLCK OR AFR- AMER	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK	MUL- TI	OTH	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC		
Q20 NEVER	19 10%	2 6%	8 17%	4 6%	6 11%	6 10%	~	~	~	~	~	4 33%	5 8%	14 12%	19 11%	1 3%	11 11%	8 8%	
SOMETIMES	32 16%	1 5%	5 10%	9 14%	16 29%*	11 18%	~	~	~	~	2 86%	4 28%	5 7%*	27 22%*	27 16%	3 16%	12 12%	20 21%	
USUALLY	40 20%	5 17%	9 19%	17 25%	10 17%	14 22%	~	~	~	1 100%	~	2 16%	12 19%	26 21%	35 21%	5 21%	18 17%	23 24%	
ALWAYS	107 54%	20 73%	26 54%	37 55%	25 43%*	31 50%	2 100%	1 100%	~	~	1 14%	3 24%	43 66%*	56 45%*	85 51%	13 60%	62 60%	45 47%	
#ALWAYS + USUALLY (NET)	147 74%	24 90%	35 74%	54 81%	34 61%*	45 72%	2 100%	1 100%	~	~	1 100%	1 14%	5 40%	82 85%*	120 72%	18 81%	80 77%	67 71%	
TOP BOX SCORE	107 54%	20 73%	26 54%	37 55%	25 43%*	31 50%	2 100%	1 100%	~	~	1 14%	3 24%	43 66%*	56 45%*	85 51%	13 60%	62 60%	45 47%	
NOT ANSWERED	9		3	2	4	2					2		2	5	9	1	6	3	
VALID CASES	198	27	47	67	57	62	2	1			1	2	13	65	123	166	22	103	95
NUMBER OF RESPONDENTS	207	27	50	69	61	64	2	1			1	4	13	67	128	175	22	109	98
	100%	100%	100%	100%	100%	100%	100%	100%			100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q19 = YES]

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

	CHLD	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO	
OHP																			
TOT																			
Q20																			
NEVER	19 10%~	1 10%	3 27%~	~	~	2 33%~	2 14%~	1 3%~	~	3 33%~	1 7%~	1 8%~	2 18%~	2 20%~	~	1 7%~	~	1 11%~	
SOMETIMES	32 16%~	2 20%	1 9%~	3 50%~	1 20%~	1 17%~	4 29%~	3 10%~	~	1 11%~	3 20%~	1 8%~	2 18%~	1 10%~	4 27%~	3 21%~	2 14%~	3 33%~	
USUALLY	40 20%~	3 30%	2 18%~	1 17%~	~	1 17%~	~	9 31%~	2 33%~	2 22%~	2 13%~	3 23%~	1 9%~	2 20%~	5 33%~	1 7%~	3 21%~	1 11%~	
ALWAYS	107 54%~	4 40%	5 45%~	2 33%~	4 80%~	2 33%~	8 57%~	16 55%~	4 67%~	3 33%~	9 60%~	8 62%~	6 55%~	5 50%~	6 40%~	9 64%~	9 64%~	4 44%~	
#ALWAYS + USUALLY (NET)	147 74%~	7 70%	7 64%~	3 50%~	4 80%~	3 50%~	8 57%~	25 86%~	6 100%~	5 56%~	11 73%~	11 85%~	7 64%~	7 70%~	11 73%~	10 71%~	12 86%~	5 56%~	
TOP BOX SCORE	107 54%~	4 40%	5 45%~	2 33%~	4 80%~	2 33%~	8 57%~	16 55%~	4 67%~	3 33%~	9 60%~	8 62%~	6 55%~	5 50%~	6 40%~	9 64%~	9 64%~	4 44%~	
NOT ANSWERED	9						2	1		2	2		2	1					
VALID CASES	198	10	11	6	5	6	14	29	6	9	15	13	11	10	15	14	14	9	
NUMBER OF RESPONDENTS	207	10	11	6	5	6	16	30	6	11	17	13	13	11	15	14	14	9	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q19 = YES]

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

Banner I

	AGE					RACE							ETHNICITY		HEALTH STATUS		CCC SCREENER	
	<4	4-7	8-12	13 AND OVER	WHT	BLK OR AFR-	AS- IAN	NATV ILND	AMER ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD &	FAIR & POOR	NO CCC	CCC	
Q21 #YES	166 83%	23 90%~	42 86%~	58 87%	42 72%*	52 83%	1 18%~	1 100%~	1 ~100%~	2 79%~	8 66%~	54 85%	102 80%	139 83%~	17 79%~	86 83%	80 82%	
NO	35 17%	3 10%~	7 14%~	9 13%	16 28%*	11 17%	2 82%~	~	~	1 ~21%~	4 34%~	10 15%	25 20%	29 17%~	5 21%~	17 17%	18 18%	
NOT ANSWERED	6	1	1	2	3	1				2	1	3	2	6	1	6	1	
VALID CASES	201	26	49	67	58	63	2	1		1	2	13	64	126	169	22	103	98
NUMBER OF RESPONDENTS	207	27	50	69	61	64	2	1		1	4	13	67	128	175	22	109	98
	100%	100%	100%	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q19 = YES]

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

Banner II

	OHP TOT CHLD	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q21 #YES	166 83%~	8 80%	9 90%~	5 83%~	4 100%~	6 100%~	12 80%~	24 80%~	6 100%~	4 40%~	11 79%~	12 92%~	10 83%~	9 90%~	10 67%~	11 79%~	11 79%~	8 89%~
NO	35 17%~	2 20%	1 10%~	1 17%~	~	~	3 20%~	6 20%~	~	6 60%~	3 21%~	1 8%~	2 17%~	1 10%~	5 33%~	3 21%~	3 21%~	1 11%~
NOT ANSWERED	6		1		1		1			1	3		1	1				
VALID CASES	201	10	10	6	4	6	15	30	6	10	14	13	12	10	15	14	14	9
NUMBER OF RESPONDENTS	207	10	11	6	5	6	16	30	6	11	17	13	13	11	15	14	14	9
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q19 = YES]

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

Banner I

	AGE					RACE							ETHNICITY		HEALTH STATUS		CCC SCREENER	
	<4	4-7	8-12	13 AND OVER	WHT	BLK OR AFR-	AS- IAN	NATV ILND	AMER ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD	FAIR & POOR	NO CCC	CCC	
Q22																		
YES	487 9%	70 8%	145 11%*	128 8%	144 9%	170 10%	1 4%~	4 4%*	1 3%~	13 25%*	4 8%~	17 7%	155 8%*	308 10%	412 8%*	53 23%*	201 5%*	286 25%*
NO	4887 91%	836 92%	1181 89%*	1465 92%	1404 91%	1604 90%	26 96%~	89 96%*	13 97%~	40 75%*	41 92%~	228 93%	1772 92%*	2890 90%	4531 92%*	175 77%*	4006 95%*	881 75%*
NOT ANSWERED	264	51	67	86	59	16	2	2		1		2	22	26	47	5	256	8
VALID CASES	5374	906	1326	1594	1549	1775	27	93	13	53	45	246	1927	3198	4943	229	4207	1167
NUMBER OF RESPONDENTS	5638 100%	957 100%	1393 100%	1680 100%	1608 100%	1791 100%	29 100%	95 100%	13 100%	53 100%	45 100%	248 100%	1949 100%	3224 100%	4990 100%	234 100%	4463 100%	1175 100%

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?

Banner II

	OHP TOT CHLD	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q22																		
YES	487 9%~	21 8%	10 4%~	18 7%~	33 11%~	19 7%~	43 17%~	83 10%	18 6%~	29 10%~	43 12%~	23 8%~	17 6%~	26 10%~	16 6%~	20 7%~	22 7%~	28 10%~
NO	4887 91%~	254 92%	268 96%~	237 93%~	271 89%~	259 93%~	210 83%~	777 90%	267 94%~	262 90%~	320 88%~	250 92%~	261 94%~	247 90%~	231 94%~	258 93%~	282 93%~	266 90%~
NOT ANSWERED	264	15	11	12	15	17	13	49	15	11	13	18	9	6	10	8	13	14
VALID CASES	5374	275	278	255	304	278	253	860	285	291	363	273	278	273	247	278	304	294
NUMBER OF RESPONDENTS	5638	290	289	267	319	295	266	909	300	302	376	291	287	279	257	286	317	308
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

Banner I

	OHP TOT CHLD	AGE				RACE							ETHNIC- ITY		HEALTH STATUS		CCC SCREENER	
		<4	4-7	8-12	13 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- TI	OTHR	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC		
Q23 NEVER	64 14%	4 5%*	21 15%	12 11%	27 20%*	33 22%*	1 100%~	1 43%~	~	~	~	2 8%~	8 5%*	50 18%*	45 12%*	11 21%	21 11%	42 16%
SOMETIMES	82 18%	17 23%	16 12%*	23 21%	26 20%	27 18%	~	~	~	3 29%~	1 17%~	2 11%~	32 22%	46 16%	68 18%	11 21%	26 14%*	55 21%*
USUALLY	105 23%	14 20%	27 20%	32 30%	31 23%	35 23%	~	~	1 100%~	3 40%~	~	5 27%~	40 27%	62 22%	95 25%	10 20%	40 21%	64 25%
ALWAYS	198 44%	36 51%	71 53%*	41 38%	50 37%	58 38%*	~	2 57%~	~	3 31%~	1 83%~	11 54%~	68 46%	123 44%	171 45%	19 37%	102 54%*	97 38%*
#ALWAYS + USUALLY (NET)	303 68%	51 71%	98 73%	73 67%	81 60%*	93 60%*	~	2 57%~	1 100%~	6 71%~	1 83%~	16 81%~	108 73%	185 66%	266 70%*	29 57%	142 75%*	162 63%*
TOP BOX SCORE	198 44%	36 51%	71 53%*	41 38%	50 37%	58 38%*	~	2 57%~	~	3 31%~	1 83%~	11 54%~	68 46%	123 44%	171 45%	19 37%	102 54%*	97 38%*
NOT ANSWERED	21	3	2	8	7	10				1	1		4	12	17	1	14	7
VALID CASES	448	71	135	109	134	153	1	3	1	9	2	20	147	280	379	51	189	259
NUMBER OF RESPONDENTS	469	74	137	117	141	163	1	3	1	10	3	20	151	292	396	52	203	266
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q22 = YES]

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

Banner II

	OHP TOT																	
	CHLD	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q23																		
NEVER	64 14%~	4 20%	1 11%~	3 17%~	3 9%~	2 11%~	6 15%~	11 14%~	3 18%~	5 19%~	7 17%~	4 19%~	5 29%~	5 20%~	5 33%~	4 21%~		6 ~ 22%~
SOMETIMES	82 18%~	3 15%	2 22%~	5 28%~	7 21%~	6 33%~	10 25%~	9 11%~	3 18%~	5 19%~	12 29%~	5 24%~	1 6%~	1 4%~	1 7%~	3 16%~	5 24%~	3 11%~
USUALLY	105 23%~	8 40%	3 33%~	6 33%~	9 27%~	2 11%~	9 22%~	23 28%~	5 29%~	4 15%~	4 10%~	3 14%~	2 12%~	6 24%~	2 13%~	2 11%~	5 24%~	5 19%~
ALWAYS	198 44%~	5 25%	3 33%~	4 22%~	14 42%~	8 44%~	15 38%~	38 47%~	6 35%~	12 46%~	19 45%~	9 43%~	9 53%~	13 52%~	7 47%~	10 53%~	11 52%~	13 48%~
#ALWAYS + USUALLY (NET)	303 68%~	13 65%	6 67%~	10 56%~	23 70%~	10 56%~	24 60%~	61 75%~	11 65%~	16 62%~	23 55%~	12 57%~	11 65%~	19 76%~	9 60%~	12 63%~	16 76%~	18 67%~
TOP BOX SCORE	198 44%~	5 25%	3 33%~	4 22%~	14 42%~	8 44%~	15 38%~	38 47%~	6 35%~	12 46%~	19 45%~	9 43%~	9 53%~	13 52%~	7 47%~	10 53%~	11 52%~	13 48%~
NOT ANSWERED	21	1	1			1	3	2	1	3	1	2		1	1	1	1	1
VALID CASES	448	20	9	18	33	18	40	81	17	26	42	21	17	25	15	19	21	27
NUMBER OF RESPONDENTS	469	21	10	18	33	19	43	83	18	29	43	23	17	26	16	20	22	28
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q22 = YES]

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

	AGE					RACE							ETHNICITY		HEALTH STATUS		CCC SCREENER	
	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	BLCK OR AFR- WHT	AMER AMER	AS- IAN	NATV ILND	AMER IND/ PAC	ALSK NATV	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC
Q24 #YES	310 69%	50 69%	90 67%	71 65%	100 74%	99 64%	1 100%~	1 29%~	1 100%~	7 76%~	1 83%~	12 59%~	107 73%	193 68%	256 67%	44 85%*	124 65%	186 71%
NO	142 31%	23 31%	45 33%	39 35%	35 26%	56 36%		2 ~ 71%~		2 ~ 24%~	1 17%~	8 41%~	40 27%	93 32%	126 33%	8 15%*	67 35%	75 29%
NOT ANSWERED	17	1	3	8	5	7				1	1		4	7	14		12	5
VALID CASES	452	73	134	109	136	156	1	3	1	9	2	20	147	285	382	52	191	261
NUMBER OF RESPONDENTS	469	74	137	117	141	163	1	3	1	10	3	20	151	292	396	52	203	266
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q22 = YES]

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

		OHP																	
		TOT																	
		CHLD	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q24	#YES	310	14	7	9	25	14	30	62	8	12	32	16	13	15	4	7	14	16
		69%~	70%	78%~	53%~	76%~	78%~	75%~	76%~	47%~	46%~	74%~	70%~	76%~	60%~	25%~	37%~	67%~	59%~
	NO	142	6	2	8	8	4	10	20	9	14	11	7	4	10	12	12	7	11
		31%~	30%	22%~	47%~	24%~	22%~	25%~	24%~	53%~	54%~	26%~	30%~	24%~	40%~	75%~	63%~	33%~	41%~
	NOT ANSWERED	17	1	1	1		1	3	1	1	3				1		1	1	1
	VALID CASES	452	20	9	17	33	18	40	82	17	26	43	23	17	25	16	19	21	27
	NUMBER OF RESPONDENTS	469	21	10	18	33	19	43	83	18	29	43	23	17	26	16	20	22	28
		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q22 = YES]

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

Banner I

	AGE					RACE							ETHNICITY		HEALTH STATUS		CCC SCREENER	
	<4	4-7	8-12	13 AND OVER	WHITE	BLK OR AFR-AMER	AS-IAN	NATV ILND	AMER ALSK	IND/ OTHR	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	GOOD POOR	NO CCC	CCC	
Q25																		
YES	692 13%	36 4%*	147 11%*	227 14%	283 18%*	280 16%*	5 20%~	2 2%*	1 3%~	12 24%	3 7%~	36 15%	172 9%*	497 16%*	604 12%*	57 25%*	226 5%*	466 40%*
NO	4667 87%	863 96%*	1174 89%*	1367 86%	1262 82%*	1495 84%*	21 80%~	93 98%*	13 97%~	39 76%	42 93%~	207 85%	1745 91%*	2702 84%*	4329 88%*	172 75%*	3964 95%*	702 60%*
NOT ANSWERED	279	57	73	86	63	17	3			2		5	32	25	57	5	273	7
VALID CASES	5359	900	1320	1594	1545	1774	26	95	13	51	45	243	1917	3199	4933	229	4190	1168
NUMBER OF RESPONDENTS	5638 100%	957 100%	1393 100%	1680 100%	1608 100%	1791 100%	29 100%	95 100%	13 100%	53 100%	45 100%	248 100%	1949 100%	3224 100%	4990 100%	234 100%	4463 100%	1175 100%

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?

Banner II

	OHP TOT CHLD	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q25																		
YES	692 13%~	29 11%	32 12%~	34 13%~	33 11%~	38 14%~	51 20%~	106 12%	37 13%~	32 11%~	50 14%~	39 14%~	33 12%~	40 15%~	25 10%~	43 15%~	29 10%~	32 11%~
NO	4667 87%~	247 89%	245 88%~	221 87%~	270 89%~	238 86%~	202 80%~	752 88%	246 87%~	259 89%~	314 86%~	236 86%~	245 88%~	231 85%~	223 90%~	235 85%~	273 90%~	261 89%~
NOT ANSWERED	279	14	12	12	16	19	13	51	17	11	12	16	9	8	9	8	15	15
VALID CASES	5359	276	277	255	303	276	253	858	283	291	364	275	278	271	248	278	302	293
NUMBER OF RESPONDENTS	5638	290	289	267	319	295	266	909	300	302	376	291	287	279	257	286	317	308
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

Banner I

	AGE					RACE							ETHNICITY		HEALTH STATUS		CCC SCREENER	
	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	BLCK OR AFR- AMER	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK	MUL- TI	OTH	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC		
Q26 NEVER	86 13%	4 12%~	17 13%	33 16%	31 11%	45 18%*	~	~	~	15%~	8 ~ 24%~	14 8%*	67 15%*	75 13%	5 9%	29 14%	57 13%	
SOMETIMES	135 20%	10 26%~	31 23%	37 18%	57 21%	46 18%	~	~	~	3 27%~	1 15%~	4 12%~	38 22%	93 20%	118 20%	16 27%	49 24%	86 19%
USUALLY	147 22%	9 25%~	21 16%*	45 22%	73 26%	63 25%	1 21%~	~	~	2 18%~	6 ~ 18%~	43 25%	98 22%	125 22%	17 29%	40 19%	108 24%	
ALWAYS	290 44%	14 37%~	67 49%	92 45%	116 42%	101 39%	4 79%~	1 100%~	1 100%~	4 40%~	3 85%~	16 46%~	76 44%	197 43%	257 45%	19 34%	89 43%	201 45%
#ALWAYS + USUALLY (NET)	437 66%	23 62%~	88 65%	137 66%	189 68%	164 64%	5 100%~	1 100%~	1 100%~	6 58%~	3 85%~	22 64%~	119 69%	296 65%	382 66%	36 63%	129 62%	309 68%
TOP BOX SCORE	290 44%	14 37%~	67 49%	92 45%	116 42%	101 39%	4 79%~	1 100%~	1 100%~	4 40%~	3 85%~	16 46%~	76 44%	197 43%	257 45%	19 34%	89 43%	201 45%
NOT ANSWERED	25	2	2	18	4	13						5	16	22		12	13	
VALID CASES	658	37	136	207	277	255	5	1	1	10	4	34	172	456	574	57	207	451
NUMBER OF RESPONDENTS	683	39	138	225	281	268	5	1	1	10	4	34	177	472	596	57	219	464
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q25 = YES]

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

Banner II

	OHP TOT																	
	CHLD	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q26																		
NEVER	86 13%~	5 17%	2 6%~	5 15%~	4 13%~		7 ~ 15%	14 14%~	3 8%~	7 23%~	4 8%~	5 13%~	1 3%~	8 21%~	2 8%~	6 14%~	6 21%~	2 7%~
SOMETIMES	135 20%~	2 7%	6 19%~	9 26%~	8 25%~	10 29%~	15 31%~	15 15%~	10 27%~	7 23%~	12 24%~	8 21%~	3 9%~	6 16%~	7 28%~	5 12%~	5 17%~	1 3%~
USUALLY	147 22%~	7 24%	8 26%~	8 24%~	6 19%~	9 26%~	5 10%~	23 23%~	12 32%~	7 23%~	12 24%~	8 21%~	11 34%~	8 21%~	6 24%~	12 29%~	8 28%~	5 17%~
ALWAYS	290 44%~	15 52%	15 48%~	12 35%~	14 44%~	16 46%~	21 44%~	50 49%~	12 32%~	10 32%~	21 43%~	17 45%~	17 53%~	16 42%~	10 40%~	19 45%~	10 34%~	22 73%~
#ALWAYS + USUALLY (NET)	437 66%~	22 76%	23 74%~	20 59%~	20 63%~	25 71%~	26 54%~	73 72%~	24 65%~	17 55%~	33 67%~	25 66%~	28 88%~	24 63%~	16 64%~	31 74%~	18 62%~	27 90%~
TOP BOX SCORE	290 44%~	15 52%	15 48%~	12 35%~	14 44%~	16 46%~	21 44%~	50 49%~	12 32%~	10 32%~	21 43%~	17 45%~	17 53%~	16 42%~	10 40%~	19 45%~	10 34%~	22 73%~
NOT ANSWERED	25		1		1	3	3	4		1	1	1	1	2		1		2
VALID CASES	658	29	31	34	32	35	48	102	37	31	49	38	32	38	25	42	29	30
NUMBER OF RESPONDENTS	683	29	32	34	33	38	51	106	37	32	50	39	33	40	25	43	29	32
	100%	100%	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?

Banner I

	AGE				RACE							ETHNICITY		HEALTH STATUS		CCC SCREENER		
	<4	4-7	8-12	13 AND OVER	WHITE	BLK OR AFR-AMER	AS-IAN	NATV ILND	AMER ALSK	IND/ OTHR	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR POOR	NO CCC	CCC		
Q27 #YES	342 52%	28 73%~	75 55%	94 44%*	146 53%	127 50%	5 100%~	1 ~100%~	6 57%~	2 58%~	17 50%~	110 64%*	217 47%*	295 51%	34 61%	103 49%	239 53%	
NO	320 48%	10 27%~	61 45%	117 56%*	132 47%	128 50%	1 ~100%~	4 ~ 43%~	2 42%~	17 50%~	63 36%*	241 53%*	284 49%	22 39%	105 51%	215 47%		
NOT ANSWERED	21	2	2	15	3	14						4	14	17	1	11	10	
VALID CASES	662	37	136	210	278	254	5	1	1	10	4	34	173	458	579	56	208	454
NUMBER OF RESPONDENTS	683	39	138	225	281	268	5	1	1	10	4	34	177	472	596	57	219	464
	100%	100%	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?

Banner II

	OHP TOT CHLD	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO	
Q27																			
#YES	342 52%~	9 32%	21 70%~	16 48%~	18 55%~	20 57%~	29 58%~	57 56%~	13 35%~	17 53%~	37 76%~	21 55%~	14 44%~	9 24%~	15 60%~	24 57%~	17 59%~	18 58%~	
NO	320 48%~	19 68%	9 30%~	17 52%~	15 45%~	15 43%~	21 42%~	45 44%~	24 65%~	15 47%~	12 24%~	17 45%~	18 56%~	29 76%~	10 40%~	18 43%~	12 41%~	13 42%~	
NOT ANSWERED	21	1	2	1		3	1	4			1	1	1	2		1		1	
VALID CASES	662	28	30	33	33	35	50	102	37	32	49	38	32	38	25	42	29	31	
NUMBER OF RESPONDENTS	683	29	32	34	33	38	51	106	37	32	50	39	33	40	25	43	29	32	
	100%	100%	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?

Banner I

	AGE					RACE							ETHNICITY		HEALTH STATUS		CCC SCREENER	
	<4	4-7	8-12	13 AND OVER	WHT	BLK OR AFR-	AS- IAN	NATV ILND	AMER ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	GOOD POOR	NO CCC	CCC	
Q28																		
YES	1125 21%	171 19%	238 18%*	334 21%	383 25%*	421 24%*	2 8%~	9 9%*	22 ~ 43%*	9 20%~	58 24%	300 16%*	779 24%*	978 20%*	96 42%*	606 14%*	519 45%*	
NO	4219 79%	725 81%	1078 82%*	1261 79%	1154 75%*	1358 76%*	25 92%~	86 91%*	13 100%~	29 57%*	36 80%~	187 76%	1610 84%*	2426 76%*	3956 80%*	131 58%*	3575 86%*	644 55%*
NOT ANSWERED	294	61	78	85	71	12	2		1	2		3	39	19	56	7	282	12
VALID CASES	5344	896	1315	1595	1537	1779	27	95	13	51	45	245	1910	3205	4934	227	4181	1163
NUMBER OF RESPONDENTS	5638 100%	957 100%	1393 100%	1680 100%	1608 100%	1791 100%	29 100%	95 100%	13 100%	53 100%	45 100%	248 100%	1949 100%	3224 100%	4990 100%	234 100%	4463 100%	1175 100%

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?

Banner II

	OHP TOT CHLD	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q28																		
YES	1125 21%~	59 22%	39 14%~	57 23%~	57 19%~	58 21%~	87 34%~	159 19%	61 22%~	53 18%~	76 21%~	60 22%~	63 23%~	61 23%~	51 20%~	66 24%~	53 18%~	57 20%~
NO	4219 79%~	214 78%	238 86%~	193 77%~	244 81%~	220 79%~	166 66%~	695 81%	222 78%~	236 82%~	290 79%~	212 78%~	215 77%~	208 77%~	198 80%~	214 76%~	249 82%~	235 80%~
NOT ANSWERED	294	17	12	17	18	17	13	55	17	13	10	19	9	10	8	6	15	16
VALID CASES	5344	273	277	250	301	278	253	854	283	289	366	272	278	269	249	280	302	292
NUMBER OF RESPONDENTS	5638	290	289	267	319	295	266	909	300	302	376	291	287	279	257	286	317	308
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

Banner I

	AGE					RACE							ETHNICITY		HEALTH STATUS		CCC SCREENER	
	<4	4-7	8-12	13 AND OVER	WHT	BLK OR AFR-	AS- IAN	NATV ILND	AMER ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD	FAIR & POOR	NO CCC	CCC	
Q29 #YES	616 57%	93 55%	138 57%	166 53%	220 62%*	220 56%	2 100%~	2 35%~	10 ~ 44%~	3 30%~	25 43%*	187 65%*	394 54%*	528 56%	62 65%	323 55%	293 59%	
NO	465 43%	76 45%	102 43%	149 47%	137 38%*	170 44%	5 ~ 65%~		12 ~ 56%~	7 70%~	33 57%*	103 35%*	337 46%*	409 44%	33 35%	263 45%	202 41%	
NOT ANSWERED	36	2	6	11	17	14	1				6	7	29	35	1	20	16	
VALID CASES	1081	169	240	314	358	390	2	7	22	10	58	290	731	936	95	586	495	
NUMBER OF RESPONDENTS	1117 100%	171 100%	246 100%	325 100%	375 100%	404 100%	2 100%	8 100%	22 100%	10 100%	64 100%	297 100%	760 100%	971 100%	96 100%	606 100%	511 100%	

[ASKED IF Q28 = YES]

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?

Banner II

	OHP TOT CHLD	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q29 #YES	616 57%~	32 54%	19 50%~	29 51%~	35 64%~	27 51%~	46 54%~	91 60%	36 59%~	26 51%~	52 70%~	30 50%~	31 53%~	32 54%~	27 54%~	35 56%~	36 69%~	29 52%~
NO	465 43%~	27 46%	19 50%~	28 49%~	20 36%~	26 49%~	39 46%~	61 40%	25 41%~	25 49%~	22 30%~	30 50%~	28 47%~	27 46%~	23 46%~	27 44%~	16 31%~	27 48%~
NOT ANSWERED	36		1		2	5	2	7		2	2		4	2	1	4	1	1
VALID CASES	1081	59	38	57	55	53	85	152	61	51	74	60	59	59	50	62	52	56
NUMBER OF RESPONDENTS	1117	59	39	57	57	58	87	159	61	53	76	60	63	61	51	66	53	57
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q28 = YES]

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

Banner I

	AGE				RACE							ETHNICITY		HEALTH STATUS		CCC SCREENER		
	<4	4-7	8-12	13 AND OVER	WHITE	BLK OR AFR-AMER	AS-IAN	NATV ILND	AMER ALSK	OTH	MUL-TI	HIS-IC	NOT HIS-PAN-IC	EX & VERY GOOD	FAIR & POOR	NO CCC	CCC	
Q30 YES	4642 88%	811 91%*	1152 89%	1375 87%	1303 86%*	1580 90%*	20 70%~	70 74%*	10 96%~	43 84%	37 83%~	212 88%	1605 85%*	2848 90%*	4288 88%	195 86%	3567 86%*	1075 93%*
NO	640 12%	83 9%*	143 11%	203 13%	211 14%*	166 10%*	9 30%~	24 26%*	1 4%~	8 16%	8 17%~	30 12%	294 15%*	307 10%*	592 12%	33 14%	561 14%*	78 7%*
NOT ANSWERED	357	63	97	101	94	45		1	3	2		6	49	69	111	6	335	22
VALID CASES	5281	894	1296	1579	1514	1746	29	94	10	51	45	242	1900	3155	4879	228	4128	1153
NUMBER OF RESPONDENTS	5638 100%	957 100%	1393 100%	1680 100%	1608 100%	1791 100%	29 100%	95 100%	13 100%	53 100%	45 100%	248 100%	1949 100%	3224 100%	4990 100%	234 100%	4463 100%	1175 100%

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?

Banner II

	OHP TOT CHLD	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO	
Q30																			
YES	4642 88%~	249 92%	218 80%~	208 85%~	254 85%~	231 84%~	230 92%~	738 88%*	265 93%~	254 89%~	326 90%~	230 85%~	255 93%~	249 94%~	211 86%~	259 94%~	251 84%~	248 87%~	
NO	640 12%~	21 8%	54 20%~	37 15%~	44 15%~	44 16%~	21 8%~	105 12%*	19 7%~	30 11%~	37 10%~	40 15%~	20 7%~	17 6%~	33 14%~	17 6%~	47 16%~	36 13%~	
NOT ANSWERED	357	20	17	22	21	20	15	66	16	18	13	21	12	13	13	10	19	24	
VALID CASES	5281	270	272	245	298	275	251	843	284	284	363	270	275	266	244	276	298	284	
NUMBER OF RESPONDENTS	5638	290	289	267	319	295	266	909	300	302	376	291	287	279	257	286	317	308	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	

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

Banner I

	OHP TOT CHLD	AGE				RACE							ETHNIC- ITY		HEALTH STATUS		CCC SCREENER	
		<4	4-7	8-12	13 AND OVER	BLCK OR AFR- AMER	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK	MUL- TI	OTH	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC	
Q31 NONE	1245 28%	138 17%*	299 26%	448 34%*	361 29%	450 30%*	7 37%~	16 25%	1 11%~	6 15%~	10 26%~	44 22%*	412 27%	788 29%	1183 29%*	28 14%*	1052 30%*	194 19%*
1 TIME	1677 37%	279 35%	464 41%*	510 38%	427 34%*	573 38%	5 25%~	33 50%*	6 62%~	15 38%~	19 48%~	75 36%	586 38%	1017 37%	1553 37%	62 32%	1348 39%*	330 32%*
2	850 19%	211 27%*	189 17%*	230 17%	220 18%	271 18%	3 16%~	11 17%	2 27%~	9 23%~	8 20%~	42 21%	306 20%	500 18%	782 19%	35 18%	636 18%	213 20%
3	387 9%	84 11%*	88 8%	86 6%*	128 10%*	108 7%*	3 17%~	4 6%		3 ~ 6%~	1 1%~	27 13%*	136 9%	227 8%	343 8%*	29 15%*	250 7%*	137 13%*
4	160 4%	43 5%*	41 4%	28 2%*	48 4%	57 4%	1 6%~	1 0.3%*		3 ~ 7%~	1 0.9%~	6 3%	51 3%	99 4%	134 3%*	15 7%*	95 3%*	64 6%*
5 TO 9	163 4%	33 4%	46 4%	32 2%*	53 4%	39 3%*		1 ~ 2%		4 ~ 10%~	2 4%~	10 5%	50 3%	104 4%	134 3%*	20 11%*	70 2%*	93 9%*
10 OR MORE TIMES	21 0.5%	3 0.4%	8 0.7%	2 0.1%*	9 0.7%	4 0.3%						1 ~ 0.5%	6 0.4%	13 0.5%	14 0.3%*	5 3%	8 0.2%*	12 1%*
NOT ANSWERED	173	30	41	60	42	73	1	4		2	1	12	57	103	156	5	143	30
VALID CASES	4503	790	1134	1335	1244	1503	20	65	9	40	39	205	1547	2748	4142	194	3459	1044
NUMBER OF RESPONDENTS	4676	820	1175	1395	1286	1576	21	69	9	42	40	217	1604	2851	4298	199	3602	1074
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q30 = YES]

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

Banner II

		OHP TOT																	
		CHLD	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q31	NONE	1245	66	52	67	73	59	68	160	78	73	95	83	52	82	64	64	57	63
		28%~	28%	25%~	33%~	30%~	26%~	30%~	22%	30%~	30%~	31%~	38%~	21%~	34%~	31%~	26%~	24%~	27%~
	1 TIME	1677	93	65	66	91	78	77	303	99	83	105	67	103	84	69	75	95	79
		37%~	39%	31%~	33%~	37%~	35%~	35%~	42%	39%~	34%~	34%~	30%~	42%~	35%~	33%~	31%~	40%~	33%~
	2	850	46	55	31	42	45	40	147	44	58	62	34	53	39	39	49	41	50
		19%~	19%	26%~	15%~	17%~	20%~	18%~	21%	17%~	23%~	20%~	15%~	22%~	16%~	19%~	20%~	17%~	21%~
	3	387	19	21	19	24	24	21	56	15	18	27	16	20	21	18	21	22	18
		9%~	8%	10%~	9%~	10%~	11%~	9%~	8%	6%~	7%~	9%~	7%~	8%~	9%~	9%~	9%~	9%~	8%~
	4	160	9	8	8	8	8	8	25	8	7	13	7	13	4	6	17	11	11
		4%~	4%	4%~	4%~	3%~	4%~	4%~	4%	3%~	3%~	4%~	3%~	5%~	2%~	3%~	7%~	5%~	5%~
	5 TO 9	163	4	6	5	7	8	9	21	9	8	6	10	4	9	10	12	13	13
		4%~	2%	3%~	2%~	3%~	4%~	4%~	3%	4%~	3%~	2%~	5%~	2%~	4%~	5%~	5%~	5%~	6%~
	10 OR MORE TIMES	21	2	2	5	1	1	2	4	4	~	~	3	1	~	~	4	2	2
		0.5%~	0.8%	1%~	2%~	0.4%~	0.4%~	~0.3%	2%~	~	~	~	1%~	0.4%~	~	~	2%~	~0.8%~	~
	NOT ANSWERED	173	10	9	7	8	8	7	24	8	7	18	10	9	10	5	17	12	12
VALID CASES		4503	239	209	201	246	223	223	714	257	247	308	220	246	239	206	242	239	236
NUMBER OF RESPONDENTS		4676	249	218	208	254	231	230	738	265	254	326	230	255	249	211	259	251	248
		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?

Banner I

	AGE					RACE						ETHNICITY	HEALTH STATUS		CCC SCREENER			
	<4	4-7	8-12	13 AND OVER	WHT	BLK OR AFR-	AS- IAN	NATV ILND	AMER IND/ ALSK	MUL- OTHR	TI		HIS- IC	NOT HIS- IC	EX & VERY GOOD	FAIR & POOR	NO CCC	CCC
Q31A ALWAYS	87 3%	16 2%	27 3%	21 2%	24 3%	3 0.3%*	1 10%~	4 8%~	~	~	~	~	59 5%*	20 1%*	73 2%	9 5%	70 3%	16 2%
USUALLY	60 2%	14 2%	21 3%	14 2%	11 1%	5 0.4%*	~	3 6%~	~	~	~	~	37 3%*	16 0.8%*	53 2%	5 3%	48 2%	12 1%
SOMETIMES	220 7%	35 5%	52 6%	72 8%	60 7%	18 2%*	1 13%~	11 22%~	1 12%~	1 2%~	1 2%~	7 5%	144 13%*	54 3%*	183 6%*	26 16%*	174 7%*	45 5%*
NEVER	2850 89%	586 90%	723 88%	763 88%	777 89%	1038 98%*	8 77%~	32 65%~	6 88%~	32 98%~	27 98%~	151 95%*	862 78%*	1871 95%*	2625 89%*	119 75%*	2074 88%*	777 91%*
#NEVER + SOMETIMES (NET)	3070 95%	622 95%	775 94%	835 96%	837 96%	1056 99%*	10 90%~	42 86%~	7 100%~	33 100%~	27 100%~	159 100%~	1007 91%*	1925 98%*	2808 96%	145 92%	2248 95%*	822 97%*
TOP BOX SCORE	2850 89%	586 90%	723 88%	763 88%	777 89%	1038 98%*	8 77%~	32 65%~	6 88%~	32 98%~	27 98%~	151 95%*	862 78%*	1871 95%*	2625 89%*	119 75%*	2074 88%*	777 91%*
NOT ANSWERED	23	5	7	7	5	1	1				4	12	7	21		20	2	
VALID CASES	3216	651	822	870	872	1065	11	49	7	33	27	159	1103	1961	2934	158	2366	851
NUMBER OF RESPONDENTS	3239	656	829	877	877	1066	12	49	7	33	27	163	1115	1968	2955	158	2386	853
	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]

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?

Banner II

	OHP TOT CHLD	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q31A																		
ALWAYS	87 3%~	2 1%	8 5%~	2 2%~	7 4%~	2 1%~	2 1%~	21 4%*	4 2%~	3 2%~	11 5%~	4 3%~	3 2%~	2 1%~	~	2 1%~	8 4%~	5 3%~
USUALLY	60 2%~	1 0.6%	4 3%~	3 2%~	4 2%~	7 4%~	2 1%~	10 2%	3 2%~	2 1%~	6 3%~	3 2%~	1 0.5%~	1 0.6%~	1 0.7%~	1 0.6%~	3 2%~	3 2%~
SOMETIMES	220 7%~	8 5%	1 0.6%~	9 7%~	14 8%~	10 6%~	4 3%~	54 10%*	8 5%~	9 5%~	23 11%~	4 3%~	4 2%~	4 3%~	3 2%~	1 0.6%~	21 12%~	21 12%~
NEVER	2850 89%~	161 94%	143 92%~	119 89%~	147 85%~	144 88%~	147 95%~	464 85%*	160 91%~	159 92%~	171 81%~	125 92%~	183 96%~	148 95%~	138 97%~	174 98%~	150 82%~	143 83%~
#NEVER + SOMETIMES (NET)	3070 95%~	169 98%	144 92%~	128 96%~	161 94%~	154 94%~	151 97%~	518 94%*	168 96%~	168 97%~	194 92%~	129 95%~	187 98%~	152 98%~	141 99%~	175 98%~	171 94%~	164 95%~
TOP BOX SCORE	2850 89%~	161 94%	143 92%~	119 89%~	147 85%~	144 88%~	147 95%~	464 85%*	160 91%~	159 92%~	171 81%~	125 92%~	183 96%~	148 95%~	138 97%~	174 98%~	150 82%~	143 83%~
NOT ANSWERED	23	1	1	1	1	1		5	4	1	2	1	3	2				1
VALID CASES	3216	172	156	133	172	163	155	549	175	173	211	136	191	155	142	178	182	172
NUMBER OF RESPONDENTS	3239 100%	173 100%	157 100%	134 100%	173 100%	164 100%	155 100%	554 100%	179 100%	174 100%	213 100%	137 100%	194 100%	157 100%	142 100%	178 100%	182 100%	173 100%

[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?

Banner I

	AGE					RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER		
	<4	4-7	8-12	13 AND OVER	WHT	BLK 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		
Q32 NEVER	78 2%	14 2%	15 2%	29 3%	20 2%	12 1%*	2 ~ 3%	1 18%~	~	2 ~ 1%	35 3%*	36 2%*	69 2%	4 3%	60 3%	17 2%		
SOMETIMES	156 5%	27 4%	33 4%	48 6%	48 5%	20 2%*	7 ~ 15%~	1 ~ 3%~	1 3%~	7 4%	94 9%*	51 3%*	129 4%*	22 14%*	118 5%	38 4%		
USUALLY	485 15%	94 14%	125 15%	132 15%	134 15%	126 12%*	1 11%~	8 17%~	1 12%~	4 12%~	3 7%*	12 7%*	225 20%*	233 12%*	435 15%	32 21%	356 15%	129 15%
ALWAYS	2499 78%	517 79%	649 79%	664 76%	669 77%	905 85%*	11 89%~	32 65%~	5 70%~	28 86%~	23 85%~	139 87%*	755 68%*	1638 84%*	2310 78%*	99 63%*	1834 77%	665 78%
#ALWAYS + USUALLY (NET)	2984 93%	611 94%	774 94%	796 91%	803 92%	1031 97%*	12 100%~	40 82%~	6 82%~	32 97%~	26 97%~	150 95%	980 88%*	1872 96%*	2745 93%*	132 84%*	2190 92%	794 94%
TOP BOX SCORE	2499 78%	517 79%	649 79%	664 76%	669 77%	905 85%*	11 89%~	32 65%~	5 70%~	28 86%~	23 85%~	139 87%*	755 68%*	1638 84%*	2310 78%*	99 63%*	1834 77%	665 78%
NOT ANSWERED	21	4	7	4	7	3					4	5	9	12	1	17	4	
VALID CASES	3218	652	822	873	870	1063	12	49	7	33	27	159	1110	1959	2943	157	2369	849
NUMBER OF RESPONDENTS	3239	656	829	877	877	1066	12	49	7	33	27	163	1115	1968	2955	158	2386	853
	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?

Banner II

	OHP TOT CHLD	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q32																		
NEVER	78 2%~	4 2%	3 2%~	2 2%~	8 5%~	2 1%~	2 1%~	15 3%	4 2%~	3 2%~	5 2%~	3 2%~	5 3%~	3 2%~	2 1%~	3 2%~	6 3%~	8 5%~
SOMETIMES	156 5%~	5 3%	9 6%~	8 6%~	6 3%~	10 6%~	5 3%~	23 4%	4 2%~	5 3%~	9 4%~	3 2%~	7 4%~	8 5%~	8 6%~	3 2%~	17 9%~	15 9%~
USUALLY	485 15%~	24 14%	27 17%~	25 19%~	31 18%~	21 13%~	20 13%~	83 15%	22 13%~	31 18%~	45 21%~	22 16%~	20 10%~	22 14%~	21 15%~	21 12%~	32 18%~	25 14%~
ALWAYS	2499 78%~	139 81%	118 75%~	97 73%~	128 74%~	131 80%~	127 82%~	429 78%	145 83%~	133 77%~	152 72%~	109 80%~	160 83%~	121 79%~	110 78%~	150 85%~	127 70%~	125 72%~
#ALWAYS + USUALLY (NET)	2984 93%~	163 95%	145 92%~	122 92%~	159 92%~	152 93%~	147 95%~	512 93%	167 95%~	164 95%~	197 93%~	131 96%~	180 94%~	143 93%~	131 93%~	171 97%~	159 87%~	150 87%~
TOP BOX SCORE	2499 78%~	139 81%	118 75%~	97 73%~	128 74%~	131 80%~	127 82%~	429 78%	145 83%~	133 77%~	152 72%~	109 80%~	160 83%~	121 79%~	110 78%~	150 85%~	127 70%~	125 72%~
NOT ANSWERED	21	1		2			1	4	4	2	2		2	3	1	1		
VALID CASES	3218	172	157	132	173	164	154	550	175	172	211	137	192	154	141	177	182	173
NUMBER OF RESPONDENTS	3239 100%	173 100%	157 100%	134 100%	173 100%	164 100%	155 100%	554 100%	179 100%	174 100%	213 100%	137 100%	194 100%	157 100%	142 100%	178 100%	182 100%	173 100%

[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?

Banner I

	OHP TOT CHLD	AGE				RACE							ETHNIC- ITY		HEALTH STATUS		CCC SCREENER	
		<4	4-7	8-12	13 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- TI	OTHR	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC	
Q33 NEVER	35 1%	4 0.6%	6 0.8%	12 1%	13 1%	10 0.9%	1 ~0.3%	~	~	~	~0.3%	15 1%	18 0.9%	31 1%	3 2%	24 1%	12 1%	
SOMETIMES	139 4%	29 4%	38 5%	36 4%	36 4%	39 4%	2 ~	3 3%	1 12%	1 2%	3 10%	6 4%	51 5%	78 4%	116 4%*	13 8%	100 4%	39 5%
USUALLY	518 16%	91 14%	123 15%	144 17%	159 18%*	152 14%*	1 2%	6 12%	1 18%	7 20%	3 12%	27 17%	218 20%*	271 14%*	462 16%*	40 26%*	375 16%	144 17%
ALWAYS	2521 78%	530 81%	652 79%	679 78%	660 76%*	863 81%*	12 98%	41 84%	5 70%	26 78%	21 78%	125 79%	829 75%*	1593 81%*	2338 79%*	99 64%*	1868 79%	653 77%
#ALWAYS + USUALLY (NET)	3039 95%	621 95%	775 95%	824 94%	819 94%	1015 95%	12 100%	47 97%	6 88%	32 98%	24 90%	153 96%	1046 94%	1864 95%	2799 95%*	139 90%*	2243 95%	796 94%
TOP BOX SCORE	2521 78%	530 81%	652 79%	679 78%	660 76%*	863 81%*	12 98%	41 84%	5 70%	26 78%	21 78%	125 79%	829 75%*	1593 81%*	2338 79%*	99 64%*	1868 79%	653 77%
NOT ANSWERED	26	3	9	5	9	2						4	3	8	8	3	20	6
VALID CASES	3213	653	820	872	868	1064	12	49	7	33	27	159	1112	1960	2947	155	2366	847
NUMBER OF RESPONDENTS	3239	656	829	877	877	1066	12	49	7	33	27	163	1115	1968	2955	158	2386	853
	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?

Banner II

	CHLD	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
OHP																		
TOT																		
Q33																		
NEVER	35	1	1		2		1	10	1	2	4		3		3	3	4	2
	1%~	0.6%~	0.6%~		~ 1%~		~0.6%~	2%	0.6%~	1%~	2%~		~ 2%~		~ 2%~	2%~	2%~	1%~
SOMETIMES	139	12	9	9	6	8	6	20	4	9	4	8	8	8	12	6	7	4
	4%~	7%	6%~	7%~	3%~	5%~	4%~	4%	2%~	5%~	2%~	6%~	4%~	5%~	9%~	3%~	4%~	2%~
USUALLY	518	23	26	26	31	24	25	86	27	29	34	19	33	25	19	23	37	23
	16%~	13%	17%~	20%~	18%~	15%~	16%~	16%	15%~	17%~	16%~	14%~	17%~	16%~	14%~	13%~	20%~	13%~
ALWAYS	2521	136	121	95	134	132	122	435	143	131	169	110	148	120	106	145	133	144
	78%~	79%	77%~	73%~	77%~	80%~	79%~	79%	82%~	77%~	80%~	80%~	77%~	78%~	76%~	82%~	73%~	83%~
#ALWAYS + USUALLY (NET)	3039	159	147	121	165	156	147	521	170	160	203	129	181	145	125	168	170	167
	95%~	92%	94%~	93%~	95%~	95%~	95%~	95%	97%~	94%~	96%~	94%~	94%~	95%~	89%~	95%~	94%~	97%~
TOP BOX SCORE	2521	136	121	95	134	132	122	435	143	131	169	110	148	120	106	145	133	144
	78%~	79%	77%~	73%~	77%~	80%~	79%~	79%	82%~	77%~	80%~	80%~	77%~	78%~	76%~	82%~	73%~	83%~
NOT ANSWERED	26	1		4			1	3	4	3	2		2	4	2	1	1	
VALID CASES	3213	172	157	130	173	164	154	551	175	171	211	137	192	153	140	177	181	173
NUMBER OF RESPONDENTS	3239	173	157	134	173	164	155	554	179	174	213	137	194	157	142	178	182	173
	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]

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

	OHP TOT CHLD	AGE				RACE							ETHNIC- ITY		HEALTH STATUS		CCC SCREENER	
		<4	4-7	8-12	13 AND OVER	BLCK OR AFR- AMER	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK	MUL- TI	OTHR	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC		
Q34 NEVER	28 0.9%	2 0.3%	5 0.6%	10 1%	11 1%	9 0.8%	~	3 6%	~	~	1 3%	1 0.4%	9 0.8%	16 0.8%	22 0.7%	4 2%	18 0.7%	10 1%
SOMETIMES	104 3%	19 3%	30 4%	31 4%	24 3%	29 3%	~	1 2%	~	1 2%	2 6%	4 3%	38 3%	60 3%	92 3%	7 4%	70 3%	35 4%
USUALLY	398 12%	74 11%	95 12%	111 13%	118 14%	118 11%	1 2%	8 16%	1 18%	4 12%	3 12%	15 10%	162 15%*	217 11%*	355 12%	31 20%*	287 12%	111 13%
ALWAYS	2679 83%	557 85%	690 84%	720 83%	712 82%	908 85%	12 98%	37 76%	6 82%	29 87%	21 78%	137 87%	905 81%*	1668 85%*	2476 84%*	115 73%*	1987 84%	693 82%
#ALWAYS + USUALLY (NET)	3077 96%	631 97%	785 96%	830 95%	830 96%	1026 96%	12 100%	45 93%	7 100%	32 98%	24 90%	152 97%	1066 96%	1885 96%	2831 96%	146 93%	2274 96%	803 95%
TOP BOX SCORE	2679 83%	557 85%	690 84%	720 83%	712 82%	908 85%	12 98%	37 76%	6 82%	29 87%	21 78%	137 87%	905 81%*	1668 85%*	2476 84%*	115 73%*	1987 84%	693 82%
NOT ANSWERED	30	4	9	6	11	2						6	2	8	11	1	25	5
VALID CASES	3209	652	820	871	866	1064	12	49	7	33	27	157	1113	1960	2944	157	2361	848
NUMBER OF RESPONDENTS	3239 100%	656 100%	829 100%	877 100%	877 100%	1066 100%	12 100%	49 100%	7 100%	33 100%	27 100%	163 100%	1115 100%	1968 100%	2955 100%	158 100%	2386 100%	853 100%

[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?
Banner II

	CHLD	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO	
OHP																			
TOT																			
Q34																			
NEVER	28 0.9%~0.6%	1 0.6%	2 1%~0.8%	1 0.8%	3 2%~0.6%	1 0.6%	1 0.6%	6 1%		1 ~0.6%	3 1%		1 ~0.5%		~	1 ~0.6%	4 2%		~
SOMETIMES	104 3%~	7 4%	9 6%~	7 5%~	4 2%~	7 4%~	3 2%~	16 3%	5 3%~	9 5%~	5 2%~	6 4%~	6 3%~	5 3%~	12 9%~	3 2%~	3 2%~	7 4%~	
USUALLY	398 12%~	16 9%	25 16%~	23 18%~	22 13%~	14 9%~	24 16%~	56 10%	17 10%~	23 14%~	29 14%~	13 10%~	27 14%~	19 12%~	16 11%~	22 12%~	36 20%~	22 13%~	
ALWAYS	2679 83%~	148 86%	118 77%~	99 76%~	144 83%~	141 87%~	126 82%~	473 86%	153 87%~	137 81%~	175 83%~	117 86%~	158 82%~	130 84%~	113 80%~	152 85%~	137 76%~	144 83%~	
#ALWAYS + USUALLY (NET)	3077 96%~	164 95%	143 93%~	122 94%~	166 96%~	155 95%~	150 97%~	529 96%	170 97%~	160 94%~	204 96%~	130 96%~	185 96%~	149 97%~	129 91%~	174 98%~	173 96%~	166 96%~	
TOP BOX SCORE	2679 83%~	148 86%	118 77%~	99 76%~	144 83%~	141 87%~	126 82%~	473 86%	153 87%~	137 81%~	175 83%~	117 86%~	158 82%~	130 84%~	113 80%~	152 85%~	137 76%~	144 83%~	
NOT ANSWERED	30	1	3	4		1	1	3	4	4	1	1	2	3	1		2		
VALID CASES	3209	172	154	130	173	163	154	551	175	170	212	136	192	154	141	178	180	173	
NUMBER OF RESPONDENTS	3239	173	157	134	173	164	155	554	179	174	213	137	194	157	142	178	182	173	
	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]

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

Banner I

	AGE				RACE							ETHNICITY		HEALTH STATUS		CCC SCREENER		
	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	BLCK OR AFR- AMER	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		
Q35 YES	2175 68%	89 14%*	509 62%*	756 87%*	816 95%*	716 67%	8 75%~	26 55%~	4 64%~	25 76%~	17 63%~	114 71%	764 69%	1325 68%	1992 68%	115 74%	1552 66%*	622 74%*
NO	1015 32%	556 86%*	308 38%*	110 13%*	46 5%*	348 33%	3 25%~	21 45%~	3 36%~	8 24%~	10 37%~	45 29%	341 31%	630 32%	944 32%	40 26%	792 34%*	223 26%*
NOT ANSWERED	49	11	12	11	14	2	1	2		1		4	10	13	20	3	42	8
VALID CASES	3190	645	817	866	863	1064	11	47	7	33	27	159	1105	1955	2935	155	2344	845
NUMBER OF RESPONDENTS	3239 100%	656 100%	829 100%	877 100%	877 100%	1066 100%	12 100%	49 100%	7 100%	33 100%	27 100%	163 100%	1115 100%	1968 100%	2955 100%	158 100%	2386 100%	853 100%

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

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

Banner II

	OHP TOT CHLD	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO	
Q35																			
YES	2175 68%~	123 72%	104 67%~	89 68%~	108 64%~	102 63%~	105 68%~	392 72%	124 71%~	120 70%~	154 74%~	88 65%~	144 75%~	105 69%~	97 69%~	124 70%~	113 62%~	118 69%~	
NO	1015 32%~	48 28%	51 33%~	41 32%~	61 36%~	60 37%~	49 32%~	153 28%	51 29%~	51 30%~	54 26%~	47 35%~	47 25%~	47 31%~	44 31%~	52 30%~	68 38%~	54 31%~	
NOT ANSWERED	49	2	2	4	4	2	1	9	4	3	5	2	3	5	1	2	1	1	
VALID CASES	3190	171	155	130	169	162	154	545	175	171	208	135	191	152	141	176	181	172	
NUMBER OF RESPONDENTS	3239 100%	173 100%	157 100%	134 100%	173 100%	164 100%	155 100%	554 100%	179 100%	174 100%	213 100%	137 100%	194 100%	157 100%	142 100%	178 100%	182 100%	173 100%	

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

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

Banner I

	OHP TOT CHLD	AGE				RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER		
		<4	4-7	8-12	13 AND OVER	WHT	BLK 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	
Q36 NEVER	30 1%	3 3%	10 2%	9 1%	9 1%	12 2%	~	~	~	~	1 ~0.6%	10 1%	16 1%	23 1%	2 1%	21 1%	9 2%	
SOMETIMES	137 6%	12 14%*	47 9%*	43 6%	37 5%*	31 4%*	~	2 6%~	~	~	1 8%~	7 6%	49 6%	78 6%	113 6%*	16 14%*	89 6%	49 8%
USUALLY	493 23%	24 28%	125 24%	156 21%	189 23%	170 24%	2 29%~	5 19%~	2 47%~	4 19%~	3 18%~	23 20%	172 23%	300 23%	448 23%	33 29%	339 22%	155 25%
ALWAYS	1509 70%	47 55%*	347 66%*	539 72%*	575 71%	481 69%	6 71%~	21 75%~	3 53%~	19 81%~	12 73%~	84 73%	524 69%	925 70%	1399 71%*	63 55%*	1100 71%*	408 66%*
#ALWAYS + USUALLY (NET)	2002 92%	72 83%*	471 89%*	694 93%	764 94%*	651 94%	8 100%~	26 94%~	5 100%~	23 100%~	16 92%~	107 93%	696 92%	1225 93%	1846 93%*	96 84%*	1439 93%	563 91%
TOP BOX SCORE	1509 70%	47 55%*	347 66%*	539 72%*	575 71%	481 69%	6 71%~	21 75%~	3 53%~	19 81%~	12 73%~	84 73%	524 69%	925 70%	1399 71%*	63 55%*	1100 71%*	408 66%*
NOT ANSWERED	40	2	8	19	11	33						1	8	33	40	1	21	19
VALID CASES	2170	86	528	746	810	694	8	28	5	23	17	114	755	1319	1982	114	1549	621
NUMBER OF RESPONDENTS	2210	88	536	765	821	727	8	28	5	23	17	115	763	1352	2022	114	1570	640
	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?

Banner II

	OHP TOT CHLD	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q36																		
NEVER	30 1%~	2 2%	4 4%~	1 1%~	2 2%~	2 2%~	2 ~0.5%	1 0.8%~	2 2%~	1 0.7%~	1 1%~	1 1%~	1 1%~	1 1%~	1 1%~	5 5%~		
SOMETIMES	137 6%~	8 7%	10 10%~	7 8%~	3 3%~	10 10%~	6 6%~	22 6%	8 6%~	8 7%~	2 1%~	4 5%~	6 4%~	8 8%~	9 9%~	3 2%~	6 5%~	9 8%~
USUALLY	493 23%~	27 22%	24 24%~	17 19%~	27 25%~	20 20%~	24 24%~	73 19%	21 17%~	28 24%~	44 29%~	23 26%~	36 26%~	28 27%~	26 27%~	24 20%~	33 30%~	25 21%~
ALWAYS	1509 70%~	84 69%	63 62%~	63 72%~	74 70%~	70 69%~	68 69%~	287 75%	94 76%~	80 68%~	103 69%~	59 68%~	96 69%~	67 64%~	60 62%~	94 77%~	67 60%~	84 71%~
#ALWAYS + USUALLY (NET)	2002 92%~	111 92%	87 86%~	80 91%~	101 95%~	90 88%~	92 94%~	360 94%	115 93%~	108 92%~	147 98%~	82 94%~	132 95%~	95 91%~	86 90%~	118 97%~	100 90%~	109 92%~
TOP BOX SCORE	1509 70%~	84 69%	63 62%~	63 72%~	74 70%~	70 69%~	68 69%~	287 75%	94 76%~	80 68%~	103 69%~	59 68%~	96 69%~	67 64%~	60 62%~	94 77%~	67 60%~	84 71%~
NOT ANSWERED	40	2	3	1	2		7	8		2	4	1	5	1	1	2	2	
VALID CASES	2170	121	101	88	106	102	98	384	124	118	150	87	139	104	96	122	111	118
NUMBER OF RESPONDENTS	2210	123	104	89	108	102	105	392	124	120	154	88	144	105	97	124	113	118
	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]

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

Banner I

	OHP TOT CHLD	AGE				RACE							ETHNIC- ITY		HEALTH STATUS		CCC SCREENER	
		<4	4-7	8-12	13 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 & GOOD POOR	NO CCC	CCC		
Q37 NEVER	96 3%	27 4%	26 3%	25 3%	18 2%*	21 2%*	1 ~0.3%	1 12%~		1 ~	3 2%~	45 4%*	39 2%*	77 3%*	11 7%	75 3%	21 3%	
SOMETIMES	305 10%	61 9%	70 9%	87 10%	86 10%	52 5%*	1 10%~	10 21%~	1 12%~	2 6%~	3 11%~	9 5%*	169 15%*	114 6%*	267 9%*	26 16%*	233 10%	72 8%
USUALLY	799 25%	137 21%*	231 28%*	207 24%	224 26%	230 22%*	2 21%~	16 32%~	1 18%~	3 10%~	9 34%~	33 21%	329 30%*	435 22%*	726 25%	53 33%*	586 25%	213 25%
ALWAYS	1981 62%	419 65%	486 60%	545 63%	531 62%	756 71%*	8 69%~	23 47%~	4 58%~	28 84%~	14 53%~	114 72%*	559 51%*	1365 70%*	1856 63%*	69 44%*	1439 62%	543 64%
#ALWAYS + USUALLY (NET)	2780 87%	555 86%	717 88%	752 87%	755 88%	986 93%*	10 90%~	39 79%~	5 76%~	31 94%~	24 87%~	146 93%*	888 81%*	1801 92%*	2582 88%*	121 77%*	2025 87%	755 89%
TOP BOX SCORE	1981 62%	419 65%	486 60%	545 63%	531 62%	756 71%*	8 69%~	23 47%~	4 58%~	28 84%~	14 53%~	114 72%*	559 51%*	1365 70%*	1856 63%*	69 44%*	1439 62%	543 64%
NOT ANSWERED	58	13	15	12	18	7	1					5	14	14	30	1	54	4
VALID CASES	3181	643	814	865	859	1059	11	49	7	33	27	158	1101	1954	2925	158	2332	849
NUMBER OF RESPONDENTS	3239	656	829	877	877	1066	12	49	7	33	27	163	1115	1968	2955	158	2386	853
	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]

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

Banner II

	OHP TOT CHLD	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO	
Q37																			
NEVER	96 3%~	4 2%	2 1%~	5 4%~	5 3%~	4 2%~	4 3%~	17 3%	2 3%	7 4%~	3 1%~	4 3%~	3 2%~	4 3%~	3 2%~	2 1%~	10 6%~	6 3%~	
SOMETIMES	305 10%~	10 6%	15 10%~	8 6%~	15 9%~	19 12%~	6 4%~	57 10%*	12 7%~	11 6%~	18 9%~	13 10%~	11 6%~	16 11%~	12 9%~	12 7%~	26 15%~	15 9%~	
USUALLY	799 25%~	41 24%	49 31%~	28 22%~	45 27%~	37 23%~	42 27%~	133 24%	41 23%~	46 27%~	64 31%~	31 23%~	40 21%~	33 22%~	36 26%~	38 22%~	54 30%~	42 24%~	
ALWAYS	1981 62%~	116 68%	90 58%~	88 68%~	104 62%~	101 63%~	101 66%~	339 62%	120 69%~	107 63%~	124 59%~	86 64%~	135 71%~	99 65%~	89 64%~	123 70%~	89 50%~	109 63%~	
#ALWAYS + USUALLY (NET)	2780 87%~	157 92%	139 89%~	116 90%~	149 88%~	138 86%~	143 93%~	472 86%*	161 92%~	153 89%~	188 90%~	117 87%~	175 93%~	132 87%~	125 89%~	161 92%~	143 80%~	151 88%~	
TOP BOX SCORE	1981 62%~	116 68%	90 58%~	88 68%~	104 62%~	101 63%~	101 66%~	339 62%	120 69%~	107 63%~	124 59%~	86 64%~	135 71%~	99 65%~	89 64%~	123 70%~	89 50%~	109 63%~	
NOT ANSWERED	58	2	1	5	4	3	2	8	4	3	4	3	5	5	2	3	3	1	
VALID CASES	3181	171	156	129	169	161	153	546	175	171	209	134	189	152	140	175	179	172	
NUMBER OF RESPONDENTS	3239	173	157	134	173	164	155	554	179	174	213	137	194	157	142	178	182	173	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	

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

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

Banner I

	AGE					RACE							ETHNICITY		HEALTH STATUS		CCC SCREENER	
	<4	4-7	8-12	13 AND OVER	WHITE	BLK OR AFR-AMER	AS-IAN	NATV ILND	AMER ALSK	IND/ OTHR	MUL-TI	HIS-IC	NOT HIS-PAN-IC	EX & VERY GOOD	FAIR & POOR	NO CCC	CCC	
Q38 #YES	2742 86%	593 92%*	719 88%*	730 85%	702 81%*	941 89%*	10 82%~	39 80%~	6 88%~	28 86%~	24 88%~	134 85%	941 85%	1706 87%*	2539 87%	128 82%	1998 86%	744 88%
NO	440 14%	53 8%*	97 12%*	128 15%	162 19%*	120 11%*	2 18%~	10 20%~	1 12%~	5 14%~	3 12%~	23 15%	168 15%	248 13%*	396 13%	28 18%	335 14%	105 12%
NOT ANSWERED	57	11	14	19	13	5						6	6	14	21	2	53	4
VALID CASES	3182	645	815	858	864	1061	12	49	7	33	27	157	1109	1954	2934	156	2333	849
NUMBER OF RESPONDENTS	3239 100%	656 100%	829 100%	877 100%	877 100%	1066 100%	12 100%	49 100%	7 100%	33 100%	27 100%	163 100%	1115 100%	1968 100%	2955 100%	158 100%	2386 100%	853 100%

[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?

Banner II

	OHP TOT CHLD	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q38 #YES	2742 86%~	141 83%~	136 87%~	107 83%~	147 86%~	148 91%~	134 86%~	465 86%	151 87%~	134 78%~	179 86%~	119 88%~	168 88%~	131 86%~	120 85%~	150 85%~	152 84%~	148 87%~
NO	440 14%~	28 17%	20 13%~	22 17%~	23 14%~	15 9%~	21 14%~	76 14%	22 13%~	37 22%~	30 14%~	16 12%~	22 12%~	21 14%~	21 15%~	26 15%~	28 16%~	23 13%~
NOT ANSWERED	57	4	1	5	3	1		13	6	3	4	2	4	5	1	2	2	2
VALID CASES	3182	169	156	129	170	163	155	541	173	171	209	135	190	152	141	176	180	171
NUMBER OF RESPONDENTS	3239 100%	173 100%	157 100%	134 100%	173 100%	164 100%	155 100%	554 100%	179 100%	174 100%	213 100%	137 100%	194 100%	157 100%	142 100%	178 100%	182 100%	173 100%

[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?

Banner I

	AGE					RACE							ETHNICITY		HEALTH STATUS		CCC SCREENER	
	<4	4-7	8-12	13 AND OVER	WHT	BLK OR AFR-	AS- IAN	NATV ILND	AMER ALSK	OTH	MUL- TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR	GOOD POOR	NO CCC	CCC	
Q39 YES	1245 39%	273 42%	307 38%	308 36%*	356 41%	446 42%*	3 27%~	13 27%~	10 ~ 31%~	9 34%~	59 38%	384 35%*	815 42%*	1106 38%*	90 57%*	758 33%*	487 57%*	
Q39 NO	1935 61%	372 58%	506 62%	546 64%*	510 59%	616 58%*	7 73%~	34 73%~	7 100%~	23 69%~	18 66%~	96 62%	724 65%*	1139 58%*	1825 62%*	68 43%*	1571 67%*	363 43%*
NOT ANSWERED	59	10	15	23	11	4	2	2	1	7	7	13	24		57	3		
VALID CASES	3180	646	814	854	866	1062	10	47	7	33	27	156	1108	1955	2931	158	2329	850
NUMBER OF RESPONDENTS	3239	656	829	877	877	1066	12	49	7	33	27	163	1115	1968	2955	158	2386	853
	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]

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

Banner II

	OHP TOT CHLD	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO	
Q39																			
YES	1245 39%~	60 36%	50 32%~	61 48%~	64 38%~	56 35%~	71 46%~	211 39%	70 40%~	59 35%~	81 39%~	61 46%~	61 32%~	76 50%~	48 34%~	55 31%~	63 35%~	66 39%~	
NO	1935 61%~	109 64%	105 68%~	66 52%~	105 62%~	106 65%~	84 54%~	332 61%	105 60%~	112 65%~	128 61%~	73 54%~	129 68%~	75 50%~	93 66%~	120 69%~	117 65%~	105 61%~	
NOT ANSWERED	59	4	2	7	4	2		11	4	3	4	3	4	6	1	3	2	2	
VALID CASES	3180	169	155	127	169	162	155	543	175	171	209	134	190	151	141	175	180	171	
NUMBER OF RESPONDENTS	3239	173	157	134	173	164	155	554	179	174	213	137	194	157	142	178	182	173	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	

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

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

Banner I

	OHP TOT CHLD	AGE				RACE						ETHNIC- ITY		HEALTH STATUS		CCC SCREENER		
		<4	4-7	8-12	13 AND OVER	WHT	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		
Q40 NEVER	77 7%	12 5%	19 6%	16 5%	30 9%	26 7%	~	~	~	1 3%~	1 3%~	7 11%	23 6%	51 7%	68 7%	7 8%	39 5%	38 8%
SOMETIMES	132 11%	29 12%	35 12%	43 15%	26 8%*	35 9%	~	~	~	2 15%~	1 11%~	7 11%	50 13%	71 10%*	112 11%	9 11%	75 10%	57 13%
USUALLY	337 29%	67 27%	79 27%	88 30%	104 31%	112 28%	~	4 38%~	~	7 51%~	2 19%~	17 27%	135 35%*	191 26%*	303 29%	26 30%	217 30%	120 27%
ALWAYS	626 53%	142 57%	157 54%	148 50%	178 53%	219 56%	2 100%~	6 62%~	~	4 30%~	7 66%~	32 51%	180 46%*	425 58%*	562 54%	44 51%	391 54%	235 52%
#ALWAYS + USUALLY (NET)	962 82%	209 84%	236 82%	236 80%	281 83%	331 84%	2 100%~	10 100%~	~	11 81%~	9 85%~	49 78%	315 81%	616 83%	864 83%	70 81%	608 84%*	355 79%*
TOP BOX SCORE	626 53%	142 57%	157 54%	148 50%	178 53%	219 56%	2 100%~	6 62%~	~	4 30%~	7 66%~	32 51%	180 46%*	425 58%*	562 54%	44 51%	391 54%	235 52%
NOT ANSWERED	42	6	8	8	20	22		1				1	5	34	34	5	24	18
VALID CASES	1171	250	289	295	337	392	2	10		13	10	63	388	738	1045	86	722	449
NUMBER OF RESPONDENTS	1213	256	297	303	357	414	2	11		13	10	64	393	772	1079	91	746	467
	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]

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?

Banner II

	OHP TOT CHLD	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q40 NEVER	77 7%~	2 4%	4 8%~	1 2%~	3 5%~	1 2%~	3 4%~	15 7%	5 8%~	5 9%~	2 2%~	2 3%~	6 11%~	7 9%~	4 9%~	3 5%~	7 12%~	4 6%~
SOMETIMES	132 11%~	9 16%	6 12%~	3 5%~	8 12%~	10 18%~	9 13%~	19 9%	8 12%~	9 16%~	9 11%~	6 10%~	4 7%~	4 5%~	7 16%~	13 24%~	6 10%~	5 8%~
USUALLY	337 29%~	15 26%	17 35%~	23 39%~	20 31%~	15 27%~	17 25%~	61 30%	17 26%~	16 29%~	27 34%~	18 30%~	14 25%~	20 27%~	14 32%~	12 22%~	18 30%~	18 28%~
ALWAYS	626 53%~	31 54%	22 45%~	32 54%~	33 52%~	30 54%~	39 57%~	108 53%	35 54%~	25 45%~	42 53%~	34 57%~	31 56%~	43 58%~	19 43%~	27 49%~	29 48%~	38 58%~
#ALWAYS + USUALLY (NET)	962 82%~	46 81%	39 80%~	55 93%~	53 83%~	45 80%~	56 82%~	169 83%	52 80%~	41 75%~	69 86%~	52 87%~	45 82%~	63 85%~	33 75%~	39 71%~	47 78%~	56 86%~
TOP BOX SCORE	626 53%~	31 54%	22 45%~	32 54%~	33 52%~	30 54%~	39 57%~	108 53%	35 54%~	25 45%~	42 53%~	34 57%~	31 56%~	43 58%~	19 43%~	27 49%~	29 48%~	38 58%~
NOT ANSWERED	42	3	1	2			3	8	5	4	1	1	6	2	4		3	1
VALID CASES	1171	57	49	59	64	56	68	203	65	55	80	60	55	74	44	55	60	65
NUMBER OF RESPONDENTS	1213	60	50	61	64	56	71	211	70	59	81	61	61	76	48	55	63	66
	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 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?

Banner I

	AGE					RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER			
	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	WHT	BLK OR AFR-AMER	AS-IAN	NATV ILND	AMER IND/ALSK	MUL-TI	HIS-IC	NOT HIS-PAN-IC	EX & VERY GOOD	FAIR & POOR	NO CCC	CCC		
Q41 WORST PERSONAL DOCTOR POSSIBLE	8 0.2%	1 0.2%	1 0.0%	2 0.1%	4 0.4%	5 0.3%	~	~	~	~	~	1 0.1%	7 0.3%	8 0.2%	~	6 0.2%	2 0.2%		
01	20 0.5%	5 0.7%	3 0.3%	1 0.1%	10 0.8%	8 0.5%	~	~	~	~	~0.9%	2 0.4%	13 0.5%	18 0.4%	2 1%	11 0.3%	9 0.9%		
02	19 0.4%	3 0.4%	4 0.3%	7 0.5%	5 0.4%	11 0.7%	~	~	~	~	~0.1%	1 0.4%	12 0.4%	18 0.4%	~	18 0.5%	1 0.1%*		
03	22 0.5%	3 0.4%	6 0.5%	8 0.6%	5 0.4%	8 0.5%	~	~	~	~	2%~0.8%	1 0.5%	2 0.5%	18 0.4%	3 1%	15 0.4%	7 0.6%		
04	26 0.6%	1 0.2%	10 0.9%	5 0.4%	9 0.8%	12 0.8%	1 1%	1 0.6%	~	~	2%~0.3%	1 0.6%	1 0.6%	26 0.6%	~	21 0.6%	5 0.5%		
05	122 3%	10 1%*	36 3%	30 2%	46 4%*	51 3%	~	1 1%	~	1 4%	1 2%	10 5%	29 2%*	87 3%*	114 3%	4 2%	88 3%	33 3%	
06	114 3%	22 3%	24 2%	35 3%	32 3%	46 3%	1 6%	~	~	~	~	1 4%	6 3%	30 2%*	79 3%	103 2%	8 4%	83 2%	31 3%
07	260 6%	36 5%	58 5%	89 7%	77 6%	80 5%	1 6%	6 10%	1 16%	4 12%	4 11%	9 5%	80 5%	170 6%	239 6%	13 7%	194 6%	66 6%	
08	703 16%	118 15%	184 16%	213 16%	188 15%	231 15%	4 18%	12 19%	2 23%	6 15%	5 12%	34 17%	230 15%	453 16%	646 16%	44 23%*	536 16%	166 16%	
09	904 20%	165 21%	237 21%	265 20%	236 19%	315 21%	5 26%	16 25%	2 27%	4 9%	14 37%	31 15%*	321 21%	567 21%	853 21%	35 18%	692 20%	212 20%	
BEST PERSONAL DOCTOR POSSIBLE	2271 51%	421 54%	560 50%	667 50%	623 50%	740 49%	9 44%	29 45%	3 35%	23 61%	12 30%	110 54%	834 54%*	1333 48%*	2109 51%	84 44%*	1756 51%	515 49%	
#8-10 (NET)	3877 87%	704 90%*	981 87%	1145 87%	1047 85%*	1285 85%	17 88%	57 89%	8 84%	32 85%	30 79%	175 86%	1385 89%*	2353 86%*	3608 87%	162 84%	2984 87%	893 85%	

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?

Banner I

	AGE					RACE							ETHNICITY		HEALTH STATUS		CCC SCREENER	
	<4	4-7	8-12	13 AND OVER	WHITE	BLK OR AFR-AMER	AS-IAN	NATV ILND	AMER ALSK	MUL-OTHR	TI	HIS-IC	NOT HIS-PAN-IC	EX & VERY GOOD	FAIR & POOR	NO CCC	CCC	
9-10 (NET)	3175 71%	586 75%*	797 71%	932 70%	859 70%	1054 70%	14 70%~	45 70%	6 61%~	27 70%~	26 67%~	141 69%	1155 74%*	1900 69%*	2963 71%	119 62%*	2448 72%	727 69%
NOT ANSWERED	208	33	52	72	51	71	1	5		4	2	13	52	101	145	6	181	27
VALID CASES	4468	787	1123	1323	1235	1505	20	64	9	38	38	204	1552	2750	4153	193	3421	1047
NUMBER OF RESPONDENTS	4676 100%	820 100%	1175 100%	1395 100%	1286 100%	1576 100%	21 100%	69 100%	9 100%	42 100%	40 100%	217 100%	1604 100%	2851 100%	4298 100%	199 100%	3602 100%	1074 100%
MEAN	8.91	9.03	8.91	8.92	8.81	8.81	8.92	9.00	8.80	9.08	8.55	8.86	9.03	8.83	8.91	8.68	8.93	8.84
p stat_(*=Sig @ p<=.05)		.015*	.928	.698	.023*	.009*		~.538		~	~	~.666	.000*	.000*	.424	.044*	.109	.116

[ASKED IF Q30 = 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?

Banner II

	OHP TOT CHLD	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q41 WORST PERSONAL DOCTOR POSSIBLE	8 0.2%~			2 1%~	2 0.8%~			1 0.1%~			1 0.3%~	1 0.5%~				1 0.4%~	1 0.4%~	
01	20 0.5%~	2 0.8%~			2 0.8%~	1 0.4%~	2 0.9%~	2 0.3%~						2 0.9%~		1 0.4%~	2 0.8%~	
02	19 0.4%~		1 0.5%~			3 1%~		5 0.7%~		1 0.4%~			1 0.4%~		1 0.5%~		1 0.4%~	3 1%~
03	22 0.5%~	3 1%~	2 1%~	1 0.5%~	1 0.4%~	1 0.4%~		2 0.3%~	2 0.8%~	3 1%~	1 0.3%~	1 0.5%~	1 0.4%~	3 1%~	2 1%~	1 0.4%~		1 0.4%~
04	26 0.6%~	5 2%~	2 1%~	5 3%~	1 0.4%~	2 0.9%~	2 0.9%~			1 0.4%~	3 1%~	1 0.5%~	5 2%~		5 2%~	1 0.4%~	1 0.4%~	3 1%~
05	122 3%~	5 2%~	3 1%~	9 5%~	9 4%~	6 3%~	7 3%~	11 2%~	4 2%~	5 2%~	8 3%~	10 5%~	8 3%~	10 4%~	8 4%~	6 2%~	7 3%~	6 3%~
06	114 3%~	5 2%~	8 4%~	8 4%~	8 3%~	6 3%~	3 1%~	11 2%~	9 4%~	7 3%~	5 2%~	5 2%~	7 3%~	13 6%~	11 5%~	9 4%~	2 0.8%~	9 4%~
07	260 6%~	17 7%~	17 8%~	15 8%~	20 8%~	7 3%~	15 7%~	34 5%~	10 4%~	17 7%~	13 4%~	18 8%~	19 8%~	15 7%~	14 7%~	17 7%~	14 6%~	16 7%~
08	703 16%~	32 14%~	34 16%~	38 19%~	41 17%~	38 17%~	39 17%~	106 15%~	40 16%~	47 20%~	56 18%~	39 18%~	30 12%~	34 15%~	38 19%~	41 17%~	32 13%~	26 11%~
09	904 20%~	47 20%~	49 24%~	30 15%~	45 18%~	46 20%~	40 18%~	142 20%~	48 19%~	52 22%~	73 24%~	40 18%~	53 22%~	53 23%~	37 18%~	45 19%~	57 24%~	36 15%~
BEST PERSONAL DOCTOR POSSIBLE	2271 51%~	121 51%~	91 44%~	89 45%~	115 47%~	115 51%~	119 52%~	390 55%~	139 55%~	107 45%~	149 48%~	105 48%~	120 49%~	100 43%~	86 43%~	121 50%~	122 51%~	139 58%~
#8-10 (NET)	3877 87%~	200 84%~	174 84%~	157 80%~	201 82%~	199 88%~	198 87%~	638 91%*	227 90%~	206 86%~	278 90%~	184 84%~	203 83%~	187 81%~	161 80%~	207 85%~	211 88%~	201 84%~
9-10 (NET)	3175 71%~	168 71%~	140 68%~	119 60%~	160 66%~	161 72%~	159 70%~	532 76%~	187 74%~	159 66%~	222 72%~	145 66%~	173 71%~	153 67%~	123 61%~	166 68%~	179 75%~	175 73%~

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?

Banner II

	OHP TOT CHLD	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
NOT ANSWERED	208	12	11	11	10	6	3	34	13	14	17	10	11	19	9	16	12	9
VALID CASES	4468	237	207	197	244	225	227	704	252	240	309	220	244	230	202	243	239	239
NUMBER OF RESPONDENTS	4676	249	218	208	254	231	230	738	265	254	326	230	255	249	211	259	251	248
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
MEAN	8.91	8.84	8.80	8.55	8.71	8.89	8.94	9.10	9.10	8.81	8.97	8.80	8.84	8.67	8.56	8.86	8.96	8.95
p stat_(*=Sig @ p<=.05)		~		~	~	~	~	~.010*	~	~	~	~	~	~	~	~	~	~

[ASKED IF Q30 = YES]

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

Banner I

	AGE				RACE							ETHNICITY		HEALTH STATUS		CCC SCREENER		
	<4	4-7	8-12	13 AND OVER	WHT	BLK OR AFR-	AS- IAN	NATV ILND	AMER PAC ALSK	IND/ OTHR	MUL- TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR	GOOD POOR	NO CCC	CCC	
Q42 YES	1079 24%	92 12%*	230 20%*	340 26%	416 33%*	436 29%*	4 23%~	1 2%*	17 ~ 43%~	11 28%~	61 30%	234 15%*	809 29%*	927 22%*	111 57%*	269 8%*	805 77%*	
Q42 NO	3404 76%	698 88%*	893 80%*	987 74%	828 67%*	1070 71%*	13 77%~	63 98%*	9 100%~	23 57%~	28 72%~	144 70%	1328 85%*	1949 71%*	3240 78%*	84 43%*	3162 92%*	247 23%*
NOT ANSWERED	193	30	52	68	42	70	3	4	2	1	12	42	93	131	4	171	22	
VALID CASES	4483	790	1123	1327	1244	1506	18	65	9	40	39	205	1562	2758	4167	195	3431	1052
NUMBER OF RESPONDENTS	4676	820	1175	1395	1286	1576	21	69	9	42	40	217	1604	2851	4298	199	3602	1074
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q30 = YES]

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

Banner II

	OHP TOT CHLD	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q42																		
YES	1079 24%~	53 22%	49 24%~	56 28%~	54 22%~	51 23%~	83 37%~	158 22%	54 21%~	57 23%~	59 19%~	66 30%~	54 22%~	53 23%~	48 24%~	72 30%~	50 21%~	54 22%~
NO	3404 76%~	185 78%	159 76%~	141 72%~	189 78%~	172 77%~	144 63%~	550 78%	198 79%~	187 77%~	250 81%~	155 70%~	189 78%~	182 77%~	154 76%~	169 70%~	190 79%~	186 78%~
NOT ANSWERED	193	11	10	11	11	8	3	30	13	10	17	9	12	14	9	18	11	8
VALID CASES	4483	238	208	197	243	223	227	708	252	244	309	221	243	235	202	241	240	240
NUMBER OF RESPONDENTS	4676	249	218	208	254	231	230	738	265	254	326	230	255	249	211	259	251	248
	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?

Banner I

	AGE					RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER	
	<4	4-7	8-12	13 AND OVER	WHITE	BLK OR AFR-AMER	AS-IAN	NATV ILND	AMER ALSK	OTH	MUL-TI	HIS-IC	NOT HIS-PAN-IC	EX & VERY GOOD	FAIR & POOR	NO CCC	CCC
Q43 #YES	932 89%	84 93%	196 87%	302 92%*	349 87%	370 89%	4 100%	2 100%	13 ~ 90%	10 95%	68 90%	196 91%	698 89%	806 89%	96 88%	232 87%	700 90%
NO	112 11%	7 7%	29 13%	27 8%*	50 13%	47 11%	~	~	2 ~ 10%	1 5%	7 10%	19 9%	87 11%	95 11%	13 12%	34 13%	78 10%
NOT ANSWERED	26	2	2	8	15	10						8	17	22	4	6	20
VALID CASES	1045	91	225	329	399	417	4	2	15	10	75	215	785	900	110	266	779
NUMBER OF RESPONDENTS	1071 100%	93 100%	227 100%	337 100%	414 100%	427 100%	4 100%	2 100%	15 100%	10 100%	75 100%	223 100%	802 100%	922 100%	114 100%	272 100%	799 100%

[ASKED IF Q30 = YES AND Q42 = 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?

Banner II

	OHP TOT CHLD	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q43 #YES	932 89%~	48 94%	46 96%~	48 87%~	44 86%~	48 94%~	74 90%~	134 88%	45 85%~	45 85%~	52 91%~	59 91%~	43 81%~	46 88%~	42 87%~	60 86%~	43 88%~	49 94%~
NO	112 11%~	3 6%	2 4%~	7 13%~	7 14%~	3 6%~	8 10%~	18 12%	8 15%~	8 15%~	5 9%~	6 9%~	10 19%~	6 12%~	6 13%~	10 14%~	6 12%~	3 6%~
NOT ANSWERED	26	2	1	1	3		1	6	1	4	2	1	1	1		2	1	2
VALID CASES	1045	51	48	55	51	51	82	152	53	53	57	65	53	52	48	70	49	52
NUMBER OF RESPONDENTS	1071	53	49	56	54	51	83	158	54	57	59	66	54	53	48	72	50	54
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q30 = YES AND Q42 = YES]

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

Banner I

	AGE					RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER	
	<4	4-7	8-12	13 AND OVER	WHT	BLK OR AFR-	AS- IAN	NATV ILND	AMER ALSK	OTH	MUL- TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR	GOOD POOR	NO CCC	CCC
Q44 #YES	903 87%	79 88%	197 88%	287 88%	340 85%	353 85%	4 100%	2 100%	11 ~ 74%	8 84%	66 89%	195 91%*	672 86%	782 87%	94 86%	233 87%	670 86%
NO	141 13%	11 12%	28 12%	41 12%	61 15%	63 15%	~	~	4 ~ 26%	2 16%	8 11%	20 9%*	114 14%	119 13%	16 14%	35 13%	106 14%
NOT ANSWERED	27	3	2	10	13	11					1	7	17	21	5	4	23
VALID CASES	1044	90	225	327	401	416	4	2	15	10	75	216	785	901	109	268	776
NUMBER OF RESPONDENTS	1071 100%	93 100%	227 100%	337 100%	414 100%	427 100%	4 100%	2 100%	15 100%	10 100%	75 100%	223 100%	802 100%	922 100%	114 100%	272 100%	799 100%

[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?

Banner II

	OHP TOT CHLD	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO	
Q44																			
#YES	903 87%~	46 90%	44 94%~	45 83%~	42 84%~	48 94%~	70 85%~	128 84%	44 83%~	43 78%~	49 86%~	59 91%~	38 75%~	45 87%~	36 78%~	61 87%~	44 90%~	44 86%~	
NO	141 13%~	5 10%	3 6%~	9 17%~	8 16%~	3 6%~	12 15%~	25 16%	9 17%~	12 22%~	8 14%~	6 9%~	13 25%~	7 13%~	10 22%~	9 13%~	5 10%~	7 14%~	
NOT ANSWERED	27	2	2	2	4		1	5	1	2	2	1	3	1	2	2	1	3	
VALID CASES	1044	51	47	54	50	51	82	153	53	55	57	65	51	52	46	70	49	51	
NUMBER OF RESPONDENTS	1071	53	49	56	54	51	83	158	54	57	59	66	54	53	48	72	50	54	
	100%	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?

Banner I

	AGE					RACE							ETHNICITY		HEALTH STATUS		CCC SCREENER	
	<4	4-7	8-12	13 AND OVER	WHT	BLK OR AFR-AMER	AS-IAN	NATV ILND	AMER IND/ NATV	ALSK	OTHR	MUL-TI	HIS-IC	NOT HIS-PAN-IC	EX & VERY GOOD & FAIR	GOOD & POOR	NO CCC	CCC
OHP TOT CHLD	851	103	194	241	314	306	5	11	1	12	7	32	267	552	729	88	418	433
Q45 YES	16%	12%*	15%	15%	21%*	17%	19%~	12%	3%~	23%	17%~	13%	14%*	17%*	15%*	38%*	10%*	37%*
NO	4406	784	1092	1323	1206	1476	21	82	13	41	36	213	1656	2653	4214	141	3675	730
	84%	88%*	85%	85%	79%*	83%	81%~	88%	97%~	77%	83%~	87%	86%*	83%*	85%*	62%*	90%*	63%*
NOT ANSWERED	381	71	107	116	87	9	3	2		1	1	3	27	19	48	5	369	12
VALID CASES	5257	886	1286	1564	1521	1782	26	93	13	53	44	245	1922	3205	4942	229	4094	1163
NUMBER OF RESPONDENTS	5638	957	1393	1680	1608	1791	29	95	13	53	45	248	1949	3224	4990	234	4463	1175
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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?

Banner II

	OHP TOT CHLD	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q45 YES	851 16%~	47 17%	34 12%~	34 14%~	44 15%~	53 19%~	54 22%~	121 14%	43 15%~	39 14%~	48 13%~	41 15%~	37 13%~	52 20%~	33 14%~	39 14%~	45 15%~	38 13%~
NO	4406 84%~	225 83%	241 88%~	211 86%~	255 85%~	220 81%~	195 78%~	716 86%	235 85%~	245 86%~	317 87%~	228 85%~	239 87%~	210 80%~	211 86%~	235 86%~	253 85%~	250 87%~
NOT ANSWERED	381	18	14	22	20	22	17	72	22	18	11	22	11	17	13	12	19	20
VALID CASES	5257	272	275	245	299	273	249	837	278	284	365	269	276	262	244	274	298	288
NUMBER OF RESPONDENTS	5638 100%	290 100%	289 100%	267 100%	319 100%	295 100%	266 100%	909 100%	300 100%	302 100%	376 100%	291 100%	287 100%	279 100%	257 100%	286 100%	317 100%	308 100%

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?

Banner I

	AGE					RACE							ETHNICITY		HEALTH STATUS		CCC SCREENER	
	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	WHT	BLK OR AFR-AMER	AS-IAN	NATV ILND	AMER IND/ALSK	MUL-TI	HIS-IC	NOT HIS-PAN-IC	EX & VERY GOOD	FAIR & POOR	NO CCC	CCC	
Q46 NEVER	36 5%	1 1%*	9 5%	10 5%	15 5%	11 4%	~	~	~	~	2 29%~	~	16 7%	18 3%	30 5%	5 5%	20 5%	16 4%
SOMETIMES	163 21%	24 24%	48 25%	40 19%	51 18%	50 18%	~	5 59%~	~	3 21%~	7 18%~	52 22%	97 19%	128 19%*	28 32%*	90 24%*	72 18%*	
USUALLY	221 28%	25 25%	53 28%	56 26%	88 31%	79 29%	~	1 10%~	1 100%~	4 25%~	1 9%~	10 28%~	79 33%	136 27%	196 29%	20 22%	93 24%*	128 32%*
ALWAYS	367 47%	49 49%	80 42%	106 50%	132 46%	134 49%	4 100%~	3 31%~	~	7 53%~	5 62%~	20 53%~	95 39%*	258 51%*	316 47%	35 40%	180 47%	187 46%
#ALWAYS + USUALLY (NET)	589 75%	74 74%	133 70%	162 76%	219 77%	213 78%	4 100%~	4 41%~	1 100%~	11 79%~	6 71%~	30 82%~	174 72%	394 77%*	512 76%*	54 63%*	273 71%*	316 78%*
TOP BOX SCORE	367 47%	49 49%	80 42%	106 50%	132 46%	134 49%	4 100%~	3 31%~	~	7 53%~	5 62%~	20 53%~	95 39%*	258 51%*	316 47%	35 40%	180 47%	187 46%
NOT ANSWERED	15	1	1	8	5	5					2	6	9	14	1	10	5	
VALID CASES	787	100	191	212	285	274	4	9	1	14	8	37	242	509	671	87	383	404
NUMBER OF RESPONDENTS	802	101	191	220	290	279	4	9	1	14	8	39	248	518	685	87	393	409
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q45 = YES]

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?

Banner II

	OHP TOT CHLD	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q46																		
NEVER	36 5%~	3 7%	4 13%~	2 6%~	2 5%~	3 6%~	3 6%~	2 2%~		4 ~ 10%~	4 9%~	3 7%~	3 9%~		2 ~ 6%~	3 8%~	3 7%~	3 8%~
SOMETIMES	163 21%~	9 20%	4 13%~	4 12%~	8 19%~	12 24%~	9 17%~	34 28%~	7 16%~	8 21%~	8 17%~	10 24%~	4 13%~	4 8%~	7 22%~	6 16%~	11 24%~	6 16%~
USUALLY	221 28%~	9 20%	9 28%~	8 24%~	11 26%~	17 34%~	14 26%~	33 27%~	10 23%~	10 26%~	8 17%~	13 32%~	7 22%~	23 45%~	8 25%~	11 30%~	8 18%~	11 29%~
ALWAYS	367 47%~	24 53%	15 47%~	20 59%~	22 51%~	18 36%~	27 51%~	52 43%~	26 60%~	17 44%~	27 57%~	15 37%~	18 56%~	24 47%~	15 47%~	17 46%~	23 51%~	18 47%~
#ALWAYS + USUALLY (NET)	589 75%~	33 73%	24 75%~	28 82%~	33 77%~	35 70%~	41 77%~	85 70%~	36 84%~	27 69%~	35 74%~	28 68%~	25 78%~	47 92%~	23 72%~	28 76%~	31 69%~	29 76%~
TOP BOX SCORE	367 47%~	24 53%	15 47%~	20 59%~	22 51%~	18 36%~	27 51%~	52 43%~	26 60%~	17 44%~	27 57%~	15 37%~	18 56%~	24 47%~	15 47%~	17 46%~	23 51%~	18 47%~
NOT ANSWERED	15	2	2		1	3	1				1		5	1	1	2		
VALID CASES	787	45	32	34	43	50	53	121	43	39	47	41	32	51	32	37	45	38
NUMBER OF RESPONDENTS	802 100%	47 100%	34 100%	34 100%	44 100%	53 100%	54 100%	121 100%	43 100%	39 100%	48 100%	41 100%	37 100%	52 100%	33 100%	39 100%	45 100%	38 100%

[ASKED IF Q45 = YES]

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

Banner I

	AGE					RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER		
	OHP TOT CHLD	<4	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	GOOD & FAIR & POOR	NO CCC	CCC	
Q47 NONE	55 7%	10 10%	11 6%	16 8%	18 6%	11 4%*	1 ~ 10%~	~	~	~	1 3%~	25 10%*	23 4%*	47 7%	7 9%	36 10%*	19 5%*	
1 SPECIALIST	514 65%	61 62%	132 70%	140 66%	182 63%	190 69%	2 56%~	7 75%~	1 100%~	9 61%~	4 55%~	20 51%~	155 65%	343 67%	459 68%*	39 46%*	288 76%*	226 56%*
2	134 17%	14 14%	26 14%	37 17%	58 20%	42 15%	2 44%~	~	~	1 8%~	2 23%~	10 26%~	36 15%	91 18%	101 15%*	25 30%*	31 8%*	103 25%*
3	51 6%	11 11%	13 7%	12 6%	15 5%	16 6%	1 ~ 15%~	~	3 ~ 18%~	~	7 ~ 19%~	14 6%	35 7%	41 6%	9 10%	15 4%*	35 9%*	
4	13 2%	3 3%	4 2%	2 1%	3 1%	5 2%	~	~	2 ~ 13%~	~	~	4 2%	5 1%	9 1%	1 2%	6 2%	6 2%	
5 OR MORE SPECIALISTS	19 2%	1 0.2%*	3 1%	5 2%	11 4%	10 4%	~	~	~	2 ~ 22%~	1 0.6%~	4 2%	16 3%	16 2%	3 4%	3 0.8%*	16 4%*	
NOT ANSWERED	16	2	3	7	3	5						10	5	12	2	12	4	
VALID CASES	786	99	188	213	287	274	4	9	1	14	8	39	238	513	673	85	381	405
NUMBER OF RESPONDENTS	802	101	191	220	290	279	4	9	1	14	8	39	248	518	685	87	393	409
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q45 = YES]

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

Banner II

		OHP TOT																	
		CHLD	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q47	NONE	55	2	4	3	3	4	4	5	4	3	3	1		2	6	5	5	4
		7%~	4%	12%~	9%~	7%~	8%~	8%~	4%~	9%~	8%~	7%~	3%~	~	4%~	19%~	14%~	11%~	11%~
	1 SPECIALIST	514	37	24	25	25	35	28	79	28	27	29	28	24	33	19	24	30	20
		65%~	80%	73%~	74%~	60%~	69%~	53%~	66%~	65%~	69%~	63%~	70%~	71%~	63%~	61%~	65%~	68%~	54%~
	2	134	5	5	3	6	9	10	21	7	8	10	5	7	12	5	5	6	10
		17%~	11%	15%~	9%~	14%~	18%~	19%~	18%~	16%~	21%~	22%~	13%~	21%~	23%~	16%~	14%~	14%~	27%~
	3	51	2		3	5	2	5	9	3	1	3	3	2	4		1	2	2
		6%~	4%	~	9%~	12%~	4%~	9%~	8%~	7%~	3%~	7%~	8%~	6%~	8%~	~	3%~	5%~	5%~
	4	13						1	5				2				1	1	
		2%~		~	~	~	~	2%~	4%~	~	~	~	5%~	~	~	~	3%~	2%~	~
	5 OR MORE SPECIALISTS	19				3	1	5	1	1		1	1	1	1	1	1		1
		2%~		~	~	7%~	2%~	9%~	0.8%~	2%~	~	2%~	3%~	3%~	2%~	3%~	3%~	~	3%~
	NOT ANSWERED	16	1	1		2	2	1	1			2	1	3		2	2	1	1
VALID CASES		786	46	33	34	42	51	53	120	43	39	46	40	34	52	31	37	44	37
NUMBER OF RESPONDENTS		802	47	34	34	44	53	54	121	43	39	48	41	37	52	33	39	45	38
		100%	100%	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?

Banner I

	AGE				RACE							ETHNICITY		HEALTH STATUS		CCC SCREENER		
	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	BLK OR AFR-AMER	AS-IAN	NATV HAW/ILND	AMER IND/PAC	ALSK NATV	MUL-OTHR	TI	HIS-PAN-IC	NOT HIS-PAN-IC	EX & VERY GOOD & FAIR	GOOD & POOR	NO CCC	CCC
Q48 WORST SPECIALIST POSSIBLE	7 0.9%	3 3%	3 2%	1 ~0.5%	3 1%	~	~	~	~	~	~	~	~	7 1%*	7 1%~	~	6 2%*	1 0.1%*
01	4 0.5%	~	~	2 0.6%	2 0.6%	~	~	~	~	~	3 9%	1 0.6%	2 0.5%	4 0.6%	~	~	2 0.7%	2 0.4%
02	6 0.9%	~	1 ~0.8%	1 0.4%	4 2%	~	~	~	~	~	~	2 1%	4 0.9%	6 1%~	~	~	4 1%	2 0.5%
03	5 0.6%	~	3 2%	2 ~0.6%	2 0.6%	~	~	~	~	~	~	1 ~0.7%	3 0.5%	4 0.7%	~	~	3 1%	1 0.3%
04	6 0.9%	~	1 ~0.6%	~	5 2%*	4 1%	~	~	~	1 ~12%	~	2 ~0.9%	4 0.9%	6 1%*	~	~	~	6 2%*
05	29 4%	4 5%	2 1%*	9 5%	13 5%	12 5%	1 ~11%	~	~	~	1 2%	7 3%	22 5%	23 4%	5 7%	9 3%	19 5%	
06	32 4%	~	4 3%	14 7%	13 5%	14 6%	~	~	1 ~3%	1 5%	1 3%	11 5%	21 4%	23 4%	8 11%	10 3%	22 6%	
07	59 8%	9 10%	17 10%	12 6%	21 8%	19 8%	~	1 ~100%	~	~	6 ~16%	10 5%*	45 9%	52 8%	4 5%	21 6%	38 10%	
08	116 16%	11 13%	28 16%	32 16%	45 17%	41 16%	~	~	5 ~38%	1 4%	2 5%	36 17%	75 16%	99 16%	13 16%	53 16%	63 17%	
09	143 20%	15 16%	29 17%	40 20%	59 23%	59 23%	1 22%~	1 16%~	2 ~18%	3 36%~	6 16%~	47 22%	88 18%	114 19%*	24 31%*	65 19%	78 20%	
BEST SPECIALIST POSSIBLE	312 43%	47 53%	83 48%	86 44%	97 37%*	101 40%	3 78%~	6 73%~	6 ~41%	3 43%~	18 49%~	94 44%	208 43%	276 45%	23 30%*	162 48%*	150 39%*	

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?

Banner I

	AGE					RACE							ETHNICITY		HEALTH STATUS		CCC SCREENER	
	<4	4-7	8-12	13 AND OVER	WHT	BLK OR AFR-AMER	AS-IAN	NATV ILND	AMER IND/ALSK	MUL-OTHR	TI	HIS-IC	NOT HIS-PAN-IC	EX & VERY GOOD & FAIR	GOOD & POOR	NO CCC	CCC	
#8-10 (NET)	570 80%	73 82%	140 82%	158 80%	200 77%	202 79%	4 100%	7 89%	14 97%	7 84%	27 70%	177 83%	371 77%	490 80%	59 77%	280 83%*	290 76%*	
9-10 (NET)	455 63%	62 69%	112 66%	126 64%	155 60%	160 63%	4 100%	7 89%	8 59%	6 79%	25 65%	141 66%	296 62%	391 63%	47 61%	228 68%*	227 60%*	
NOT ANSWERED	7		3		4	2						1	3	4		6	2	
VALID CASES	717	89	171	196	261	255	4	8	1	14	8	38	212	479	616	77	336	380
NUMBER OF RESPONDENTS	724 100%	89 100%	174 100%	196 100%	265 100%	257 100%	4 100%	8 100%	1 100%	14 100%	8 100%	38 100%	213 100%	482 100%	620 100%	77 100%	342 100%	382 100%
MEAN	8.55	8.74	8.66	8.64	8.35	8.53	9.78	9.29	7.00	8.94	8.66	8.24	8.68	8.47	8.54	8.44	8.64	8.47
p stat_(*=Sig @ p<=.05)		.343	.389	.424	.037*	.817	~	~	~	~	~	~	.204	.118	.773	.517	.242	.242

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

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?

Banner II

	OHP TOT CHLD	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q48 WORST SPECIALIST POSSIBLE	7 0.9%~			1 3%~		1 2%~		3 3%~										
01	4 0.5%~	1 2%					1 2%~	1 0.9%~										
02	6 0.9%~	1 2%				2 4%~		1 0.9%~										
03	5 0.6%~			1 3%~			1 2%~	1 0.9%~			1 2%~	1 3%~						
04	6 0.9%~	1 2%		1 3%~		2 4%~			1 3%~									
05	29 4%~	1 2%	1 3%~	2 6%~		2 4%~	3 6%~	4 4%~		2 6%~	3 7%~	3 8%~	2 6%~	1 2%~				3 8%~
06	32 4%~	3 7%			1 3%~	3 6%~	3 6%~	3 3%~	3 8%~	3 8%~			1 3%~	2 4%~	2 8%~	4 13%~	1 3%~	3 9%~
07	59 8%~	5 12%	3 10%~	1 3%~	2 5%~	1 2%~	4 8%~	13 12%~	3 8%~	3 8%~	2 5%~	6 15%~	4 12%~	2 4%~	2 8%~	1 3%~	3 8%~	8 24%~
08	116 16%~	8 19%	7 24%~	2 6%~	8 21%~	11 23%~	7 15%~	18 16%~	6 15%~	4 11%~	9 21%~	5 13%~	7 21%~	10 20%~	5 20%~	2 6%~	3 8%~	2 6%~
09	143 20%~	7 16%	2 7%~	10 32%~	6 15%~	10 21%~	8 17%~	21 19%~	8 21%~	7 19%~	6 14%~	7 18%~	5 15%~	8 16%~	8 32%~	8 26%~	12 32%~	5 15%~
BEST SPECIALIST POSSIBLE	312 43%~	16 37%	16 55%~	13 42%~	22 56%~	15 32%~	21 44%~	48 42%~	18 46%~	17 47%~	22 51%~	17 44%~	15 44%~	27 54%~	8 32%~	16 52%~	16 42%~	15 45%~
#8-10 (NET)	570 80%~	31 72%	25 86%~	25 81%~	36 92%~	36 77%~	36 75%~	87 77%~	32 82%~	28 78%~	37 86%~	29 74%~	27 79%~	45 90%~	21 84%~	26 84%~	31 82%~	22 67%~
9-10 (NET)	455 63%~	23 53%	18 62%~	23 74%~	28 72%~	25 53%~	29 60%~	69 61%~	26 67%~	24 67%~	28 65%~	24 62%~	20 59%~	35 70%~	16 64%~	24 77%~	28 74%~	20 61%~

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?

Banner II

	OHP TOT CHLD	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
NOT ANSWERED	7	1					1	2								1	1	
VALID CASES	717	43	29	31	39	47	48	113	39	36	43	39	34	50	25	31	38	33
NUMBER OF RESPONDENTS	724	44	29	31	39	47	49	115	39	36	43	39	34	50	25	32	39	33
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
MEAN	8.55	8.19	8.97	8.39	9.18	7.98	8.40	8.39	8.79	8.72	8.79	8.54	8.68	9.06	8.72	9.00	8.79	8.64
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?
Banner I

	AGE				RACE							ETHNICITY		HEALTH STATUS		CCC SCREENER		
	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	MUL- TI	OTH	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC		
Q49 YES	1347 26%	259 29%*	334 26%	388 25%	366 24%	327 18%*	9 34%~	20 23%	13 ~ 25%	16 36%~	54 22%	627 33%*	670 21%*	1232 25%*	84 37%*	1018 25%*	329 28%*	
NO	3870 74%	625 71%*	934 74%	1170 75%	1142 76%	1457 82%*	19 66%~	70 77%	13 100%~	40 75%	29 64%~	191 78%	1277 67%*	2528 79%*	3692 75%*	141 63%*	3041 75%*	829 72%*
NOT ANSWERED	421	73	125	122	100	7	1	4		1	1	3	45	26	66	9	404	17
VALID CASES	5217	884	1268	1558	1508	1784	28	91	13	53	45	245	1904	3198	4924	225	4059	1158
NUMBER OF RESPONDENTS	5638	957	1393	1680	1608	1791	29	95	13	53	45	248	1949	3224	4990	234	4463	1175
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

	OHP TOT CHLD	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q49																		
YES	1347 26%~	70 26%	44 16%~	56 23%~	88 30%~	78 29%~	48 19%~	238 29%	64 23%~	69 24%~	121 34%~	65 25%~	66 24%~	59 23%~	37 15%~	52 19%~	81 27%~	87 30%~
NO	3870 74%~	199 74%	231 84%~	188 77%~	206 70%~	195 71%~	200 81%~	591 71%	213 77%~	213 76%~	240 66%~	200 75%~	209 76%~	201 77%~	204 85%~	218 81%~	215 73%~	200 70%~
NOT ANSWERED	421	21	14	23	25	22	18	80	23	20	15	26	12	19	16	16	21	21
VALID CASES	5217	269	275	244	294	273	248	829	277	282	361	265	275	260	241	270	296	287
NUMBER OF RESPONDENTS	5638 100%	290 100%	289 100%	267 100%	319 100%	295 100%	266 100%	909 100%	300 100%	302 100%	376 100%	291 100%	287 100%	279 100%	257 100%	286 100%	317 100%	308 100%

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?

Banner I

	AGE					RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER		
	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	BLCK OR AFR- AMER	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- TI	OTH	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	GOOD & POOR	NO CCC	CCC	
Q50 NEVER	45 3%	6 2%	5 2%*	16 4%	18 5%	15 5%	~	~	~	~	2 15%~	2 4%	13 2%*	33 5%*	41 3%	3 4%	22 2%*	23 7%*
SOMETIMES	221 17%	37 15%	75 23%*	62 17%	47 14%*	46 15%	1 11%~	5 25%~	~	1 4%~	2 18%~	8 15%	109 18%	101 16%	202 17%	15 18%	172 18%	49 16%
USUALLY	378 29%	79 31%	85 26%	110 30%	103 30%	95 31%	~	7 37%~	~	7 57%~	5 36%~	12 23%	179 29%	192 30%	346 29%	23 27%	279 28%	98 32%
ALWAYS	651 50%	132 52%	159 49%	180 49%	179 52%	153 50%	8 89%~	7 38%~	~	5 39%~	4 31%~	31 58%	310 51%	318 49%	593 50%	43 51%	510 52%*	141 45%
#ALWAYS + USUALLY (NET)	1029 79%	211 83%	244 75%*	291 79%	282 81%	249 80%	8 89%~	14 75%~	~	11 96%~	9 68%~	43 81%	489 80%	510 79%	939 79%	66 79%	790 80%	239 77%
TOP BOX SCORE	651 50%	132 52%	159 49%	180 49%	179 52%	153 50%	8 89%~	7 38%~	~	5 39%~	4 31%~	31 58%	310 51%	318 49%	593 50%	43 51%	510 52%*	141 45%
NOT ANSWERED	28	2	7	12	7	8				1	1		15	8	23	2	24	4
VALID CASES	1295	254	325	369	347	310	9	19		12	14	53	611	644	1181	83	984	311
NUMBER OF RESPONDENTS	1323 100%	256 100%	332 100%	381 100%	354 100%	318 100%	9 100%	19 100%		12 100%	15 100%	53 100%	626 100%	652 100%	1204 100%	85 100%	1008 100%	315 100%

[ASKED IF Q49 = YES]

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?

Banner II

	OHP TOT CHLD	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q50 NEVER	45 3%~		3 7%~	3 5%~	2 2%~	3 4%~	2 4%~	8 3%~	4 6%~	2 3%~	1 0.9%~	1 2%~	2 3%~	1 2%~	1 3%~	2 4%~	4 5%~	4 5%~
SOMETIMES	221 17%~	11 16%~	5 12%~	11 20%~	14 16%~	11 15%~	6 13%~	38 16%~	7 11%~	8 12%~	23 20%~	13 21%~	9 14%~	9 16%~	5 14%~	8 16%~	22 28%~	12 14%~
USUALLY	378 29%~	23 33%~	14 33%~	10 18%~	25 29%~	21 28%~	13 29%~	72 31%~	21 33%~	16 24%~	40 34%~	20 32%~	14 22%~	19 33%~	10 27%~	18 36%~	19 24%~	25 29%~
ALWAYS	651 50%~	35 51%~	21 49%~	31 56%~	46 53%~	40 53%~	24 53%~	117 50%~	32 50%~	42 62%~	52 45%~	28 45%~	38 60%~	29 50%~	21 57%~	22 44%~	35 44%~	45 52%~
#ALWAYS + USUALLY (NET)	1029 79%~	58 84%~	35 81%~	41 75%~	71 82%~	61 81%~	37 82%~	189 80%~	53 83%~	58 85%~	92 79%~	48 77%~	52 83%~	48 83%~	31 84%~	40 80%~	54 68%~	70 81%~
TOP BOX SCORE	651 50%~	35 51%~	21 49%~	31 56%~	46 53%~	40 53%~	24 53%~	117 50%~	32 50%~	42 62%~	52 45%~	28 45%~	38 60%~	29 50%~	21 57%~	22 44%~	35 44%~	45 52%~
NOT ANSWERED	28	1	1	1	1	3	3	3		1	5	3	3	1		2	1	1
VALID CASES	1295	69	43	55	87	75	45	235	64	68	116	62	63	58	37	50	80	86
NUMBER OF RESPONDENTS	1323	70	44	56	88	78	48	238	64	69	121	65	66	59	37	52	81	87
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q49 = YES]

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

Banner I

	AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER		
	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	WHT	BLK OR AFR- AMER	AS- IAN	NATV ILND	AMER IND/ PAC ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	GOOD & POOR	NO CCC	CCC
Q51 NEVER	23 2%	5 2%	3 0.9%	6 2%	9 3%	5 2%	1 ~ 5%				3 ~ 5%	6 0.9%*	17 3%*	21 2%	1 1%	19 2%	4 1%
SOMETIMES	90 7%	19 8%	27 8%	24 7%	20 6%	9 3%*	~	~	2 ~ 13%	1 2%	4 2%	53 9%*	30 5%*	81 7%	6 8%	63 6%	26 9%
USUALLY	268 21%	52 21%	68 21%	79 21%	70 20%	81 26%*	2 ~ 10%		1 ~ 5%	4 28%	12 23%	120 20%	143 22%	250 21%	13 16%	202 21%	66 21%
ALWAYS	903 70%	173 70%	227 70%	259 70%	245 71%	212 69%	9 100%	16 85%	10 ~ 83%	10 70%	34 65%	428 70%	449 70%	822 70%	63 75%	692 71%	212 69%
#ALWAYS + USUALLY (NET)	1171 91%	225 90%	295 91%	338 92%	314 92%	293 96%*	9 100%	18 95%	10 ~ 87%	15 98%	47 88%	547 90%	592 93%	1072 91%	76 91%	894 92%	277 90%
TOP BOX SCORE	903 70%	173 70%	227 70%	259 70%	245 71%	212 69%	9 100%	16 85%	10 ~ 83%	10 70%	34 65%	428 70%	449 70%	822 70%	63 75%	692 71%	212 69%
NOT ANSWERED	39	8	7	13	11	11				1		19	13	30	2	32	7
VALID CASES	1284	248	325	368	343	307	9	19	12	15	53	607	639	1174	83	976	308
NUMBER OF RESPONDENTS	1323 100%	256 100%	332 100%	381 100%	354 100%	318 100%	9 100%	19 100%	12 100%	15 100%	53 100%	626 100%	652 100%	1204 100%	85 100%	1008 100%	315 100%

[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?

Banner II

	OHP TOT CHLD	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q51 NEVER	23 2%~			1 2%~	1 1%~	1 1%~	1 2%~	6 3%~	2 3%~	2 3%~	1 0.9%~	1 2%~	1 2%~				2 2%~	1 1%~
SOMETIMES	90 7%~	2 3%~	2 5%~	2 4%~	4 5%~	5 7%~	2 5%~	16 7%~	2 3%~	4 6%~	6 5%~	3 5%~	5 8%~	5 9%~	2 6%~	3 6%~	11 14%~	7 8%~
USUALLY	268 21%~	21 31%~	7 17%~	9 17%~	21 24%~	16 22%~	6 14%~	39 17%*	14 22%~	13 20%~	31 27%~	14 23%~	8 13%~	14 24%~	12 33%~	9 18%~	18 23%~	20 24%~
ALWAYS	903 70%~	44 66%~	33 79%~	42 78%~	62 70%~	52 70%~	35 80%~	172 74%~	46 72%~	47 71%~	78 67%~	44 71%~	48 77%~	39 67%~	22 61%~	38 76%~	49 61%~	57 67%~
#ALWAYS + USUALLY (NET)	1171 91%~	65 97%~	40 95%~	51 94%~	83 94%~	68 92%~	41 93%~	211 91%*	60 94%~	60 91%~	109 94%~	58 94%~	56 90%~	53 91%~	34 94%~	47 94%~	67 84%~	77 91%~
TOP BOX SCORE	903 70%~	44 66%~	33 79%~	42 78%~	62 70%~	52 70%~	35 80%~	172 74%~	46 72%~	47 71%~	78 67%~	44 71%~	48 77%~	39 67%~	22 61%~	38 76%~	49 61%~	57 67%~
NOT ANSWERED	39	3	2	2		4	4	5		3	5	3	4	1	1	2	1	2
VALID CASES	1284	67	42	54	88	74	44	233	64	66	116	62	62	58	36	50	80	85
NUMBER OF RESPONDENTS	1323	70	44	56	88	78	48	238	64	69	121	65	66	59	37	52	81	87
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q49 = YES]

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

Banner I

	AGE					RACE							ETHNICITY		HEALTH STATUS		CCC SCREENER	
	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	BLCK OR AFR- AMER	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC		
Q52 YES	1805 35%	324 37%	434 35%	545 35%	501 34%	461 26%*	3 11%~	26 27%	3 20%~	13 24%	15 33%~	81 33%	780 41%*	966 31%*	1672 34%*	106 47%*	1378 34%	426 37%
NO	3343 65%	545 63%	821 65%	991 65%	987 66%	1306 74%*	24 89%~	68 73%	10 80%~	40 76%	30 67%~	166 67%	1100 59%*	2195 69%*	3189 66%*	120 53%*	2620 66%	723 63%
NOT ANSWERED	490	88	138	144	121	24	2	1		1	1	1	69	63	129	7	465	25
VALID CASES	5148	869	1255	1536	1487	1767	27	94	13	52	45	247	1880	3161	4861	227	3998	1150
NUMBER OF RESPONDENTS	5638	957	1393	1680	1608	1791	29	95	13	53	45	248	1949	3224	4990	234	4463	1175
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

Banner II

	OHP TOT CHLD	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q52																		
YES	1805	86	74	87	94	81	68	314	121	87	150	95	73	82	64	80	120	108
	35%~	32%	28%~	36%~	32%~	30%~	28%~	39%*	44%~	31%~	42%~	36%~	27%~	32%~	27%~	30%~	41%~	38%~
NO	3343	179	194	155	197	186	177	500	153	191	207	169	197	176	175	185	174	176
	65%~	68%	72%~	64%~	68%~	70%~	72%~	61%*	56%~	69%~	58%~	64%~	73%~	68%~	73%~	70%~	59%~	62%~
NOT ANSWERED	490	25	21	25	28	28	21	95	26	24	19	27	17	21	18	21	23	24
VALID CASES	5148	265	268	242	291	267	245	814	274	278	357	264	270	258	239	265	294	284
NUMBER OF RESPONDENTS	5638	290	289	267	319	295	266	909	300	302	376	291	287	279	257	286	317	308
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

Banner I

	AGE					RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER		
	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	BLCK OR AFR- WHT	AS- AMER	NATV IAN	AMER PAC ILND	IND/ ALSK NATV	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & FAIR & POOR	NO CCC	CCC
PQ53 NEVER	124 2%	12 1%*	28 2%	44 3%	40 3%	30 2%*	1 ~0.6%*	1 8%~	1 2%	9 ~	4%	59 3%*	61 2%*	110 2%	12 5%*	78 2%*	46 4%*	
SOMETIMES	397 8%	65 8%	90 7%	141 9%*	101 7%	73 4%*	1 0.9%~	10 11%	1 ~	4 1%*	19 10%~	211 11%*	170 5%*	356 7%*	35 16%*	293 7%	104 9%	
USUALLY	575 11%	120 14%*	123 10%	163 11%	170 12%	180 10%	9 ~	1 10%	8 3%~	6 16%	25 13%~	224 12%	332 11%*	533 11%	30 14%	440 11%	135 12%	
ALWAYS	3983 78%	665 77%	998 81%*	1163 77%	1158 79%	1472 84%*	27 99%~	73 79%	12 89%~	41 81%	35 78%~	192 78%	1348 73%*	2574 82%*	3794 79%*	148 66%*	3127 79%*	856 75%*
#ALWAYS + USUALLY (NET)	4559 90%	784 91%	1121 90%	1326 88%*	1328 90%	1652 94%*	27 99%~	82 89%	12 92%~	49 97%*	40 90%~	217 89%	1572 85%*	2906 93%*	4327 90%*	178 79%*	3568 91%*	991 87%*
TOP BOX SCORE	3983 78%	665 77%	998 81%*	1163 77%	1158 79%	1472 84%*	27 99%~	73 79%	12 89%~	41 81%	35 78%~	192 78%	1348 73%*	2574 82%*	3794 79%*	148 66%*	3127 79%*	856 75%*
NOT ANSWERED	559	96	154	170	140	36	2	2	2	1	3	108	88	197	8	525	34	
VALID CASES	5079	861	1239	1510	1468	1755	27	93	13	51	45	245	1841	3136	4793	226	3938	1141
NUMBER OF RESPONDENTS	5638	957	1393	1680	1608	1791	29	95	13	53	45	248	1949	3224	4990	234	4463	1175
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

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

Banner II

	OHP TOT																	
	CHLD	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
PQ53 NEVER	124 2%~	5 2%	4 2%~	5 2%~	5 2%~	3 1%~	4 2%~	21 3%	9 3%~	9 3%~	6 2%~	7 3%~	2 0.7%~	7 3%~	5 2%~	4 2%~	11 4%~	10 4%~
SOMETIMES	397 8%~	13 5%	12 5%~	16 7%~	21 7%~	24 9%~	12 5%~	67 8%*	19 7%~	20 7%~	39 11%~	14 5%~	7 3%~	16 6%~	17 7%~	15 6%~	36 12%~	22 8%~
USUALLY	575 11%~	25 10%	30 11%~	21 9%~	27 10%~	25 9%~	23 10%~	100 12%	49 18%~	22 8%~	45 13%~	33 13%~	28 10%~	32 13%~	23 10%~	27 10%~	29 10%~	43 15%~
ALWAYS	3983 78%~	219 84%	217 83%~	193 82%~	230 81%~	214 80%~	203 84%~	614 77%*	196 72%~	225 82%~	258 74%~	205 79%~	230 86%~	200 78%~	193 81%~	217 83%~	213 74%~	206 73%~
#ALWAYS + USUALLY (NET)	4559 90%~	244 93%	247 94%~	214 91%~	257 91%~	239 90%~	226 93%~	714 89%*	245 90%~	247 89%~	303 87%~	238 92%~	258 97%~	232 91%~	216 91%~	244 93%~	242 84%~	249 89%~
TOP BOX SCORE	3983 78%~	219 84%	217 83%~	193 82%~	230 81%~	214 80%~	203 84%~	614 77%*	196 72%~	225 82%~	258 74%~	205 79%~	230 86%~	200 78%~	193 81%~	217 83%~	213 74%~	206 73%~
NOT ANSWERED	559	28	26	32	36	29	24	107	27	26	28	32	20	24	19	23	28	27
VALID CASES	5079	262	263	235	283	266	242	802	273	276	348	259	267	255	238	263	289	281
NUMBER OF RESPONDENTS	5638	290	289	267	319	295	266	909	300	302	376	291	287	279	257	286	317	308
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

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

Banner I

	AGE					RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER	
	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	WHT	BLCK OR AFR-AMER	AS-IAN	NATV ILND	AMER ALSK	MUL-TI	HIS-IC	NOT HIS-PAN-IC	EX & VERY GOOD & FAIR	GOOD & POOR	NO CCC	CCC
Q54 WORST HEALTH PLAN POSSIBLE	17 0.3%	1 0.2%	5 0.4%	5 0.3%	6 0.4%	9 0.5%	~	~	~	~	~0.6%	7 0.3%	11 0.3%	13 0.3%	4 2%	9 0.2%	8 0.7%
01	27 0.5%	1 0.0%	7 0.6%	8 0.5%	11 0.7%	13 0.7%	~0.4%	~	~	~	1 1%	3 0.2%	22 0.7%	25 0.5%	1 0.3%	17 0.4%	10 0.8%
02	33 0.6%	3 0.4%	8 0.6%	17 1%	5 0.4%	12 0.7%	~	~	~	3 3%	1 1%	1 0.1%	28 0.9%	29 0.6%	3 1%	16 0.4%	17 2%*
03	44 0.9%	6 0.7%	9 0.7%	14 0.9%	14 1%	24 1%	~0.9%	~	~	2 4%	1 2%	4 2%	38 1%	42 0.9%	2 0.8%	28 0.7%	17 1%
04	62 1%	8 1%	9 0.7%	17 1%	27 2%	35 2%	1 0.8%	~	~	1 0.7%	1 0.5%	9 0.5%	49 2%	56 1%	5 2%	36 0.9%	26 2%
05	275 5%	30 3%	58 5%	98 6%	88 6%	125 7%	2 8%	5 6%	~	2 5%	1 3%	13 5%	210 7%	253 5%	15 7%	188 5%	87 7%
06	233 5%	23 3%	59 5%	68 4%	83 6%	95 5%	3 10%	4 4%	~	3 5%	4 9%	6 3%	168 5%	219 4%	14 6%	158 4%	75 6%
07	496 10%	65 7%	110 9%	158 10%	164 11%	229 13%	4 15%	7 8%	1 6%	10 19%	2 4%	34 14%	402 13%	465 10%	28 12%	349 9%	147 13%
08	982 19%	157 18%	229 18%	310 20%	286 19%	387 22%	2 8%	21 24%	1 7%	8 17%	8 19%	68 28%	723 23%	934 19%	39 17%	773 19%	209 18%
09	974 19%	170 20%	241 19%	291 19%	272 18%	317 18%	1 4%	20 23%	4 35%	14 27%	12 27%	29 12%	549 17%	924 19%	41 18%	743 19%	231 20%
BEST HEALTH PLAN POSSIBLE	2033 39%	403 46%	535 42%	559 36%	535 36%	513 29%	15 54%	31 34%	6 52%	10 20%	16 35%	83 34%	971 31%	1932 39%	79 34%	1700 42%	332 29%
#8-10 (NET)	3988 77%	730 84%	1004 79%	1160 75%	1094 73%	1216 69%	19 67%	72 80%	11 94%	32 64%	36 81%	180 74%	2244 71%	3791 77%	159 69%	3217 80%	771 67%

Continued

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

Banner I

	AGE					RACE							ETHNICITY		HEALTH STATUS		CCC SCREENER	
	<4	4-7	8-12	13 AND OVER	WHITE	BLK OR AFR-AMER	AS-IAN	NATV ILND	AMER ALSK	OTH	MUL-TI	HIS-IC	NOT HIS-PAN-IC	EX & VERY GOOD	FAIR & POOR	NO CCC	CCC	
9-10 (NET)	3007 58%	573 66%*	775 61%*	850 55%*	807 54%*	830 47%*	16 58%~	51 57%	10 87%~	24 47%	28 62%~	112 46%*	1402 74%*	1520 48%*	2857 58%	120 52%	2444 61%*	563 49%*
NOT ANSWERED	462	89	123	135	114	32	1	5	2	2		5	45	53	96	4	445	17
VALID CASES	5176	868	1270	1545	1494	1759	28	90	11	51	45	243	1904	3171	4894	230	4018	1158
NUMBER OF RESPONDENTS	5638 100%	957 100%	1393 100%	1680 100%	1608 100%	1791 100%	29 100%	95 100%	13 100%	53 100%	45 100%	248 100%	1949 100%	3224 100%	4990 100%	234 100%	4463 100%	1175 100%
MEAN	8.44	8.78	8.54	8.31	8.27	8.03	8.51	8.49	9.33	7.84	8.48	8.22	8.95	8.10	8.46	8.06	8.58	7.93
p stat_(*=Sig @ p<=.05)		.000*	.023*	.002*	.000*	.000*	~.764		~.042*		~.060		.000*	.000*	.008*	.007*	.000*	.000*

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?

Banner II

	OHP																		
	TOT																		
	CHLD	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO	
Q54																			
WORST HEALTH PLAN POSSIBLE	17	1	3	1	1	1		3				1	1	1	2	1	1	2	
	0.3%~0.4%		1%~0.4%	0.3%~0.4%				~0.4%		~		~0.4%	0.4%~0.3%	0.4%~0.8%	0.4%~0.3%	0.3%~0.7%			
01	27		2	1	1	2	4	1		1		1	2	1	2			3	2
	0.5%~		0.7%~0.4%	0.3%~0.7%			2%~0.1%			~0.4%		~0.4%	0.7%~0.4%	0.4%~0.8%			~	1%~0.7%	
02	33	2	1	2		2	2	5	2	1	1	3	2	2	2	3	1	3	
	0.6%~0.7%	0.4%~0.8%				~0.7%~0.8%	0.6%	0.7%~0.4%	0.3%~			1%~0.7%	0.8%~0.8%			1%~0.3%		1%~	
03	44	3	2	1		2	7	4	3	3	1	1	2	2	4	3	1		
	0.9%~	1%~	0.7%~0.4%			~0.7%~	3%~0.5%		1%~	1%~0.3%	0.4%~0.4%	0.8%~0.8%			1%~	1%~0.3%			
04	62	1	5	3	2	6	3	5	3	6	2	3	4	6	6	3	2	3	
	1%~0.4%		2%~	1%~0.7%		2%~	1%~0.6%		1%~	2%~0.6%		1%~	1%~	2%~	3%~	1%~0.7%		1%~	
05	275	11	17	11	15	9	16	34	17	12	18	19	16	24	18	20	14	15	
	5%~	4%~	6%~	5%~	5%~	3%~	7%~	4%~	6%~	4%~	5%~	7%~	6%~	9%~	8%~	7%~	5%~	5%~	
06	233	15	18	14	17	11	11	22	11	13	15	14	12	17	17	14	14	12	
	5%~	6%~	7%~	6%~	6%~	4%~	5%~	3%*	4%~	5%~	4%~	5%~	4%~	7%~	7%~	5%~	5%~	4%~	
07	496	29	31	30	27	26	35	54	26	29	26	34	31	31	26	37	20	32	
	10%~	11%~	11%~	12%~	9%~	10%~	14%~	7%*	9%~	10%~	7%~	13%~	11%~	12%~	11%~	14%~	7%~	11%~	
08	982	54	64	45	55	56	52	138	68	56	59	47	57	53	52	57	44	54	
	19%~	20%~	24%~	19%~	19%~	21%~	21%~	17%~	24%~	20%~	16%~	18%~	21%~	21%~	22%~	21%~	15%~	19%~	
09	974	57	52	42	55	50	40	169	45	53	67	52	41	37	39	51	64	47	
	19%~	21%~	19%~	17%~	19%~	19%~	17%~	21%~	16%~	19%~	19%~	20%~	15%~	14%~	16%~	19%~	22%~	16%~	
BEST HEALTH PLAN POSSIBLE	2033	95	76	91	122	104	72	387	105	103	170	87	106	84	74	79	129	118	
	39%~	35%~	28%~	38%~	41%~	39%~	30%~	47%*	37%~	37%~	47%~	33%~	39%~	33%~	31%~	29%~	44%~	41%~	
#8-10 (NET)	3988	206	192	178	232	210	164	694	218	212	296	186	204	174	165	187	237	219	
	77%~	77%~	71%~	74%~	79%~	78%~	68%~	84%*	78%~	77%~	82%~	71%~	75%~	67%~	69%~	70%~	80%~	76%~	
9-10 (NET)	3007	152	128	133	177	154	112	556	150	156	237	139	147	121	113	130	193	165	
	58%~	57%~	47%~	55%~	60%~	57%~	46%~	68%*	54%~	56%~	66%~	53%~	54%~	47%~	47%~	48%~	65%~	57%~	

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?

Banner II

	OHP TOT CHLD	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
NOT ANSWERED	462	22	18	26	24	26	24	87	20	25	17	29	14	21	17	17	22	19
VALID CASES	5176	268	271	241	295	269	242	822	280	277	359	262	273	258	240	269	295	289
NUMBER OF RESPONDENTS	5638	290	289	267	319	295	266	909	300	302	376	291	287	279	257	286	317	308
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
MEAN	8.44	8.43	8.04	8.37	8.58	8.43	7.97	8.78	8.42	8.42	8.77	8.22	8.35	8.03	7.99	8.10	8.59	8.40
p stat_(*=Sig @ p<=.05)		~	~	~	~	~	~	~.001*	~	~	~	~	~	~	~	~	~	~

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

Banner I

	AGE				RACE							ETHNICITY		HEALTH STATUS		CCC SCREENER		
	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	BLCK OR 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		
Q55																		
YES	1994 38%	360 41%*	473 37%	525 34%*	637 42%*	717 40%*	10 35%~	30 32%	3 24%~	25 46%	16 34%~	112 45%*	649 34%*	1310 41%*	1828 37%*	143 62%*	1179 29%*	816 70%*
NO	3218 62%	509 59%*	804 63%	1028 66%*	876 58%*	1062 60%*	18 65%~	64 68%	10 76%~	28 54%	29 66%~	136 55%*	1265 66%*	1887 59%*	3107 63%*	88 38%*	2867 71%*	351 30%*
NOT ANSWERED	425	87	116	127	94	12	1	1		1			35	26	56	3	417	8
VALID CASES	5213	870	1277	1553	1514	1779	28	94	13	53	45	248	1914	3198	4934	231	4046	1167
NUMBER OF RESPONDENTS	5638	957	1393	1680	1608	1791	29	95	13	53	45	248	1949	3224	4990	234	4463	1175
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

Banner II

	OHP TOT CHLD	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q55																		
YES	1994 38%~	109 41%	89 33%~	94 38%~	104 35%~	105 39%~	126 51%~	314 38%	102 36%~	104 37%~	133 37%~	111 42%~	108 39%~	102 39%~	89 37%~	124 46%~	86 29%~	117 40%~
NO	3218 62%~	159 59%	184 67%~	152 62%~	193 65%~	166 61%~	120 49%~	512 62%	178 64%~	178 63%~	229 63%~	151 58%~	167 61%~	158 61%~	151 63%~	147 54%~	212 71%~	172 60%~
NOT ANSWERED	425	22	16	21	22	24	20	83	20	20	14	29	12	19	17	15	19	19
VALID CASES	5213	268	273	246	297	271	246	826	280	282	362	262	275	260	240	271	298	289
NUMBER OF RESPONDENTS	5638 100%	290 100%	289 100%	267 100%	319 100%	295 100%	266 100%	909 100%	300 100%	302 100%	376 100%	291 100%	287 100%	279 100%	257 100%	286 100%	317 100%	308 100%

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

Banner I

	AGE					RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER		
	<4	4-7	8-12	13 AND OVER	WHT	BLK OR AFR- AMER	AS- IAN	NATV ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR	GOOD & POOR	NO CCC	CCC	
Q56 NEVER	36 2%	6 2%	13 3%	6 1%	11 2%	6 0.8%*	4 ~ 12%~	~	~	~	5 5%	11 2%	21 2%	29 2%	4 3%	19 2%	17 2%	
SOMETIMES	176 9%	24 7%	35 7%	53 10%	63 10%	51 7%	3 ~ 10%~	~	2 8%~	3 14%~	14 12%	69 10%	96 8%*	145 8%*	28 20%*	87 7%*	89 11%*	
USUALLY	474 24%	87 24%	101 21%	120 23%	166 26%	175 25%	3 26%~	8 25%~	~	7 34%~	2 12%~	17 15%*	168 25%	293 23%	437 24%	30 21%	276 23%	197 25%
ALWAYS	1301 65%	238 67%	324 68%	351 66%	389 62%*	460 67%	7 74%~	16 52%~	3 100%~	12 58%~	14 73%~	79 69%	412 62%*	863 68%*	1206 66%*	80 56%*	804 68%*	498 62%*
#ALWAYS + USUALLY (NET)	1775 89%	324 91%	425 90%	471 89%	555 88%	636 92%*	10 100%~	23 77%~	3 100%~	19 92%~	16 86%~	96 83%	580 88%	1156 91%*	1644 90%*	109 77%*	1080 91%*	696 87%*
TOP BOX SCORE	1301 65%	238 67%	324 68%	351 66%	389 62%*	460 67%	7 74%~	16 52%~	3 100%~	12 58%~	14 73%~	79 69%	412 62%*	863 68%*	1206 66%*	80 56%*	804 68%*	498 62%*
NOT ANSWERED	29	6	8	12	4	10	2			1	1	12	15	25	1	20	9	
VALID CASES	1988	354	473	530	630	692	10	30	3	21	19	115	660	1273	1818	142	1187	801
NUMBER OF RESPONDENTS	2017	360	481	542	634	702	10	32	3	22	19	116	672	1288	1843	143	1207	810
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q55 = YES]

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

Banner II

	OHP TOT CHLD	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO	
Q56																			
NEVER	36 2%~	1 1%	4 5%~	2 2%~	1 1%~	3 3%~	2 2%~	7 7%~	1 1%~	5 5%~	1 0.8%~	~	4 4%~	~	3 3%~	2 2%~	2 2%~	~	
SOMETIMES	176 9%~	3 3%	11 13%~	7 8%~	7 7%~	8 8%~	23 18%~	22 17%*	7 7%~	7 7%~	11 9%~	12 11%~	8 8%~	6 6%~	11 12%~	11 9%~	9 10%~	9 8%~	
USUALLY	474 24%~	27 26%	23 26%~	20 22%~	23 23%~	25 24%~	30 24%~	74 24%	31 31%~	23 23%~	29 22%~	22 20%~	31 30%~	17 17%~	23 26%~	35 29%~	22 26%~	30 26%~	
ALWAYS	1301 65%~	74 70%	50 57%~	63 68%~	71 70%~	67 65%~	70 56%~	207 67%	62 61%~	66 65%~	88 68%~	77 69%~	61 59%~	76 77%~	52 58%~	73 60%~	53 62%~	78 67%~	
#ALWAYS + USUALLY (NET)	1775 89%~	101 96%	73 83%~	83 90%~	94 92%~	92 89%~	100 80%~	281 91%*	93 92%~	89 88%~	117 91%~	99 89%~	92 88%~	93 94%~	75 84%~	108 89%~	75 87%~	108 92%~	
TOP BOX SCORE	1301 65%~	74 70%	50 57%~	63 68%~	71 70%~	67 65%~	70 56%~	207 67%	62 61%~	66 65%~	88 68%~	77 69%~	61 59%~	76 77%~	52 58%~	73 60%~	53 62%~	78 67%~	
NOT ANSWERED	29	4	1	2	2	2	1	4	1	3	4		4	3		3			
VALID CASES	1988	105	88	92	102	103	125	310	101	101	129	111	104	99	89	121	86	117	
NUMBER OF RESPONDENTS	2017	109	89	94	104	105	126	314	102	104	133	111	108	102	89	124	86	117	
	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?

Banner I

	AGE					RACE							ETHNICITY		HEALTH STATUS		CCC SCREENER	
	<4	4-7	8-12	13 AND OVER	WHITE	BLK OR AFR-AMER	AS-IAN	NATV ILND	AMER IND/ALSK	OTHR	MUL-TI	HIS-IC	NOT HIS-PAN-IC	EX & VERY GOOD	FAIR & POOR	NO CCC	CCC	
Q57 #YES	1177 60%	203 58%	288 61%	322 61%	364 58%	360 52%*	7 66%~	23 76%~	2 50%~	16 78%~	8 44%~	72 65%	445 68%*	700 55%*	1065 59%*	93 67%	671 57%*	505 63%*
NO	795 40%	147 42%	181 39%	206 39%	261 42%	331 48%*	3 34%~	7 24%~	1 50%~	5 22%~	10 56%~	38 35%	210 32%*	565 45%*	742 41%*	45 33%	502 43%*	293 37%*
NOT ANSWERED	45	10	11	14	9	11		2		1	1	6	17	23	36	5	34	11
VALID CASES	1972	350	470	528	625	691	10	30	3	21	18	110	655	1265	1807	138	1173	799
NUMBER OF RESPONDENTS	2017	360	481	542	634	702	10	32	3	22	19	116	672	1288	1843	143	1207	810
	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?

Banner II

	OHP TOT CHLD	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q57																		
#YES	1177 60%~	73 69%~	44 51%~	46 51%~	53 53%~	65 64%~	69 55%~	207 67%~	57 58%~	56 54%~	86 66%~	58 53%~	54 53%~	51 52%~	42 49%~	65 54%~	51 60%~	75 66%~
NO	795 40%~	33 31%~	43 49%~	45 49%~	47 47%~	37 36%~	56 45%~	100 33%~	42 42%~	47 46%~	45 34%~	52 47%~	48 47%~	48 48%~	44 51%~	56 46%~	34 40%~	39 34%~
NOT ANSWERED	45	3	2	3	4	3	1	7	3	1	2	1	6	3	3	3	1	3
VALID CASES	1972	106	87	91	100	102	125	307	99	103	131	110	102	99	86	121	85	114
NUMBER OF RESPONDENTS	2017	109	89	94	104	105	126	314	102	104	133	111	108	102	89	124	86	117
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q55 = YES]

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

Banner I

	AGE					RACE							ETHNICITY		HEALTH STATUS		CCC SCREENER	
	<4	4-7	8-12	13 AND OVER	WHITE	BLCK OR AFR-AMER	AS-IAN	NATV ILND	AMER ALSK	MUL-OTHR	TI	HIS-IC	NOT HIS-PAN-IC	EX & VERY GOOD	FAIR & POOR	NO CCC	CCC	
Q57A YES	4014 79%	481 56%*	1016 82%*	1310 86%*	1211 82%*	1334 77%*	24 89%~	73 82%	9 73%~	48 92%*	32 75%~	176 73%*	1523 82%*	2414 77%*	3807 79%	177 78%	3079 78%*	935 81%*
Q57A NO	1085 21%	376 44%*	226 18%*	214 14%*	266 18%*	401 23%*	3 11%~	16 18%	3 27%~	4 8%*	11 25%~	65 27%*	345 18%*	727 23%*	1024 21%	51 22%	866 22%*	219 19%*
NOT ANSWERED	539	100	152	157	131	56	2	5	1	1	2	7	81	82	160	6	518	21
VALID CASES	5099	857	1241	1523	1477	1735	27	90	13	52	43	241	1868	3142	4830	228	3945	1154
NUMBER OF RESPONDENTS	5638 100%	957 100%	1393 100%	1680 100%	1608 100%	1791 100%	29 100%	95 100%	13 100%	53 100%	45 100%	248 100%	1949 100%	3224 100%	4990 100%	234 100%	4463 100%	1175 100%

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

Banner II

	OHP TOT CHLD	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO	
Q57A																			
YES	4014 79%~	214 82%	211 81%~	176 75%~	241 83%~	191 71%~	191 79%~	642 80%	214 77%~	219 80%~	302 85%~	209 82%~	208 77%~	202 78%~	185 78%~	222 83%~	224 78%~	238 83%~	
NO	1085 21%~	48 18%	50 19%~	60 25%~	51 17%~	78 29%~	52 21%~	160 20%	63 23%~	55 20%~	52 15%~	45 18%~	62 23%~	57 22%~	52 22%~	45 17%~	62 22%~	48 17%~	
NOT ANSWERED	539	28	28	31	27	26	23	107	23	28	22	37	17	20	20	19	31	22	
VALID CASES	5099	262	261	236	292	269	243	802	277	274	354	254	270	259	237	267	286	286	
NUMBER OF RESPONDENTS	5638	290	289	267	319	295	266	909	300	302	376	291	287	279	257	286	317	308	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	

Q57B IN THE LAST 6 MONTHS, IF YOUR CHILD NEEDED TO SEE A DENTIST RIGHT AWAY BECAUSE OF A DENTAL EMERGENCY, DID HE/SHE GET TO SEE A DENTIST AS SOON AS YOU WANTED?

Banner I

	AGE					RACE							ETHNICITY		HEALTH STATUS		CCC SCREENER	
	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	WHT	BLK OR AFR-AMER	AS-IAN	NATV ILND	AMER IND/ALSK	MUL-TI	HIS-IC	NOT HIS-PAN-IC	EX & VERY GOOD	FAIR & POOR	NO CCC	CCC	
Q57B NEVER	667 28%	109 35%*	142 23%*	209 27%	208 30%	156 37%*	4 33%~	18 55%~	1 33%~	8 34%~	6 46%~	27 29%	289 28%	365 28%	625 28%	37 29%	523 28%	145 27%
SOMETIMES	484 20%	57 18%	121 20%	141 18%	165 24%*	62 15%*	5 45%~	7 21%~		2 ~ 10%~	2 15%~	21 22%	238 23%*	234 18%*	441 20%*	42 33%*	380 21%	104 19%
USUALLY	468 20%	49 16%	135 22%	142 18%	144 21%	76 18%	1 2%~	2 5%~	1 22%~	5 21%~	2 19%	19 20%	184 18%*	274 21%*	447 20%	20 15%	360 20%	108 20%
ALWAYS	771 32%	94 30%	210 35%	283 37%*	183 26%*	121 29%	2 20%~	6 19%~	1 46%~	9 35%~	2 20%~	28 30%	329 32%	414 32%	726 32%	30 23%*	583 32%	188 34%
#ALWAYS + USUALLY (NET)	1239 52%	143 46%*	345 57%*	424 55%*	327 47%*	198 48%	3 22%~	8 24%~	2 67%~	14 57%~	5 39%~	47 49%	514 49%*	688 53%	1173 52%	49 38%*	943 51%	296 54%
TOP BOX SCORE	771 32%	94 30%	210 35%	283 37%*	183 26%*	121 29%	2 20%~	6 19%~	1 46%~	9 35%~	2 20%~	28 30%	329 32%	414 32%	726 32%	30 23%*	583 32%	188 34%
I DID NOT HAVE A DENTAL EMERGENCY IN THE LAST 6 MONTHS	2768	542	660	769	796	1351	17	60	10	29	33	143	859	1881	2650	98	2162	607
NOT ANSWERED	480	106	125	137	112	24	1	2			1	9	49	56	100	7	456	24
VALID CASES	2390	309	608	774	700	416	11	33	3	24	12	96	1041	1287	2239	129	1846	544
NUMBER OF RESPONDENTS	5638 100%	957 100%	1393 100%	1680 100%	1608 100%	1791 100%	29 100%	95 100%	13 100%	53 100%	45 100%	248 100%	1949 100%	3224 100%	4990 100%	234 100%	4463 100%	1175 100%

Q57B IN THE LAST 6 MONTHS, IF YOUR CHILD NEEDED TO SEE A DENTIST RIGHT AWAY BECAUSE OF A DENTAL EMERGENCY, DID HE/SHE GET TO SEE A DENTIST AS SOON AS YOU WANTED?

Banner II

	OHP TOT CHLD	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO	
Q57B																			
NEVER	667 28%~	30 27%	34 29%~	41 36%~	37 25%~	31 27%~	33 32%~	110 27%	32 24%~	41 34%~	51 27%~	40 34%~	30 28%~	23 22%~	21 22%~	27 24%~	48 32%~	32 23%~	
SOMETIMES	484 20%~	19 17%	29 25%~	15 13%~	44 30%~	26 22%~	16 16%~	91 23%	26 19%~	17 14%~	31 16%~	25 21%~	20 19%~	19 18%~	20 21%~	20 18%~	29 19%~	18 13%~	
USUALLY	468 20%~	23 21%	27 23%~	33 29%~	30 20%~	24 21%~	13 13%~	67 17%	30 22%~	24 20%~	44 23%~	21 18%~	29 27%~	27 25%~	29 30%~	30 27%~	25 17%~	35 25%~	
ALWAYS	771 32%~	40 36%	26 22%~	26 23%~	38 26%~	35 30%~	41 40%~	134 33%	47 35%~	39 32%~	62 33%~	31 26%~	29 27%~	37 35%~	27 28%~	36 32%~	48 32%~	54 39%~	
#ALWAYS + USUALLY (NET)	1239 52%~	63 56%	53 46%~	59 51%~	68 46%~	59 51%~	54 52%~	201 50%	77 57%~	63 52%~	106 56%~	52 44%~	58 54%~	64 60%~	56 58%~	66 58%~	73 49%~	89 64%~	
TOP BOX SCORE	771 32%~	40 36%	26 22%~	26 23%~	38 26%~	35 30%~	41 40%~	134 33%	47 35%~	39 32%~	62 33%~	31 26%~	29 27%~	37 35%~	27 28%~	36 32%~	48 32%~	54 39%~	
I DID NOT HAVE A DENTAL EMERGENCY IN THE LAST 6 MONTHS	2768	153	155	127	148	154	141	410	144	153	164	143	165	155	139	154	143	148	
NOT ANSWERED	480	25	18	25	22	25	22	97	21	28	24	31	14	18	21	19	24	21	
VALID CASES	2390	112	116	115	149	116	103	402	135	121	188	117	108	106	97	113	150	139	
NUMBER OF RESPONDENTS	5638 100%	290 100%	289 100%	267 100%	319 100%	295 100%	266 100%	909 100%	300 100%	302 100%	376 100%	291 100%	287 100%	279 100%	257 100%	286 100%	317 100%	308 100%	

Q57C CHOICES FOR YOUR CHILD'S TREATMENT OR HEALTH CARE CAN INCLUDE CHOICES ABOUT MEDICINE, SURGERY, OR OTHER TREATMENT. IN THE LAST 6 MONTHS, DID YOUR PROVIDER TELL YOU THERE WAS MORE THAN ONE CHOICE FOR YOUR CHILD'S TREATMENT OR HEALTH CARE?

Banner I

	AGE				RACE							ETHNICITY		HEALTH STATUS		CCC SCREENER		
	<4	4-7	8-12	13 AND OVER	WHT	BLK OR AFR-AMER	AS-IAN	NATV ILND	AMER IND/ PAC ALSK	OTHR	MUL-TI	HIS-IC	NOT HIS-PAN-IC	EX & VERY GOOD & FAIR	GOOD & POOR	NO CCC	CCC	
Q57C YES	1124 22%	185 21%	274 22%	335 22%	331 22%	269 15%*	5 19%~	10 11%*	1 8%~	7 14%	5 12%~	34 14%*	454 24%*	637 20%*	1018 21%*	90 39%*	746 19%*	379 33%*
NO	3960 78%	680 79%	961 78%	1170 78%	1150 78%	1491 85%*	22 81%~	81 89%*	12 92%~	44 86%	36 88%~	205 86%*	1431 76%*	2503 80%*	3823 79%*	141 61%*	3194 81%*	766 67%*
NOT ANSWERED	553	92	158	176	128	31	2	3		2	4	9	64	83	149	3	523	30
VALID CASES	5085	865	1235	1504	1480	1760	27	92	13	51	41	239	1885	3141	4841	231	3940	1145
NUMBER OF RESPONDENTS	5638	957	1393	1680	1608	1791	29	95	13	53	45	248	1949	3224	4990	234	4463	1175
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Q57C CHOICES FOR YOUR CHILD'S TREATMENT OR HEALTH CARE CAN INCLUDE CHOICES ABOUT MEDICINE, SURGERY, OR OTHER TREATMENT. IN THE LAST 6 MONTHS, DID YOUR PROVIDER TELL YOU THERE WAS MORE THAN ONE CHOICE FOR YOUR CHILD'S TREATMENT OR HEALTH CARE?

Banner II

	OHP TOT CHLD	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q57C YES	1124 22%~	60 23%	37 14%~	56 23%~	58 20%~	61 23%~	58 24%~	189 23%	68 25%~	50 18%~	92 26%~	43 17%~	58 21%~	49 19%~	40 17%~	45 17%~	70 24%~	63 22%~
NO	3960 78%~	199 77%	232 86%~	184 77%~	236 80%~	199 77%~	185 76%~	618 77%	205 75%~	225 82%~	259 74%~	214 83%~	216 79%~	207 81%~	195 83%~	221 83%~	217 76%~	220 78%~
NOT ANSWERED	553	31	20	27	25	35	23	102	27	27	25	34	13	23	22	20	30	25
VALID CASES	5085	259	269	240	294	260	243	807	273	275	351	257	274	256	235	266	287	283
NUMBER OF RESPONDENTS	5638 100%	290 100%	289 100%	267 100%	319 100%	295 100%	266 100%	909 100%	300 100%	302 100%	376 100%	291 100%	287 100%	279 100%	257 100%	286 100%	317 100%	308 100%

Q57D IN THE LAST 6 MONTHS, DID YOUR PROVIDER TALK WITH YOU ABOUT THE PROS AND CONS OF EACH CHOICE FOR YOUR CHILD'S TREATMENT OR HEALTH CARE?

Banner I

	AGE					RACE							ETHNICITY		HEALTH STATUS		CCC SCREENER	
	<4	4-7	8-12	13 AND OVER	WHITE	BLCK OR AFR-AMER	AS-IAN	NATV ILND	AMER ALSK	MUL-OTHR	TI	HIS-IC	NOT HIS-PAN-IC	EX & VERY GOOD	FAIR & POOR	NO CCC	CCC	
Q57D #YES	945 87%	150 85%	232 88%	266 85%	297 91%*	241 93%*	4 79%~	7 75%~	8 ~ 93%~	6 100%~	42 97%~	358 84%*	568 91%*	859 87%	74 90%	612 84%*	331 94%*	
NO	135 13%	26 15%	32 12%	47 15%	30 9%*	19 7%*	1 21%~	2 25%~	1 100%~	1 7%~	1 ~ 3%~	69 16%*	54 9%*	123 13%	8 10%	114 16%*	23 6%*	
NOT ANSWERED	16		6	9	1	4						8	6	14	1	17		
VALID CASES	1081	176	264	313	328	260	5	9	1	9	6	43	428	622	981	82	726	354
NUMBER OF RESPONDENTS	1097	176	270	322	329	264	5	9	1	9	6	43	436	628	995	83	743	354
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q57C = YES]

Q57D IN THE LAST 6 MONTHS, DID YOUR PROVIDER TALK WITH YOU ABOUT THE PROS AND CONS OF EACH CHOICE FOR YOUR CHILD'S TREATMENT OR HEALTH CARE?

Banner II

	OHP TOT CHLD	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q57D #YES	945 87%~	53 90%	35 95%~	46 84%~	52 93%~	54 89%~	51 88%~	154 82%	62 91%~	43 88%~	82 90%~	38 88%~	52 93%~	40 85%~	35 92%~	41 93%~	61 90%~	56 90%~
NO	135 13%~	6 10%	2 5%~	9 16%~	4 7%~	7 11%~	7 12%~	33 18%	6 9%~	6 12%~	9 10%~	5 12%~	4 7%~	7 15%~	3 8%~	3 7%~	7 10%~	6 10%~
NOT ANSWERED	16	1		1	2			2		1	1		2	2	2	1	2	1
VALID CASES	1081	59	37	55	56	61	58	187	68	49	91	43	56	47	38	44	68	62
NUMBER OF RESPONDENTS	1097	60	37	56	58	61	58	189	68	50	92	43	58	49	40	45	70	63
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q57C = YES]

Q57E IN THE LAST 6 MONTHS, WHEN THERE WAS MORE THAN ONE CHOICE FOR YOUR CHILD'S TREATMENT OR HEALTH CARE, DID YOUR PROVIDER ASK YOU WHICH CHOICE WAS BEST FOR YOUR CHILD?

Banner I

	AGE					RACE							ETHNICITY		HEALTH STATUS		CCC SCREENER	
	<4	4-7	8-12	13 AND OVER	WHT	BLK OR AFR-	AS- IAN	NATV ILND	AMER ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD	FAIR & POOR	NO CCC	CCC	
Q57E #YES	905 84%	138 78%*	228 86%	261 84%	279 86%	223 86%	5 100%~	6 64%~	1 100%~	8 90%~	3 54%~	34 79%~	356 84%	535 86%	824 84%	70 85%	596 82%*	308 88%*
NO	169 16%	38 22%*	38 14%	49 16%	44 14%	35 14%	3 ~ 36%~	1 ~ 10%~	3 46%~	9 21%~	68 16%	87 14%	152 16%	13 15%	127 18%*	43 12%*		
NOT ANSWERED	24	1	5	12	7	6						12	6	19	1	20	4	
VALID CASES	1073	176	265	310	322	258	5	9	1	9	6	43	424	622	976	82	723	350
NUMBER OF RESPONDENTS	1097 100%	176 100%	270 100%	322 100%	329 100%	264 100%	5 100%	9 100%	1 100%	9 100%	6 100%	43 100%	436 100%	628 100%	995 100%	83 100%	743 100%	354 100%

[ASKED IF Q57C = YES]

Q57E IN THE LAST 6 MONTHS, WHEN THERE WAS MORE THAN ONE CHOICE FOR YOUR CHILD'S TREATMENT OR HEALTH CARE, DID YOUR PROVIDER ASK YOU WHICH CHOICE WAS BEST FOR YOUR CHILD?

Banner II

	OHP TOT CHLD	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q57E																		
#YES	905 84%~	49 83%	31 84%~	45 80%~	46 82%~	50 83%~	48 83%~	155 83%	61 90%~	42 86%~	81 90%~	36 84%~	48 86%~	40 89%~	33 85%~	41 93%~	56 84%~	52 85%~
NO	169 16%~	10 17%	6 16%~	11 20%~	10 18%~	10 17%~	10 17%~	32 17%	7 10%~	7 14%~	9 10%~	7 16%~	8 14%~	5 11%~	6 15%~	3 7%~	11 16%~	9 15%~
NOT ANSWERED	24	1			2	1		2		1	2		2	4	1	1	3	2
VALID CASES	1073	59	37	56	56	60	58	187	68	49	90	43	56	45	39	44	67	61
NUMBER OF RESPONDENTS	1097	60	37	56	58	61	58	189	68	50	92	43	58	49	40	45	70	63
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q57C = YES]

Q57F IN THE LAST 6 MONTHS, HOW OFTEN DID YOUR PROVIDER CONSIDER AND RESPECT WHAT HEALTH CARE AND TREATMENT CHOICES YOU THOUGHT WORK BEST FOR YOUR CHILD?

Banner I

	AGE					RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER		
	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	WHT	BLCK OR AFR- AMER	AS- IAN	NATV ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	GOOD POOR	NO CCC	CCC
Q57F NEVER	20 2%	1 0.3%*	7 3%	7 2%	6 2%	5 2%	~	~	~	~	~	1 1%	9 2%	10 2%	15 2%	4 5%	15 2%	6 2%
SOMETIMES	94 9%	19 11%	16 6%*	36 11%	23 7%	9 3%*	1 21%~	1 11%~	~	1 7%~	2 28%~	4 9%~	54 13%*	33 5%*	82 8%	11 13%	70 10%	24 7%
USUALLY	257 24%	45 26%	61 23%	64 21%	86 27%	52 20%	1 7%~	~	~	2 26%~	3 54%~	14 32%~	103 24%	142 23%	229 23%	21 25%	177 25%	79 23%
ALWAYS	704 66%	111 63%	182 69%	206 66%	204 64%	190 74%*	4 72%~	8 89%~	1 100%~	6 66%~	1 18%~	25 58%~	263 61%*	432 70%*	652 67%*	47 57%	459 64%	244 69%
#ALWAYS + USUALLY (NET)	960 89%	156 89%	243 91%	271 87%	290 91%	242 94%*	4 79%~	8 89%~	1 100%~	8 93%~	4 72%~	38 90%~	367 85%*	574 93%*	881 90%	68 82%	636 88%	323 92%
TOP BOX SCORE	704 66%	111 63%	182 69%	206 66%	204 64%	190 74%*	4 72%~	8 89%~	1 100%~	6 66%~	1 18%~	25 58%~	263 61%*	432 70%*	652 67%*	47 57%	459 64%	244 69%
NOT ANSWERED	23		5	9	10	8						1	7	10	16	1	22	1
VALID CASES	1074	176	265	313	319	256	5	9	1	9	6	43	429	618	979	83	721	353
NUMBER OF RESPONDENTS	1097	176	270	322	329	264	5	9	1	9	6	43	436	628	995	83	743	354
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q57C = YES]

Q57F IN THE LAST 6 MONTHS, HOW OFTEN DID YOUR PROVIDER CONSIDER AND RESPECT WHAT HEALTH CARE AND TREATMENT CHOICES YOU THOUGHT WORK BEST FOR YOUR CHILD?

Banner II

	OHP TOT CHLD	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q57F NEVER	20 2%~	2 3%	2 5%~	1 2%~	2 4%~	1 2%~	1 2%~	2 1%	~	1 2%~	~	1 2%~	~	~	~	~	3 4%~	2 3%~
SOMETIMES	94 9%~	5 8%	4 11%~	2 4%~	5 9%~	7 12%~	3 5%~	20 11%	4 6%~	2 4%~	9 10%~	2 5%~	3 5%~	3 6%~	2 5%~	1 2%~	8 12%~	4 7%~
USUALLY	257 24%~	15 25%	4 11%~	16 29%~	14 25%~	12 20%~	16 28%~	42 23%	18 26%~	10 20%~	27 30%~	10 24%~	13 24%~	12 26%~	13 34%~	11 25%~	15 22%~	16 26%~
ALWAYS	704 66%~	37 63%	27 73%~	36 65%~	35 63%~	40 67%~	38 66%~	121 65%	46 68%~	36 73%~	55 60%~	29 69%~	39 71%~	32 68%~	23 61%~	32 73%~	42 62%~	39 64%~
#ALWAYS + USUALLY (NET)	960 89%~	52 88%	31 84%~	52 95%~	49 88%~	52 87%~	54 93%~	163 88%	64 94%~	46 94%~	82 90%~	39 93%~	52 95%~	44 94%~	36 95%~	43 98%~	57 84%~	55 90%~
TOP BOX SCORE	704 66%~	37 63%	27 73%~	36 65%~	35 63%~	40 67%~	38 66%~	121 65%	46 68%~	36 73%~	55 60%~	29 69%~	39 71%~	32 68%~	23 61%~	32 73%~	42 62%~	39 64%~
NOT ANSWERED	23	1		1	2	1		4		1	1	1	3	2	2	1	2	2
VALID CASES	1074	59	37	55	56	60	58	185	68	49	91	42	55	47	38	44	68	61
NUMBER OF RESPONDENTS	1097	60	37	56	58	61	58	189	68	50	92	43	58	49	40	45	70	63
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q57C = YES]

Q57G IN THE LAST 6 MONTHS, HOW OFTEN DID YOUR CHILD'S PROVIDER ENCOURAGE YOU TO ASK QUESTIONS AND RAISE CONCERNS?
Banner I

	OHP TOT CHLD	AGE				RACE						ETHNIC- ITY		HEALTH STATUS		CCC SCREENER		
		<4	4-7	8-12	13 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK	MUL- TI	OTH	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC		
Q57G NEVER	53 5%	6 3%	16 6%	17 5%	15 5%	9 4%	1 ~	1 7%~100%~	1 ~	1 10%~	1 2%~	26 6%	25 4%	48 5%	4 5%	44 6%*	10 3%*	
SOMETIMES	120 11%	30 17%*	19 7%*	31 10%	40 12%	28 11%	1 21%~	2 18%~	2 ~	2 23%~	1 18%~	7 16%~	53 12%	61 10%	104 11%	15 18%	73 10%	46 13%
USUALLY	238 22%	26 15%*	63 24%	81 26%	68 21%	48 19%	1 28%~	2 21%~	1 ~	2 11%~	13 36%~	113 26%*	119 19%*	214 22%	20 24%	159 22%	80 23%	
ALWAYS	662 62%	114 65%	165 63%	183 59%	200 62%	174 67%*	3 51%~	5 53%~	6 ~	2 36%~	22 53%~	238 55%*	416 67%*	615 63%	44 53%	443 62%	219 62%	
#ALWAYS + USUALLY (NET)	901 84%	140 80%	229 87%	264 85%	268 83%	223 86%	4 79%~	7 75%~	7 ~	4 72%~	35 83%~	350 82%	534 86%*	829 85%	64 77%	602 84%	298 84%	
TOP BOX SCORE	662 62%	114 65%	165 63%	183 59%	200 62%	174 67%*	3 51%~	5 53%~	6 ~	2 36%~	22 53%~	238 55%*	416 67%*	615 63%	44 53%	443 62%	219 62%	
NOT ANSWERED	23	1	6	10	7	4					1	7	8	14		24		
VALID CASES	1074	176	264	312	322	260	5	9	1	9	6	42	429	620	981	83	719	354
NUMBER OF RESPONDENTS	1097	176	270	322	329	264	5	9	1	9	6	43	436	628	995	83	743	354
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q57C = YES]

Q57G IN THE LAST 6 MONTHS, HOW OFTEN DID YOUR CHILD'S PROVIDER ENCOURAGE YOU TO ASK QUESTIONS AND RAISE CONCERNS?
Banner II

	OHP TOT																	
	CHLD	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q57G																		
NEVER	53 5%~	3 5%	1 3%~	3 5%~	3 5%~	2 3%~	2 3%~	9 5%	3 4%~	~	3 3%~	3 7%~	1 2%~	3 7%~	2 5%~	2 5%~	5 7%~	4 7%~
SOMETIMES	120 11%~	9 15%	3 8%~	5 9%~	5 9%~	7 11%~	7 12%~	29 16%	3 4%~	5 10%~	9 10%~	4 9%~	5 9%~	2 4%~	5 13%~	3 7%~	7 10%~	5 8%~
USUALLY	238 22%~	11 19%	8 22%~	5 9%~	11 20%~	16 26%~	12 21%~	34 18%	15 22%~	10 20%~	16 18%~	8 19%~	15 27%~	14 30%~	12 32%~	8 19%~	20 29%~	9 15%~
ALWAYS	662 62%~	36 61%	25 68%~	43 77%~	36 65%~	36 59%~	37 64%~	113 61%	46 69%~	34 69%~	63 69%~	28 65%~	34 62%~	27 59%~	19 50%~	30 70%~	36 53%~	43 70%~
#ALWAYS + USUALLY (NET)	901 84%~	47 80%	33 89%~	48 86%~	47 85%~	52 85%~	49 84%~	147 79%	61 91%~	44 90%~	79 87%~	36 84%~	49 89%~	41 89%~	31 82%~	38 88%~	56 82%~	52 85%~
TOP BOX SCORE	662 62%~	36 61%	25 68%~	43 77%~	36 65%~	36 59%~	37 64%~	113 61%	46 69%~	34 69%~	63 69%~	28 65%~	34 62%~	27 59%~	19 50%~	30 70%~	36 53%~	43 70%~
NOT ANSWERED	23	1			3			4	1	1	1		3	3	2	2	2	2
VALID CASES	1074	59	37	56	55	61	58	185	67	49	91	43	55	46	38	43	68	61
NUMBER OF RESPONDENTS	1097	60	37	56	58	61	58	189	68	50	92	43	58	49	40	45	70	63
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q57C = YES]

Q57H IN THE LAST 6 MONTHS, HOW OFTEN DID YOUR CHILD'S PROVIDER MAKE IT EASY FOR YOU TO ASK QUESTIONS AND RAISE CONCERNS?

Banner I

	AGE					RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER		
	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	WHT	BLK OR AFR-AMER	AS-IAN	NATV ILND	AMER HAW/IND/PAC ALSK	MUL-TI	HIS-IC	NOT HIS-PAN-IC	EX & VERY GOOD	FAIR & POOR	NO CCC	CCC	
Q57H NEVER	23 2%	1 0.8%	7 3%	7 2%	8 2%	5 2%	~	~	~	~	~	12 3%	9 2%	19 2%	3 4%	18 2%	5 1%	
SOMETIMES	97 9%	20 11%	18 7%	27 9%	32 10%	14 5%*	~	18%~	100%~	1 7%~	1 28%~	2 17%~	7 12%*	39 6%*	85 9%	12 14%	64 9%	33 9%
USUALLY	214 20%	34 20%	48 18%	66 21%	66 20%	38 15%*	~	18%~	2 ~	2 24%~	3 54%~	8 18%~	110 26%*	96 15%*	188 19%	23 27%	161 22%*	54 15%*
ALWAYS	741 69%	119 68%	191 72%	214 68%	217 67%	201 78%*100%~	5 64%~	6 ~	6 69%~	1 18%~	28 64%~	257 60%*	477 77%*	691 70%*	45 55%*	477 66%*	262 74%*	
#ALWAYS + USUALLY (NET)	955 89%	153 88%	238 90%	280 89%	283 88%	239 92%*100%~	5 82%~	7 ~	8 93%~	4 72%~	35 83%~	367 86%*	574 92%*	879 89%	68 82%	638 89%	316 89%	
TOP BOX SCORE	741 69%	119 68%	191 72%	214 68%	217 67%	201 78%*100%~	5 64%~	6 ~	6 69%~	1 18%~	28 64%~	257 60%*	477 77%*	691 70%*	45 55%*	477 66%*	262 74%*	
NOT ANSWERED	23	2	6	8	7	6					1	7	6	13		23		
VALID CASES	1074	174	264	314	322	258	5	9	1	9	6	43	429	622	982	83	720	354
NUMBER OF RESPONDENTS	1097	176	270	322	329	264	5	9	1	9	6	43	436	628	995	83	743	354
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q57C = YES]

Q57H IN THE LAST 6 MONTHS, HOW OFTEN DID YOUR CHILD'S PROVIDER MAKE IT EASY FOR YOU TO ASK QUESTIONS AND RAISE CONCERNS?

Banner II

	OHP TOT CHLD	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q57H NEVER	23 2%~	2 3%	1 3%~	1 2%~	2 4%~	~	1 2%~	3 2%	1 1%~	2 4%~	2 2%~	1 2%~	~	1 2%~	~	~	3 4%~	2 3%~
SOMETIMES	97 9%~	3 5%	2 5%~	4 7%~	6 11%~	6 10%~	4 7%~	20 11%	1 1%~	4 8%~	5 6%~	5 12%~	5 9%~	2 4%~	1 3%~	3 7%~	10 15%~	6 10%~
USUALLY	214 20%~	10 17%	6 16%~	10 18%~	10 18%~	14 23%~	10 17%~	38 21%	12 18%~	11 22%~	24 27%~	9 21%~	8 15%~	8 17%~	12 31%~	7 16%~	14 21%~	10 17%~
ALWAYS	741 69%~	44 75%	28 76%~	40 73%~	39 68%~	41 67%~	43 74%~	123 67%	53 79%~	32 65%~	58 65%~	28 65%~	42 76%~	36 77%~	26 67%~	33 77%~	41 60%~	41 69%~
#ALWAYS + USUALLY (NET)	955 89%~	54 92%	34 92%~	50 91%~	49 86%~	55 90%~	53 91%~	161 88%	65 97%~	43 88%~	82 92%~	37 86%~	50 91%~	44 94%~	38 97%~	40 93%~	55 81%~	51 86%~
TOP BOX SCORE	741 69%~	44 75%	28 76%~	40 73%~	39 68%~	41 67%~	43 74%~	123 67%	53 79%~	32 65%~	58 65%~	28 65%~	42 76%~	36 77%~	26 67%~	33 77%~	41 60%~	41 69%~
NOT ANSWERED	23	1		1	1			5	1	1	3		3	2	1	2	2	4
VALID CASES	1074	59	37	55	57	61	58	184	67	49	89	43	55	47	39	43	68	59
NUMBER OF RESPONDENTS	1097	60	37	56	58	61	58	189	68	50	92	43	58	49	40	45	70	63
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q57C = YES]

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

Banner I

	AGE					RACE							ETHNICITY		HEALTH STATUS		CCC SCREENER	
	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	BLCK OR AFR- AMER	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	MUL- TI	OTH	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC		
Q58																		
EXCELLENT	2143 41%	437 50%*	550 43%	624 40%	530 35%*	766 43%*	11 37%~	29 32%	7 57%~	21 40%	12 29%~	95 39%	717 37%*	1419 44%*	2164 43%*	1890 ~ 47%*	253 22%*	
VERY GOOD	1856 36%	285 33%*	461 36%	559 36%	552 37%	729 41%*	11 38%~	40 45%	2 15%~	17 33%	19 43%~	104 43%*	600 31%*	1248 39%*	1874 38%*	1421 ~ 35%	435 37%	
GOOD	944 18%	124 14%*	200 16%*	296 19%	323 21%*	235 13%*	6 21%~	18 20%	3 23%~	11 22%	11 25%~	39 16%	462 24%*	454 14%*	953 19%~	605 ~ 15%*	339 29%*	
FAIR	237 5%	23 3%*	55 4%	57 4%*	103 7%*	38 2%*	1 4%~	2 2%	1 5%~	2 5%	1 3%~	5 2%*	145 8%*	82 3%*	220 ~ 94%*	109 3%*	128 11%*	
POOR	15 0.3%	1 0.2%	3 0.3%	7 0.4%	4 0.3%	2 0.1%*	1 ~	1 1%	~	~	~	~	9 ~ 0.5%	6 0.2%	14 ~ 6%*	3 0.1%*	13 1%*	
#EXCELLENT + VERY GOOD + GOOD (NET)	4943 95%	847 97%*	1211 95%	1479 96%	1406 93%*	1730 98%*	28 96%~	88 97%	12 95%~	49 95%	42 97%~	238 98%*	1780 92%*	3120 97%*	4990 100%~	3916 ~ 97%*	1027 88%*	
NOT ANSWERED	443	86	124	137	95	22	4		1	2	5	15	15		436	7		
VALID CASES	5195	871	1269	1543	1513	1769	29	91	13	52	43	243	1934	3209	4990	234	4027	1168
NUMBER OF RESPONDENTS	5638 100%	957 100%	1393 100%	1680 100%	1608 100%	1791 100%	29 100%	95 100%	13 100%	53 100%	45 100%	248 100%	1949 100%	3224 100%	4990 100%	234 100%	4463 100%	1175 100%

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

Banner II

	OHP TOT																		
	CHLD	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO	
Q58																			
EXCELLENT	2143 41%~	107 40%	112 41%~	93 38%~	127 43%~	116 43%~	89 36%~	346 42%	112 41%~	122 43%~	141 39%~	119 46%~	125 46%~	113 43%~	111 47%~	109 41%~	113 38%~	108 38%~	
VERY GOOD	1856 36%~	103 39%	107 39%~	95 39%~	104 35%~	82 30%~	104 42%~	288 35%	101 37%~	99 35%~	131 36%~	87 33%~	92 34%~	107 41%~	83 35%~	102 38%~	98 33%~	104 36%~	
GOOD	944 18%~	45 17%	47 17%~	49 20%~	46 16%~	59 22%~	44 18%~	151 18%	49 18%~	51 18%~	73 20%~	40 15%~	45 16%~	32 12%~	38 16%~	46 17%~	63 21%~	62 22%~	
FAIR	237 5%~	10 4%	6 2%~	8 3%~	16 5%~	12 4%~	9 4%~	37 4%	13 5%~	8 3%~	17 5%~	13 5%~	9 3%~	7 3%~	5 2%~	11 4%~	24 8%~	12 4%~	
POOR	15 0.3%~	1 0.4%	1 0.4%~	1 0.4%~	1 0.3%~	1 0.4%~	1 0.4%~	2 0.2%	1 0.4%~	1 0.4%~	1 0.3%~	1 0.4%~	2 0.7%~	1 0.4%~				2 ~0.7%~	
#EXCELLENT + VERY GOOD + GOOD (NET)	4943 95%~	255 96%	266 97%~	237 96%~	277 94%~	257 95%~	237 96%~	785 95%	262 95%~	272 97%~	345 95%~	246 95%~	262 96%~	252 97%~	232 98%~	257 96%~	274 92%~	274 95%~	
NOT ANSWERED	443	24	16	21	25	25	19	85	24	21	13	31	14	19	20	18	19	20	
VALID CASES	5195	266	273	246	294	270	247	824	276	281	363	260	273	260	237	268	298	288	
NUMBER OF RESPONDENTS	5638	290	289	267	319	295	266	909	300	302	376	291	287	279	257	286	317	308	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	

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

Banner I

	AGE					RACE							ETHNICITY		HEALTH STATUS		CCC SCREENER	
	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	BLCK OR AFR- AMER	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	MUL- TI	OTHR	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & FAIR & POOR	NO CCC	CCC	
Q59 EXCELLENT	2231 43%	544 62%*	586 46%*	608 40%*	491 32%*	743 42%	10 37%~	34 38%	7 57%~	17 34%	12 28%~	89 37%*	868 45%*	1345 42%	2203 44%*	40 17%*	2045 51%*	186 16%*
VERY GOOD	1483 29%	203 23%*	389 31%	472 31%*	420 28%	546 31%*	6 24%~	38 41%*	1 11%~	13 24%	14 32%~	80 33%	497 26%*	983 31%*	1468 30%*	20 9%*	1215 30%*	269 23%*
GOOD	1030 20%	105 12%*	219 17%*	326 21%	381 25%*	319 18%*	5 20%~	12 13%	4 32%~	13 26%	13 29%~	48 20%	440 23%*	565 18%*	950 19%*	77 33%*	650 16%*	380 33%*
FAIR	368 7%	19 2%*	66 5%*	112 7%	172 11%*	130 7%	4 14%~	6 7%		8 ~ 16%	1 3%~	19 8%	119 6%*	246 8%*	278 6%*	85 36%*	103 3%*	265 23%*
POOR	70 1%	1 0.1%*	4 0.4%*	18 1%	47 3%*	37 2%*	2 6%~	1 0.4%			3 ~	5 ~	8 0.4%*	63 2%*	55 1%*	12 5%*	4 0.1%*	66 6%*
#EXCELLENT + VERY GOOD + GOOD (NET)	4745 92%	852 98%*	1194 94%*	1407 92%	1291 85%*	1607 91%	21 80%~	84 92%	13 100%~	43 84%	38 89%~	217 90%	1805 93%*	2893 90%*	4621 93%*	137 59%*	3910 97%*	835 72%*
NOT ANSWERED	455	85	128	143	98	17	3	4		1	2	7	17	21	35	1	446	9
VALID CASES	5183	872	1265	1537	1510	1774	26	91	13	52	43	241	1932	3203	4955	234	4017	1166
NUMBER OF RESPONDENTS	5638 100%	957 100%	1393 100%	1680 100%	1608 100%	1791 100%	29 100%	95 100%	13 100%	53 100%	45 100%	248 100%	1949 100%	3224 100%	4990 100%	234 100%	4463 100%	1175 100%

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

Banner II

		OHP TOT																		
		CHLD	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO	
Q59																				
EXCELLENT		2231 43%~	120 45%	127 47%~	93 38%~	129 44%~	118 44%~	84 34%~	371 45%	115 42%~	119 43%~	153 42%~	129 49%~	126 46%~	112 43%~	113 48%~	113 42%~	121 41%~	119 41%~	
VERY GOOD		1483 29%~	77 29%	78 29%~	87 36%~	81 28%~	64 24%~	81 33%~	231 28%	82 30%~	93 33%~	102 28%~	67 26%~	88 32%~	82 31%~	59 25%~	71 26%~	83 28%~	91 32%~	
GOOD		1030 20%~	47 18%	44 16%~	44 18%~	67 23%~	67 25%~	48 19%~	162 20%	50 18%~	45 16%~	75 21%~	45 17%~	44 16%~	42 16%~	39 17%~	54 20%~	67 23%~	55 19%~	
FAIR		368 7%~	14 5%	21 8%~	18 7%~	13 4%~	14 5%~	28 11%~	55 7%	21 8%~	20 7%~	31 9%~	15 6%~	15 5%~	23 9%~	18 8%~	24 9%~	22 7%~	20 7%~	
POOR		70 1%~	9 3%	3 1%~	3 1%~	3 1%~	5 2%~	7 3%~	3 0.4%~	8 3%~	2 0.7%~	1 0.3%~	6 2%~	2 0.7%~	2 0.8%~	6 3%~	6 2%~	2 0.7%~	2 0.7%~	
#EXCELLENT + VERY GOOD + GOOD (NET)		4745 92%~	244 91%	249 91%~	224 91%~	277 95%~	249 93%~	213 86%~	764 93%	247 89%~	257 92%~	330 91%~	241 92%~	258 94%~	236 90%~	211 90%~	238 89%~	271 92%~	265 92%~	
NOT ANSWERED		455	23	16	22	26	27	18	87	24	23	14	29	12	18	22	18	22	21	
VALID CASES		5183	267	273	245	293	268	248	822	276	279	362	262	275	261	235	268	295	287	
NUMBER OF RESPONDENTS		5638	290	289	267	319	295	266	909	300	302	376	291	287	279	257	286	317	308	
		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	

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

Banner I

	AGE				RACE							ETHNICITY		HEALTH STATUS		CCC SCREENER		
	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	BLCK OR AFR- AMER	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC		
Q60																		
YES	1055 20%	104 12%*	206 16%*	301 19%	445 29%*	388 22%	7 26%~	11 12%*	11 ~ 21%	10 23%~	64 26%*	301 16%*	753 23%*	938 19%*	111 47%*	297 7%*	758 65%*	
NO	4144 80%	764 88%*	1064 84%*	1247 81%	1069 71%*	1388 78%	21 74%~	82 88%*	13 100%~	41 79%	33 77%~	179 74%*	1628 84%*	2464 77%*	4027 81%*	123 53%*	3727 93%*	417 35%*
NOT ANSWERED	439	88	123	133	95	15	1	2	1	1	2	5	20	7	25	1	439	1
VALID CASES	5199	869	1270	1547	1513	1776	28	93	13	52	43	243	1929	3217	4965	234	4024	1175
NUMBER OF RESPONDENTS	5638	957	1393	1680	1608	1791	29	95	13	53	45	248	1949	3224	4990	234	4463	1175
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

Banner II

	OHP TOT CHLD	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO	
Q60																			
YES	1055	52	58	59	47	57	86	159	55	46	57	49	48	60	44	79	40	56	
	20%~	19%	21%~	24%~	16%~	21%~	35%~	19%	20%~	16%~	16%~	19%~	18%~	23%~	18%~	29%~	13%~	20%~	
NO	4144	215	215	184	247	214	160	665	220	235	301	215	225	201	194	191	258	231	
	80%~	81%	79%~	76%~	84%~	79%~	65%~	81%	80%~	84%~	84%~	81%~	82%~	77%~	82%~	71%~	87%~	80%~	
NOT ANSWERED	439	23	16	24	25	24	20	85	25	21	18	27	14	18	19	16	19	21	
VALID CASES	5199	267	273	243	294	271	246	824	275	281	358	264	273	261	238	270	298	287	
NUMBER OF RESPONDENTS	5638	290	289	267	319	295	266	909	300	302	376	291	287	279	257	286	317	308	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

Banner I

	AGE					RACE							ETHNICITY		HEALTH STATUS		CCC SCREENER	
	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	BLCK OR AFR- WHT	AMER IAN	NATV PAC ILND	AMER ALSK NATV	IND/ OTHR	MUL- TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	NO CCC	CCC	
Q61 YES	796 77%	59 57%*	148 74%	250 84%*	338 79%	300 81%*	6 71%~	7 69%~	9 ~ 79%~	10 97%~	53 78%	203 70%*	581 80%*	696 76%*	94 87%*	69 25%*	732 97%*	
NO	235 23%	45 43%*	51 26%	48 16%*	91 21%	71 19%*	2 29%~	3 31%~	2 ~ 21%~	1 3%~	15 22%	88 30%*	144 20%*	219 24%*	14 13%*	205 75%*	25 3%*	
NOT ANSWERED	22	2	3	12	5	7		2				10	9	15	5	16	6	
VALID CASES	1030	104	199	298	429	372	8	10	11	10	68	291	725	916	109	273	757	
NUMBER OF RESPONDENTS	1052 100%	106 100%	202 100%	310 100%	434 100%	379 100%	8 100%	12 100%	11 100%	10 100%	68 100%	301 100%	734 100%	931 100%	114 100%	289 100%	763 100%	

[ASKED IF Q60 = YES]

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

Banner II

	OHP TOT CHLD	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q61 YES	796 77%~	41 80%	48 84%~	46 78%~	35 78%~	40 75%~	72 85%~	112 71%	44 80%~	32 71%~	43 75%~	39 81%~	32 68%~	42 72%~	39 91%~	64 85%~	31 78%~	46 82%~
NO	235 23%~	10 20%	9 16%~	13 22%~	10 22%~	13 25%~	13 15%~	46 29%	11 20%~	13 29%~	14 25%~	9 19%~	15 32%~	16 28%~	4 9%~	11 15%~	9 23%~	10 18%~
NOT ANSWERED	22	1	1		2	4	1	1		1		1	1	2	1		4	
VALID CASES	1030	51	57	59	45	53	85	158	55	45	57	48	47	58	43	75	40	56
NUMBER OF RESPONDENTS	1052 100%	52 100%	58 100%	59 100%	47 100%	57 100%	86 100%	159 100%	55 100%	46 100%	57 100%	49 100%	48 100%	60 100%	44 100%	79 100%	40 100%	56 100%

[ASKED IF Q60 = YES]

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

Banner I

	AGE				RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER		
	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	BLCK OR AFR- WHT	AMER IAN	NATV PAC ILND	AMER ALSK NATV	MUL- OTHR TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & FAIR & POOR	NO CCC	CCC	
Q62 YES	716 91%	52 86%	130 88%	229 91%	304 92%	272 92%	6 100%~	6 81%~	8 ~ 87%~	9 100%~	47 89%	182 88%	526 92%	629 91%	84 90%	712 ~ 98%*	
NO	75 9%	8 14%	18 12%	22 9%	27 8%	22 8%	1 ~ 19%~	1 ~ 13%~	1 ~ 11%	6 ~ 11%	25 12%	46 8%	65 9%	9 10%	64 100%~	14 2%*	
NOT ANSWERED	15	6	3	1	7	4	1			2	4	9	14	1	11	5	
VALID CASES	791	60	148	251	331	294	6	7	9	9	53	207	573	694	94	64	726
NUMBER OF RESPONDENTS	806	66	151	251	338	298	6	8	9	9	55	211	582	708	95	75	731
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q60 = YES AND Q61 = YES]

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

Banner II

		OHP																	
		TOT																	
		CHLD	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q62		716	38	44	42	31	35	65	93	37	28	35	36	27	39	37	57	29	43
YES		91%~	95%	94%~	93%~	91%~	90%~	90%~	87%~	84%~	90%~	83%~	92%~	93%~	95%~	95%~	89%~	94%~	93%~
NO		75	2	3	3	3	4	7	14	7	3	7	3	2	2	2	7	2	3
		9%~	5%	6%~	7%~	9%~	10%~	10%~	13%~	16%~	10%~	17%~	8%~	7%~	5%~	5%~	11%~	6%~	7%~
NOT ANSWERED		15	1	1	1	1			5		1	1		3	1				
VALID CASES		791	40	47	45	34	39	72	107	44	31	42	39	29	41	39	64	31	46
NUMBER OF RESPONDENTS		806	41	48	46	35	40	72	112	44	32	43	39	32	42	39	64	31	46
		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q60 = YES AND Q61 = YES]

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

Banner I

	AGE					RACE							ETHNICITY		HEALTH STATUS		CCC SCREENER	
	<4	4-7	8-12	13 AND OVER	WHT	BLK OR AFR-	AS- IAN	NATV ILND	AMER ALSK	OTH	MUL- TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD	FAIR & POOR	NO CCC	CCC	
Q63 YES	788 15%	72 8%*	170 13%*	242 16%	306 20%*	297 17%*	4 15%~	3 3%*	14 ~ 27%	4 9%~	45 19%	219 11%*	574 18%*	683 14%*	97 43%*	111 3%*	678 58%*	
NO	4394 85%	801 92%*	1094 87%*	1303 84%	1195 80%*	1477 83%*	23 85%~	91 97%*	13 100%~	38 73%	39 91%~	197 81%	1710 89%*	2633 82%*	4269 86%*	128 57%*	3911 97%*	483 42%*
NOT ANSWERED	456	85	129	135	107	17	2	2	1	2	5	19	17	38	9	442	14	
VALID CASES	5182	872	1264	1545	1501	1774	27	93	13	52	43	243	1930	3207	4952	225	4021	1161
NUMBER OF RESPONDENTS	5638 100%	957 100%	1393 100%	1680 100%	1608 100%	1791 100%	29 100%	95 100%	13 100%	53 100%	45 100%	248 100%	1949 100%	3224 100%	4990 100%	234 100%	4463 100%	1175 100%

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?

Banner II

	OHP TOT CHLD	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q63																		
YES	788 15%~	43 16%	34 12%~	39 16%~	38 13%~	42 16%~	68 28%~	107 13%	41 15%~	35 13%~	42 12%~	40 15%~	35 13%~	42 16%~	32 14%~	50 19%~	38 13%~	40 14%~
NO	4394 85%~	224 84%	240 88%~	205 84%~	258 87%~	227 84%~	179 72%~	712 87%	233 85%~	245 87%~	311 88%~	223 85%~	235 87%~	218 84%~	205 86%~	217 81%~	260 87%~	243 86%~
NOT ANSWERED	456	23	15	23	23	26	19	90	26	22	23	28	17	19	20	19	19	25
VALID CASES	5182	267	274	244	296	269	247	819	274	280	353	263	270	260	237	267	298	283
NUMBER OF RESPONDENTS	5638	290	289	267	319	295	266	909	300	302	376	291	287	279	257	286	317	308
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

Banner I

	AGE					RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER			
	OHP TOT CHLD	<4	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	
Q64 YES	637 85%	56 81%	137 84%	208 88%	236 85%	262 92%*	4 100%~	3 100%~	10 ~ 87%~	6 100%~	40 89%~	141 73%*	495 90%*	548 85%	83 87%	25 23%*	605 95%*		
NO	110 15%	13 19%	27 16%	28 12%	42 15%	24 8%*	~	~	1 ~ 13%~	5 ~ 11%~	53 27%*	53 10%*	97 15%	13 13%	82 77%*	34 5%*			
NOT ANSWERED	19	3	4	6	6	6				1	10	7	14	5	10	10			
VALID CASES	747	70	163	236	278	286	4	3	11	6	45	194	547	645	96	107	639		
NUMBER OF RESPONDENTS	766	73	167	242	284	292	4	3	11	6	45	204	554	659	101	117	649		
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%		

[ASKED IF Q63 = YES]

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

Banner II

		OHP																	
		TOT																	
		CHLD	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q64																			
YES		637	36	24	32	26	35	65	88	31	31	33	37	26	33	28	38	31	30
		85%~	88%	77%~	82%~	70%~	88%~	96%~	83%~	78%~	91%~	83%~	95%~	81%~	80%~	88%~	79%~	86%~	75%~
NO		110	5	7	7	11	5	3	18	9	3	7	2	6	8	4	10	5	10
		15%~	12%	23%~	18%~	30%~	12%~	4%~	17%~	22%~	9%~	17%~	5%~	19%~	20%~	13%~	21%~	14%~	25%~
NOT ANSWERED		19	2	3		1	2		1	1	1	2	1	3	1		2	2	
VALID CASES		747	41	31	39	37	40	68	106	40	34	40	39	32	41	32	48	36	40
NUMBER OF RESPONDENTS		766	43	34	39	38	42	68	107	41	35	42	40	35	42	32	50	38	40
		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q63 = YES]

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

Banner I

	AGE					RACE							ETHNICITY		HEALTH STATUS		CCC SCREENER	
	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	BLCK OR AFR- WHT	AMER IAN	NATV PAC ILND	AMER ALSK NATV	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC		
Q65 YES	591 96%	48 91%	127 96%	195 97%	221 96%	249 98%*	4 100%	3 ~100%	10 ~100%	5 ~100%	34 94%~	131 94%	457 97%	504 96%	83 96%	586 ~ 99%~		
NO	26 4%	5 9%	6 4%	6 3%	9 4%	5 2%*	~	~	~	~	~	2 6%~	8 6%	16 3%	21 4%	3 4%	22 100%~	8 1%~
NOT ANSWERED	7	3		3	1	2					1	1	5	7		6	2	
VALID CASES	617	53	133	201	230	253	4	3	10	5	37	139	473	525	86	22	594	
NUMBER OF RESPONDENTS	624	56	133	204	231	255	4	3	10	5	38	140	478	532	86	28	596	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	

[ASKED IF Q63 = YES AND Q64 = YES]

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

Banner II

		OHP																	
		TOT																	
		CHLD	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q65																			
YES		591	31	22	31	23	35	65	79	31	29	29	34	24	31	26	37	30	29
		96%~	89%	92%~	100%~	88%~	100%~	100%~	93%~	100%~	94%~	88%~	94%~	96%~	94%~	96%~	97%~	97%~	97%~
NO		26	4	2		3			6		2	4	2	1	2	1	1	1	1
		4%~	11%	8%~		~ 12%~			~ 7%~		~ 6%~	12%~	6%~	4%~	6%~	4%~	3%~	3%~	3%~
NOT ANSWERED		7	1		1				3				1	1		1			
VALID CASES		617	35	24	31	26	35	65	85	31	31	33	36	25	33	27	38	31	30
NUMBER OF RESPONDENTS		624	36	24	32	26	35	65	88	31	31	33	37	26	33	28	38	31	30
		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q63 = YES AND Q64 = YES]

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

Banner I

	AGE					RACE							ETHNICITY		HEALTH STATUS		CCC SCREENER	
	<4	4-7	8-12	13 AND OVER	WHITE	BLK OR AFR-AMER	AS-IAN	NATV ILND	AMER PAC ALSK	IND/ OTHR	MUL-TI	HIS-IC	NOT HIS-PAN-IC	EX & VERY GOOD	FAIR & POOR	NO CCC	CCC	
Q66 YES	639 12%	73 8%*	137 11%	203 13%	227 15%*	221 12%	5 18%~	6 6%*	12 ~ 24%*	4 11%~	29 12%	205 11%*	425 13%*	534 11%*	92 40%*	154 4%*	486 42%*	
Q66 NO	4546 88%	800 92%*	1125 89%	1337 87%	1283 85%*	1554 88%	22 82%~	88 94%*	13 100%~	39 76%*	37 89%~	214 88%	1719 89%*	2789 87%*	4416 89%*	136 60%*	3864 96%*	681 58%*
NOT ANSWERED	453	83	132	140	98	17	2	2	1	3	5	25	10	40	6	445	8	
VALID CASES	5185	874	1261	1540	1510	1774	27	93	13	52	42	243	1924	3214	4950	228	4018	1167
NUMBER OF RESPONDENTS	5638 100%	957 100%	1393 100%	1680 100%	1608 100%	1791 100%	29 100%	95 100%	13 100%	53 100%	45 100%	248 100%	1949 100%	3224 100%	4990 100%	234 100%	4463 100%	1175 100%

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?

Banner II

	OHP TOT CHLD	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO	
Q66																			
YES	639 12%~	33 12%	21 8%~	24 10%~	27 9%~	27 10%~	52 21%~	102 12%	28 10%~	30 11%~	34 10%~	33 13%~	23 8%~	31 12%~	22 9%~	38 14%~	40 14%~	39 14%~	
NO	4546 88%~	236 88%	251 92%~	221 90%~	270 91%~	241 90%~	196 79%~	716 88%	248 90%~	250 89%~	322 90%~	229 87%~	249 92%~	230 88%~	216 91%~	232 86%~	256 86%~	246 86%~	
NOT ANSWERED	453	21	17	22	22	27	18	91	24	22	20	29	15	18	19	16	21	23	
VALID CASES	5185	269	272	245	297	268	248	818	276	280	356	262	272	261	238	270	296	285	
NUMBER OF RESPONDENTS	5638	290	289	267	319	295	266	909	300	302	376	291	287	279	257	286	317	308	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	

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

Banner I

	AGE					RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER	
	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	BLCK OR AFR- WHT	AMER IAN	NATV PAC ILND	AMER ALSK	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & FAIR & POOR	NO CCC	CCC
Q67 YES	445 77%	34 51%*	86 69%*	152 82%*	174 84%*	190 94%*	3 100%~	1 24%~	7 ~ 84%~	6 96%~	21 71%~	101 57%*	342 87%*	365 75%*	73 86%*	18 14%*	429 95%*
NO	136 23%	32 49%*	38 31%*	34 18%*	32 16%*	13 6%*	4 ~ 76%~	1 ~ 16%~	1 4%~	8 29%~	77 43%*	51 13%*	122 25%*	12 14%*	111 86%*	24 5%*	
NOT ANSWERED	22	3	5	6	8	7	1	1	1		9	13	17	5	14	8	
VALID CASES	582	66	125	186	205	202	3	6	8	6	29	177	393	487	85	129	453
NUMBER OF RESPONDENTS	604 100%	69 100%	130 100%	192 100%	213 100%	209 100%	4 100%	7 100%	9 100%	6 100%	29 100%	186 100%	406 100%	504 100%	90 100%	143 100%	461 100%

[ASKED IF Q66 = YES]

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

Banner II

	CHLD	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO	
Q67	OHP																		
YES	445	23	15	20	21	18	46	61	21	20	22	30	17	27	18	33	28	30	
	77%~	72%	71%~	83%~	78%~	72%~	90%~	64%~	81%~	80%~	65%~	91%~	74%~	90%~	90%~	89%~	70%~	77%~	
NO	136	9	6	4	6	7	5	35	5	5	12	3	6	3	2	4	12	9	
	23%~	28%	29%~	17%~	22%~	28%~	10%~	36%~	19%~	20%~	35%~	9%~	26%~	10%~	10%~	11%~	30%~	23%~	
NOT ANSWERED	22	1				2	1	6	2	5				1	2	1			
VALID CASES	582	32	21	24	27	25	51	96	26	25	34	33	23	30	20	37	40	39	
NUMBER OF RESPONDENTS	604	33	21	24	27	27	52	102	28	30	34	33	23	31	22	38	40	39	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	

[ASKED IF Q66 = YES]

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

Banner I

	AGE					RACE							ETHNICITY		HEALTH STATUS		CCC SCREENER	
	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	BLCK OR AFR- WHT	AMER IAN	NATV PAC ILND	AMER ALSK NATV	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC		
Q68 YES	427 96%	31 94%~	83 94%	149 97%	165 97%	182 99%*	2 71%~	1 100%~	7 ~100%	5 ~100%	23 97%~	97 94%	328 98%	348 96%	74 97%	427 ~100%~		
NO	17 4%	2 6%~	5 6%	5 3%	4 3%	2 1%*	1 29%~	~	~	~	~	1 3%~	7 6%	8 2%	14 4%	3 3%	16 100%~	1 0.3%~
NOT ANSWERED	6		1	1	4	2					1	1	2	4	1	3	2	
VALID CASES	444	33	88	154	169	184	3	1	7	5	23	103	336	362	77	16	429	
NUMBER OF RESPONDENTS	450	33	89	155	173	186	3	1	7	5	24	104	338	366	77	19	431	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	

[ASKED IF Q66 = YES AND Q67 = YES]

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

Banner II

		OHP																	
		TOT																	
		CHLD	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q68		427	21	15	18	20	18	45	55	21	19	19	30	16	26	17	31	26	28
YES		96%~	91%	100%~	95%~	95%~	100%~	100%~	93%~	100%~	95%~	95%~	100%~	100%~	96%~	94%~	94%~	93%~	97%~
NO		17	2		1	1			4		1	1			1	1	2	2	1
		4%~	9%	~	5%~	5%~	~	~	7%~	~	5%~	5%~	~	~	4%~	6%~	6%~	7%~	3%~
NOT ANSWERED		6			1			1	2			2		1					1
VALID CASES		444	23	15	19	21	18	45	59	21	20	20	30	16	27	18	33	28	29
NUMBER OF RESPONDENTS		450	23	15	20	21	18	46	61	21	20	22	30	17	27	18	33	28	30
		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q66 = YES AND Q67 = YES]

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

Banner I

	AGE				RACE							ETHNICITY		HEALTH STATUS		CCC SCREENER		
	OHP TOT CHLD	<4	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	NO CCC	CCC		
Q69 YES	531 10%	60 7%*	156 12%*	172 11%	144 10%	181 10%	6 22%~	5 5%*	10 ~ 19%	3 6%~	26 11%	173 9%*	359 11%*	471 10%*	56 25%*	144 4%*	387 33%*	
NO	4648 90%	812 93%*	1109 88%*	1369 89%	1358 90%	1589 90%	21 78%~	88 95%*	13 100%~	42 81%	40 94%~	218 89%	1754 91%*	2848 89%*	4477 90%*	172 75%*	3869 96%*	779 67%*
NOT ANSWERED	459	85	128	139	107	21	2	2	1	2	5	22	17	42	7	450	8	
VALID CASES	5179	872	1265	1541	1501	1770	27	93	13	52	43	243	1927	3207	4948	227	4013	1167
NUMBER OF RESPONDENTS	5638	957	1393	1680	1608	1791	29	95	13	53	45	248	1949	3224	4990	234	4463	1175
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

Banner II

		OHP																	
		TOT																	
		CHLD	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q69																			
YES		531	28	17	13	30	27	50	79	14	34	38	22	19	29	17	28	28	28
		10%~	11%	6%~	5%~	10%~	10%~	20%~	10%	5%~	12%~	11%~	8%~	7%~	11%~	7%~	11%~	9%~	10%~
NO		4648	238	257	230	267	242	197	739	261	244	320	242	253	230	221	238	268	259
		90%~	89%	94%~	95%~	90%~	90%~	80%~	90%	95%~	88%~	89%~	92%~	93%~	89%~	93%~	89%~	91%~	90%~
NOT ANSWERED		459	24	15	24	22	26	19	91	25	24	18	27	15	20	19	20	21	21
VALID CASES		5179	266	274	243	297	269	247	818	275	278	358	264	272	259	238	266	296	287
NUMBER OF RESPONDENTS		5638	290	289	267	319	295	266	909	300	302	376	291	287	279	257	286	317	308
		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

Banner I

	AGE					RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER		
	OHP TOT CHLD	<4	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
Q70 YES	336 68%	31 53%*	78 52%*	122 77%*	103 81%*	127 72%	3 62%~	1 22%~	6 ~ 81%~	3 100%~	16 59%~	94 59%*	238 72%*	285 66%*	47 84%*	17 12%*	307 89%*	
NO	157 32%	27 47%*	72 48%*	36 23%*	24 19%*	50 28%	2 38%~	3 78%~	1 ~ 19%~	11 ~ 41%~	65 41%*	91 28%*	148 34%*	9 16%*	130 88%*	39 11%*		
NOT ANSWERED	8	1	2	4	2	1						4	4	7	1	4	5	
VALID CASES	493	58	150	158	127	177	5	4	7	3	27	160	329	433	56	147	345	
NUMBER OF RESPONDENTS	501	58	152	162	129	178	5	4	7	3	27	164	333	440	57	151	350	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	

[ASKED IF Q69 = YES]

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

Banner II

	OHP TOT CHLD	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q70 YES	336 68%~	18 67%	9 56%~	7 54%~	14 48%~	17 65%~	44 88%~	47 60%~	8 62%~	21 64%~	27 73%~	15 68%~	12 63%~	19 66%~	10 63%~	15 58%~	23 82%~	14 50%~
NO	157 32%~	9 33%	7 44%~	6 46%~	15 52%~	9 35%~	6 12%~	31 40%~	5 38%~	12 36%~	10 27%~	7 32%~	7 37%~	10 34%~	6 38%~	11 42%~	5 18%~	14 50%~
NOT ANSWERED	8	1	1		1	1		1	1	1	1				1	2		
VALID CASES	493	27	16	13	29	26	50	78	13	33	37	22	19	29	16	26	28	28
NUMBER OF RESPONDENTS	501 100%	28 100%	17 100%	13 100%	30 100%	27 100%	50 100%	79 100%	14 100%	34 100%	38 100%	22 100%	19 100%	29 100%	17 100%	28 100%	28 100%	28 100%

[ASKED IF Q69 = YES]

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

Banner I

	AGE					RACE							ETHNICITY		HEALTH STATUS		CCC SCREENER	
	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	BLCK OR AFR- WHT	AMER IAN	NATV PAC ILND	AMER ALSK NATV	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC		
Q71 YES	293 92%	27 96%~	68 94%	105 91%	92 93%	114 96%*	3 100%~	1 100%~	6 ~100%	3 100%	13 84%~	78 88%	211 94%	252 93%~	37 86%~	291 ~ 96%~		
NO	24 8%	1 4%~	5 6%	11 9%	7 7%	4 4%*	~	~	~	~	~	3 16%~	11 12%	13 6%	18 7%~	6 14%~	15 100%~	11 4%~
NOT ANSWERED	3	1		1	2	2						1	3	3		2	2	
VALID CASES	317	28	73	116	100	119	3	1	6	3	16	89	224	270	43	15	301	
NUMBER OF RESPONDENTS	320	29	73	116	102	121	3	1	6	3	16	89	227	273	43	17	303	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	

[ASKED IF Q69 = YES AND Q70 = YES]

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

Banner II

	OHP																	
	TOT																	
	CHLD	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q71																		
YES	293	16	9	7	12	16	41	44	7	20	23	15	12	17	6	14	20	13
	92%~	94%	100%~	100%~	86%~	94%~	95%~	94%~	88%~	95%~	88%~	100%~	100%~	89%~	75%~	93%~	87%~	93%~
NO	24	1			2	1	2	3	1	1	3			2	2	1	3	1
	8%~	6%	~	~	14%~	6%~	5%~	6%~	13%~	5%~	12%~	~	~	11%~	25%~	7%~	13%~	7%~
NOT ANSWERED	3	1					1				1				2			
VALID CASES	317	17	9	7	14	17	43	47	8	21	26	15	12	19	8	15	23	14
NUMBER OF RESPONDENTS	320	18	9	7	14	17	44	47	8	21	27	15	12	19	10	15	23	14
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q69 = YES AND Q70 = YES]

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

Banner I

	AGE					RACE							ETHNICITY		HEALTH STATUS		CCC SCREENER	
	<4	4-7	8-12	13 AND OVER	WHITE	BLK OR AFR-AMER	AS-IAN	NATV ILND	AMER ALSK	IND/ OTHR	MUL-TI	HIS-IC	NOT HIS-PAN-IC	EX & VERY GOOD	FAIR & POOR	NO CCC	CCC	
Q72 YES	736 14%	40 5%*	146 12%*	235 15%	317 21%*	322 18%*	7 24%~	5 5%*	1 3%~	15 30%*	6 13%~	42 17%	165 9%*	578 18%*	657 13%*	73 32%*	72 2%*	665 57%*
NO	4444 86%	831 95%*	1116 88%*	1306 85%	1191 79%*	1453 82%*	20 76%~	89 95%*	13 97%~	36 70%*	36 87%~	201 83%	1764 91%*	2631 82%*	4288 87%*	157 68%*	3945 98%*	499 43%*
NOT ANSWERED	458	87	132	139	100	17	2	2		1	3	5	20	15	45	4	446	11
VALID CASES	5180	870	1261	1541	1508	1774	27	93	13	52	42	243	1929	3209	4945	230	4017	1164
NUMBER OF RESPONDENTS	5638 100%	957 100%	1393 100%	1680 100%	1608 100%	1791 100%	29 100%	95 100%	13 100%	53 100%	45 100%	248 100%	1949 100%	3224 100%	4990 100%	234 100%	4463 100%	1175 100%

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

Banner II

	OHP TOT CHLD	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q72																		
YES	736 14%~	35 13%	32 12%~	35 14%~	30 10%~	41 15%~	73 29%~	94 11%	43 16%~	41 15%~	38 11%~	30 11%~	33 12%~	36 14%~	28 12%~	48 18%~	36 12%~	43 15%~
NO	4444 86%~	229 87%	241 88%~	209 86%~	267 90%~	227 85%~	175 71%~	728 89%	232 84%~	238 85%~	317 89%~	232 89%~	239 88%~	224 86%~	208 88%~	223 82%~	259 88%~	243 85%~
NOT ANSWERED	458	26	16	23	22	27	18	87	25	23	21	29	15	19	21	15	22	22
VALID CASES	5180	264	273	244	297	268	248	822	275	279	355	262	272	260	236	271	295	286
NUMBER OF RESPONDENTS	5638	290	289	267	319	295	266	909	300	302	376	291	287	279	257	286	317	308
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

Banner I

	AGE				RACE							ETHNICITY		HEALTH STATUS		CCC SCREENER		
	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	BLCK OR AFR- AMER	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC		
Q73 YES	628 90%	34 82%~	118 87%	199 88%	276 93%*	273 92%	7 95%~	4 100%~	7 ~ 64%~	6 100%~	43 95%~	130 84%*	492 91%*	564 90%	59 89%	620 ~ 98%~		
NO	72 10%	7 18%~	17 13%	26 12%	21 7%*	24 8%	1 5%~	1 ~100%~	4 36%~	2 ~ 5%~	24 16%*	47 9%*	65 10%	7 11%	69 100%~	10 2%*		
NOT ANSWERED	16	1	5	7	4	8						4	11	14	2	9	8	
VALID CASES	700	41	135	225	298	298	7	4	1	11	6	45	154	539	628	66	69	630
NUMBER OF RESPONDENTS	716	42	140	232	302	306	7	4	1	11	6	45	158	550	642	68	78	638
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q72 = YES]

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

Banner II

	OHP TOT																	
	CHLD	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q73																		
YES	628	29	27	29	27	35	64	89	38	30	34	29	28	31	26	41	31	32
	90%~	85%	87%~	85%~	90%~	88%~	90%~	95%~	90%~	86%~	92%~	100%~	88%~	89%~	96%~	89%~	86%~	76%~
NO	72	5	4	5	3	5	7	5	4	5	3		4	4	1	5	5	10
	10%~	15%	13%~	15%~	10%~	12%~	10%~	5%~	10%~	14%~	8%~		~ 13%~	11%~	4%~	11%~	14%~	24%~
NOT ANSWERED	16	1	1	1		1	2		1	6	1	1	1	1	1	2		1
VALID CASES	700	34	31	34	30	40	71	94	42	35	37	29	32	35	27	46	36	42
NUMBER OF RESPONDENTS	716	35	32	35	30	41	73	94	43	41	38	30	33	36	28	48	36	43
	100%	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?

Banner I

	AGE				RACE							ETHNICITY		HEALTH STATUS		CCC SCREENER		
	<4	4-7	8-12	13 AND OVER	WHT	BLK OR AFR-AMER	AS-IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK	OTHR	MUL-TI	HIS-IC	NOT HIS-PAN-IC	EX & VERY GOOD & FAIR & POOR	GOOD & FAIR & POOR	NO CCC	CCC	
NQ74																		
3 YEARS OLD OR LESS	971 17%	957 100%~	~	~	~	316 18%	3 9%~	13 13%	3 24%~	7 13%	8 18%~	39 16%	323 17%	553 17%	867 17%	23 10%*	892 20%*	79 7%*
4 TO 7 YEARS OLD	1380 24%	1393 ~100%~	~	~	~	399 22%*	3 11%~	20 22%	4 34%~	9 17%	6 14%~	55 22%	490 25%	762 24%	1211 24%	53 23%	1136 25%*	244 21%*
8 TO 12 YEARS OLD	1689 30%	~	1680 ~100%~	~	~	495 28%*	11 38%~	28 29%	3 26%~	19 36%	16 36%~	69 28%	637 33%*	919 29%*	1502 30%	59 25%	1317 30%	372 32%
13 OR OLDER	1597 28%	~	~	1608 ~100%~	~	581 32%*	12 41%~	34 36%	2 16%~	18 34%	15 32%~	85 34%	500 26%*	991 31%*	1410 28%	98 42%*	1118 25%*	480 41%*
VALID CASES	5638	957	1393	1680	1608	1791	29	95	13	53	45	248	1949	3224	4990	234	4463	1175
NUMBER OF RESPONDENTS	5638 100%	957 100%	1393 100%	1680 100%	1608 100%	1791 100%	29 100%	95 100%	13 100%	53 100%	45 100%	248 100%	1949 100%	3224 100%	4990 100%	234 100%	4463 100%	1175 100%

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

NQ74 WHAT IS YOUR CHILD'S AGE?

Banner II

	OHP																	
	CHLD	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
NQ74																		
3 YEARS OLD OR LESS	971	52	52	50	65	56	37	150	51	45	63	59	43	44	42	47	59	42
	17%~	18%	18%~	19%~	20%~	19%~	14%~	17%	17%~	15%~	17%~	20%~	15%~	16%~	16%~	16%~	19%~	14%~
4 TO 7 YEARS OLD	1380	87	68	64	77	70	54	226	83	72	95	61	72	71	64	67	77	85
	24%~	30%	24%~	24%~	24%~	24%~	20%~	25%*	28%~	24%~	25%~	21%~	25%~	25%~	25%~	23%~	24%~	28%~
8 TO 12 YEARS OLD	1689	86	75	74	108	89	83	270	74	100	105	92	78	74	82	89	99	102
	30%~	30%	26%~	28%~	34%~	30%~	31%~	30%	25%~	33%~	28%~	32%~	27%~	27%~	32%~	31%~	31%~	33%~
13 OR OLDER	1597	65	94	79	69	80	92	263	92	85	113	79	94	90	69	83	82	79
	28%~	22%	33%~	30%~	22%~	27%~	35%~	29%*	31%~	28%~	30%~	27%~	33%~	32%~	27%~	29%~	26%~	26%~
VALID CASES	5638	290	289	267	319	295	266	909	300	302	376	291	287	279	257	286	317	308
NUMBER OF RESPONDENTS	5638	290	289	267	319	295	266	909	300	302	376	291	287	279	257	286	317	308
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

NQ75 IS YOUR CHILD MALE OR FEMALE?

Banner I

	AGE				RACE							ETHNICITY		HEALTH STATUS		CCC SCREENER		
	OHP TOT CHLD	<4	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		
NQ75 MALE	2948 52%	505 53%	736 53%	864 51%	843 52%	958 53%	14 47%~	53 56%	7 53%~	24 44%	24 53%~	128 52%	1005 52%	1690 52%	2600 52%	125 53%	2266 51%*	683 58%*
FEMALE	2690 48%	452 47%	657 47%	816 49%	765 48%	833 47%	15 53%~	42 44%	6 47%~	29 56%	21 47%~	120 48%	944 48%	1534 48%	2390 48%	109 47%	2197 49%*	492 42%*
VALID CASES	5638	957	1393	1680	1608	1791	29	95	13	53	45	248	1949	3224	4990	234	4463	1175
NUMBER OF RESPONDENTS	5638 100%	957 100%	1393 100%	1680 100%	1608 100%	1791 100%	29 100%	95 100%	13 100%	53 100%	45 100%	248 100%	1949 100%	3224 100%	4990 100%	234 100%	4463 100%	1175 100%

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

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

Banner I

	AGE				RACE							ETHNICITY		HEALTH STATUS		CCC SCREENER		
	OHP TOT CHLD	<4	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		
Q76																		
HISPANIC OR LATINO	2037 40%	332 39%	517 41%	662 43%*	526 35%*	~	~	~	~	~	~	1949 ~100%	3224 ~100%	1878 ~38%*	150 66%*	1726 43%*	311 27%*	
NOT HISPANIC OR LATINO	3094 60%	523 61%	738 59%	877 57%*	957 65%*	1768 100%	26 100%	88 100%	13 100%	49 100%	31 100%	235 100%	3224 ~100%	3023 62%*	79 34%*	2252 57%*	843 73%*	
NOT ANSWERED	507	102	139	141	125	23	3	7		4	14	13		89	6	485	21	
VALID CASES	5131	855	1254	1539	1483	1768	26	88	13	49	31	235	1949	3224	4901	228	3978	1154
NUMBER OF RESPONDENTS	5638	957	1393	1680	1608	1791	29	95	13	53	45	248	1949	3224	4990	234	4463	1175
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

Banner II

Q76	OHP TOT																	
	CHLD	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
HISPANIC OR LATINO	2037	84	87	72	148	105	54	379	71	109	234	82	60	61	30	38	188	147
	40%~	32%	32%~	30%~	50%~	39%~	22%~	47%*	26%~	39%~	65%~	31%~	22%~	24%~	13%~	14%~	65%~	52%~
NOT HISPANIC OR LATINO	3094	181	183	168	148	164	191	431	202	170	127	180	212	194	207	229	100	137
	60%~	68%	68%~	70%~	50%~	61%~	78%~	53%*	74%~	61%~	35%~	69%~	78%~	76%~	87%~	86%~	35%~	48%~
NOT ANSWERED	507	25	19	27	23	26	21	99	27	23	15	29	15	24	20	19	29	24
VALID CASES	5131	265	270	240	296	269	245	810	273	279	361	262	272	255	237	267	288	284
NUMBER OF RESPONDENTS	5638	290	289	267	319	295	266	909	300	302	376	291	287	279	257	286	317	308
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

Banner I

	AGE					RACE							ETHNICITY		HEALTH STATUS		CCC SCREENER	
	<4	4-7	8-12	13 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD &	FAIR & POOR	NO CCC	CCC		
Q77.1																		
YES	2548 45%	440 46%	588 42%*	729 43%	791 49%*	1791 100%~	~	~	~	~	231 93%*	630 32%*	1933 60%*	2470 49%*	68 29%*	1913 43%*	635 54%*	
NO	3090 55%	517 54%	805 58%*	951 57%	817 51%*	~100%	29 100%	95 100%	13 100%	53 100%	45 100%	17 7%*	1319 68%*	1291 40%*	2520 51%*	166 71%*	2550 57%*	540 46%*
VALID CASES	5638	957	1393	1680	1608	1791	29	95	13	53	45	248	1949	3224	4990	234	4463	1175
NUMBER OF RESPONDENTS	5638	957	1393	1680	1608	1791	29	95	13	53	45	248	1949	3224	4990	234	4463	1175
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

Banner I

	AGE				RACE							ETHNICITY		HEALTH STATUS		CCC SCREENER		
	<4	4-7	8-12	13 AND OVER	WHITE	BLK OR AFR-AMER	AS-IAN	NATV ILND	AMER PAC ALSK	MUL-OTHR	TI	HIS-IC	NOT HIS-PAN-IC	EX & VERY GOOD & FAIR & POOR	GOOD	FAIR & POOR	NO CCC	CCC
Q77.2 YES	139 2%	15 2%*	25 2%*	40 2%	60 4%*	29 ~100%	~	~	~	~	73 29%	29 1%*	103 3%*	132 3%*	4 2%	89 2%*	50 4%*	
NO	5499 98%	942 98%*	1368 98%*	1640 98%	1548 96%*	1791 100%	95 ~100%	13 ~100%	53 ~100%	45 ~100%	175 71%*	1920 99%*	3121 97%*	4858 97%*	230 98%	4374 98%*	1125 96%*	
VALID CASES	5638	957	1393	1680	1608	1791	29	95	13	53	45	248	1949	3224	4990	234	4463	1175
NUMBER OF RESPONDENTS	5638	957	1393	1680	1608	1791	29	95	13	53	45	248	1949	3224	4990	234	4463	1175
	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

Banner I

	AGE				RACE							ETHNICITY		HEALTH STATUS		CCC SCREENER				
	<4	4-7	8-12	13 AND OVER	WHT	BLK OR AFR-AMER	AS-IAN	NATV ILND	AMER PAC ALSK	MUL-OTHR	TI	HIS-IC	NOT HIS-IC	EX & VERY GOOD & FAIR & POOR	GOOD	FAIR	NO CCC	CCC		
Q77.3 YES	186 3%	24 3%	48 3%	49 3%	65 4%	~	95 ~100%	~	~	~	59 24%	5 0.3%	177 5%	175 4%	5 2%	164 4%	22 2%			
NO	5452 97%	933 97%	1345 97%	1631 97%	1543 96%	1791 100%	29 100%	13 ~100%	53 ~100%	45 ~100%	189 76%	1944 100%	3047 95%	4815 96%	229 98%	4299 96%	1153 98%			
VALID CASES	5638	957	1393	1680	1608	1791	29	95	13	53	45	248	1949	3224	4990	234	4463	1175		
NUMBER OF RESPONDENTS	5638 100%	957 100%	1393 100%	1680 100%	1608 100%	1791 100%	29 100%	95 100%	13 100%	53 100%	45 100%	248 100%	1949 100%	3224 100%	4990 100%	234 100%	4463 100%	1175 100%		

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

Banner I

	AGE					RACE							ETHNICITY		HEALTH STATUS		CCC SCREENER	
	<4	4-7	8-12	13 AND OVER	WHT	BLK OR AFR-	AS- IAN	NATV ILND	AMER ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC		
Q77.4 YES	61 1%	10 1%	20 1%	16 0.9%	16 1%	~	~	~100%	~	~	13%	12	51	60	1	41	20	
												0.6%*	2%*	1%*0.4%	0.9%*	2%*		
NO	5577 99%	947 99%	1373 99%	1664 99%	1592 99%	1791	29	95	53	45	216	1937	3173	4930	233	4422	1155	
						100%	~100%	~100%	~100%	~100%	~87%*	99%*	98%*	99%*100%	99%*	98%*		
VALID CASES	5638	957	1393	1680	1608	1791	29	95	13	53	45	248	1949	3224	4990	234	4463	1175
NUMBER OF RESPONDENTS	5638	957	1393	1680	1608	1791	29	95	13	53	45	248	1949	3224	4990	234	4463	1175
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

Banner I

	AGE				RACE							ETHNICITY		HEALTH STATUS		CCC SCREENER			
	<4	4-7	8-12	13 AND OVER	WHITE	BLK OR AFR-AMER	AS-IAN	NATV ILND	AMER HAW/IND/PAC ALSK	MUL-OTHR	TI	HIS-IC	NOT HIS-IC	EX & VERY GOOD & FAIR & POOR	GOOD	FAIR	NO CCC	CCC	
Q77.5																			
YES	168 3%	17 2%*	37 3%	62 4%	52 3%	~	~	~	~100%~	~	30%*	47	119	161	6	105	63	2%*	5%*
NO	5470 97%	940 98%*	1356 97%	1618 96%	1556 97%	1791	29	95	13	45	172	1902	3105	4829	228	4358	1112	98%*	95%*
VALID CASES	5638	957	1393	1680	1608	1791	29	95	13	53	45	248	1949	3224	4990	234	4463	1175	
NUMBER OF RESPONDENTS	5638	957	1393	1680	1608	1791	29	95	13	53	45	248	1949	3224	4990	234	4463	1175	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

Banner I

	AGE					RACE							ETHNICITY		HEALTH STATUS		CCC SCREENER	
	<4	4-7	8-12	13 AND OVER	WHT	BLK OR AFR-	AMER IAN	NATV ILND	AMER PAC	IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC	
Q77.6 YES	486 9%	69 7%	107 8%	165 10%*	145 9%	~	~	~	~	~	45 ~100%	82 33%*	346 18%*	106 3%*	461 9%*	20 9%	388 9%	98 8%
NO	5152 91%	888 93%	1286 92%	1515 90%*	1463 91%	1791 100%	29 100%	95 100%	13 100%	53 100%	~	166 67%*	1603 82%*	3118 97%*	4529 91%*	214 91%	4075 91%	1077 92%
VALID CASES	5638	957	1393	1680	1608	1791	29	95	13	53	45	248	1949	3224	4990	234	4463	1175
NUMBER OF RESPONDENTS	5638 100%	957 100%	1393 100%	1680 100%	1608 100%	1791 100%	29 100%	95 100%	13 100%	53 100%	45 100%	248 100%	1949 100%	3224 100%	4990 100%	234 100%	4463 100%	1175 100%

Q78 WHAT IS YOUR AGE?

Banner I

	AGE				RACE							ETHNICITY		HEALTH STATUS		CCC SCREENER		
	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	BLCK OR AFR- WHT	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK	MUL- TI	OTH	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC		
Q78 UNDER 18	196 4%	37 4%	33 3%*	62 4%	63 4%	127 7%*	3 11%~	4 5%	3 ~	2 5%	8 4%~	3 3%*	141 4%*	187 4%	7 3%	149 4%	47 4%	
18 TO 24	176 3%	106 12%*	47 4%	7 0.5%*	16 1%*	54 3%	1 4%~	1 0.3%*	~	~	~	10 4%	71 4%	105 3%	174 4%*	3 1%*	147 4%*	30 3%*
25 TO 34	1691 33%	458 53%*	599 48%*	500 32%	131 9%*	479 27%*	4 13%~	21 22%*	4 29%~	10 19%*	9 20%~	68 27%	693 36%*	977 31%*	1625 33%	66 29%	1406 35%*	285 25%*
35 TO 44	2049 40%	241 28%*	471 37%	641 41%	698 47%*	652 37%*	12 40%~	44 46%	6 48%~	16 30%	11 26%~	95 38%	840 43%*	1180 37%*	1950 40%	86 38%	1595 40%	453 39%
45 TO 54	738 14%	19 2%*	62 5%*	251 16%*	408 27%*	309 17%*	4 15%~	21 22%	3 23%~	14 26%	10 23%~	46 19%	223 12%*	508 16%*	683 14%*	47 21%*	527 13%*	211 18%*
55 TO 64	229 4%	9 1%*	30 2%*	66 4%	125 8%*	111 6%*	3 10%~	2 2%	~	7 12%	8 18%~	13 5%	32 2%*	197 6%*	215 4%	14 6%	138 3%*	92 8%*
65 TO 74	87 2%	1 0.1%*	12 1%*	28 2%	47 3%*	42 2%*	2 8%~	2 2%	~	4 8%	4 9%~	7 3%	17 0.9%*	71 2%*	83 2%	4 2%	50 1%*	37 3%*
75 OR OLDER	15 0.3%	1 0.0%*	2 0.1%*	1 0.1%*	12 0.8%*	11 0.6%*	~	~	~	~	~	1 ~0.5%	2 0.1%*	10 0.3%*	13 0.3%	~	8 ~0.2%	7 0.6%
NOT ANSWERED	457	86	136	125	109	7					2	1	19	35	61	6	443	14
VALID CASES	5181	871	1257	1555	1499	1784	29	95	13	53	43	248	1930	3189	4929	228	4020	1161
NUMBER OF RESPONDENTS	5638	957	1393	1680	1608	1791	29	95	13	53	45	248	1949	3224	4990	234	4463	1175
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Q78 WHAT IS YOUR AGE?

Banner II

Q78	OHP TOT																	
	CHLD	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
UNDER 18	196 4%~	12 5%	13 5%~	9 4%~	12 4%~	11 4%~	10 4%~	25 3%	10 4%~	14 5%~	19 5%~	15 6%~	16 6%~	8 3%~	13 5%~	17 6%~	7 2%~	12 4%~
18 TO 24	176 3%~	10 4%	7 3%~	6 2%~	10 3%~	5 2%~	5 2%~	25 3%	12 4%~	8 3%~	10 3%~	10 4%~	19 7%~	10 4%~	17 7%~	15 6%~	13 4%~	12 4%~
25 TO 34	1691 33%~	105 39%	86 32%~	87 36%~	110 37%~	101 38%~	57 23%~	248 30%*	93 34%~	86 31%~	93 26%~	78 30%~	66 24%~	78 30%~	79 33%~	81 30%~	114 39%~	92 32%~
35 TO 44	2049 40%~	89 33%	91 34%~	85 35%~	111 38%~	99 37%~	105 43%~	363 44%*	100 36%~	114 41%~	158 44%~	101 38%~	96 35%~	107 42%~	75 32%~	88 32%~	115 39%~	114 40%~
45 TO 54	738 14%~	34 13%	39 14%~	35 15%~	36 12%~	35 13%~	39 16%~	115 14%	37 13%~	43 15%~	58 16%~	45 17%~	53 19%~	41 16%~	32 14%~	40 15%~	39 13%~	44 15%~
55 TO 64	229 4%~	12 5%	19 7%~	17 7%~	12 4%~	11 4%~	22 9%~	36 4%	15 5%~	11 4%~	16 4%~	7 3%~	13 5%~	12 5%~	13 5%~	20 7%~	4 1%~	6 2%~
65 TO 74	87 2%~	3 1%	12 4%~	1 0.4%~	5 2%~	6 2%~	9 4%~	12 1%	6 2%~	5 2%~	5 1%~	5 2%~	6 2%~	1 0.4%~	7 3%~	9 3%~	1 0.3%~	6 2%~
75 OR OLDER	15 0.3%~	1 0.4%	3 1%~	~	~	1 0.4%~	2 ~0.2%	2 0.7%~	2 ~0.3%	2 ~0.8%	1 ~	2 1%~	4 1%~	~	1 ~0.4%	1 0.4%~	1 0.3%~	~
NOT ANSWERED	457	24	19	27	23	26	19	83	25	21	16	28	14	22	20	15	23	22
VALID CASES	5181	266	270	240	296	269	247	826	275	281	360	263	273	257	237	271	294	286
NUMBER OF RESPONDENTS	5638	290	289	267	319	295	266	909	300	302	376	291	287	279	257	286	317	308
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Q79 ARE YOU MALE OR FEMALE?

Banner I

	AGE				RACE							ETHNICITY		HEALTH STATUS		CCC SCREENER		
	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	BLCK OR AFR- AMER	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & FAIR & POOR	NO CCC	CCC	
Q79																		
MALE	711 14%	94 11%*	155 12%	225 14%	238 16%*	202 11%*	10 34%~	27 29%*	1 8%~	5 9%	13 30%~	42 17%	240 12%*	467 15%*	687 14%	24 10%	583 14%*	128 11%*
FEMALE	4484 86%	780 89%*	1108 88%	1329 86%	1267 84%*	1585 89%*	19 66%~	68 71%*	12 92%~	48 91%	30 70%~	206 83%	1693 88%*	2735 85%*	4258 86%	203 90%	3448 86%*	1036 89%*
NOT ANSWERED	443	83	131	126	103	4					2		16	22	46	7	431	11
VALID CASES	5195	874	1262	1554	1505	1787	29	95	13	53	43	248	1933	3202	4944	227	4032	1164
NUMBER OF RESPONDENTS	5638	957	1393	1680	1608	1791	29	95	13	53	45	248	1949	3224	4990	234	4463	1175
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

Banner I

	OHP TOT CHLD	AGE				RACE							ETHNIC- ITY		HEALTH STATUS		CCC SCREENER	
		<4	4-7	8-12	13 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	NO CCC	CCC		
Q80																		
8TH GRADE OR LESS	593 12%	67 8%*	140 11%	212 14%*	174 12%	21 1%*	5 16%~	7 7%	1 8%~			7 ~	514 27%*	51 2%*	532 11%*	56 25%*	526 13%*	66 6%*
SOME HIGH SCHOOL BUT DID NOT GRADUATE	565 11%	78 9%*	133 11%	176 11%	179 12%	90 5%*	3 11%~	9 9%	2 12%~	5 10%	3 7%~	20 8%	339 18%*	212 7%*	529 11%	29 13%	480 12%*	85 7%*
HIGH SCHOOL GRADUATE OR GED	1483 29%	270 31%	398 32%*	423 28%	393 26%*	451 25%*	6 20%~	24 26%	2 15%~	17 31%	9 21%~	66 27%	618 32%*	832 26%*	1426 29%	57 26%	1194 30%*	289 25%*
SOME COLLEGE OR 2-YEAR DEGREE	1722 33%	320 37%*	385 31%*	486 32%	532 36%*	790 44%*	10 36%~	18 20%*	9 66%~	24 46%	17 40%~	103 42%*	327 17%*	1414 44%*	1673 34%*	50 22%*	1229 31%*	494 43%*
4-YEAR COLLEGE GRADUATE	491 10%	77 9%	137 11%	137 9%	140 9%	265 15%*	2 5%~	24 26%*		5 ~	9 10%	29 12%	76 4%*	416 13%*	476 10%	13 6%*	355 9%*	136 12%*
MORE THAN 4-YEAR COLLEGE DEGREE	290 6%	47 5%	67 5%	102 7%	74 5%	161 9%*	3 11%~	10 11%		2 ~	4 3%	20 8%	34 2%*	259 8%*	267 5%	16 7%	207 5%*	83 7%*
NOT ANSWERED	495	98	134	146	118	13		3			3	4	41	39	87	12	473	22
VALID CASES	5143	859	1259	1534	1490	1778	29	92	13	53	42	244	1908	3185	4903	222	3990	1153
NUMBER OF RESPONDENTS	5638	957	1393	1680	1608	1791	29	95	13	53	45	248	1949	3224	4990	234	4463	1175
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

Banner II

Q80	OHP TOT																	
	CHLD	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
8TH GRADE OR LESS	593 12%~	16 6%	23 9%~	20 9%~	48 16%~	24 9%~	13 5%~	132 16%*	19 7%~	32 11%~	78 22%~	19 7%~	10 4%~	18 7%~	2 0.9%~	7 3%~	55 19%~	44 16%~
SOME HIGH SCHOOL BUT DID NOT GRADUATE	565 11%~	27 10%	37 14%~	28 12%~	40 14%~	28 11%~	17 7%~	101 12%	30 11%~	36 13%~	60 17%~	20 8%~	23 8%~	15 6%~	27 11%~	33 12%~	40 14%~	31 11%~
HIGH SCHOOL GRADUATE OR GED	1483 29%~	86 33%	87 32%~	79 34%~	87 30%~	73 28%~	66 27%~	223 27%*	75 27%~	70 25%~	95 26%~	72 27%~	94 35%~	63 25%~	92 39%~	82 31%~	99 34%~	83 29%~
SOME COLLEGE OR 2-YEAR DEGREE	1722 33%~	110 42%	100 37%~	88 37%~	96 33%~	84 32%~	97 39%~	224 27%*	108 39%~	95 34%~	96 27%~	107 41%~	119 44%~	107 42%~	99 42%~	123 46%~	71 24%~	89 32%~
4-YEAR COLLEGE GRADUATE	491 10%~	19 7%	17 6%~	13 6%~	12 4%~	31 12%~	33 13%~	89 11%*	28 10%~	30 11%~	22 6%~	25 10%~	16 6%~	35 14%~	10 4%~	18 7%~	18 6%~	23 8%~
MORE THAN 4-YEAR COLLEGE DEGREE	290 6%~	6 2%	6 2%~	7 3%~	10 3%~	25 9%~	20 8%~	53 6%*	14 5%~	17 6%~	8 2%~	20 8%~	9 3%~	18 7%~	5 2%~	3 1%~	8 3%~	12 4%~
NOT ANSWERED	495	26	19	32	26	30	20	87	26	22	17	28	16	23	22	20	26	26
VALID CASES	5143	264	270	235	293	265	246	822	274	280	359	263	271	256	235	266	291	282
NUMBER OF RESPONDENTS	5638	290	289	267	319	295	266	909	300	302	376	291	287	279	257	286	317	308
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Q81 HOW ARE YOU RELATED TO THE CHILD?

Banner I

	AGE				RACE							ETHNICITY		HEALTH STATUS		CCC SCREENER		
	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	BLCK OR AFR- WHT	AS- AMER	NATV IAN	AMER PAC ILND	IND/ ALSK	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC	
Q81																		
MOTHER OR FATHER	4883 95%	838 97%*	1212 96%*	1466 95%	1368 92%*	1637 93%*	27 92%~	92 98%	13 100%~	37 75%~	36 84%~	232 96%	1888 98%*	2938 93%*	4648 95%	217 95%	3852 96%*	1031 90%*
GRANDPARENT	145 3%	13 2%*	31 2%	44 3%	58 4%*	76 4%*	1 4%~	2 2%		3 ~	5 5%~	5 11%~	20 1%	121 4%*	132 3%	7 3%	93 2%*	52 5%*
AUNT OR UNCLE	13 0.2%		1 ~0.1%	6 0.4%	5 0.4%	4 0.2%	~	~		1 ~0.7%~	2 ~0.9%		3 0.2%	10 0.3%	13 0.3%~		8 ~0.2%	5 0.4%
OLDER BROTHER OR SISTER	12 0.2%		1 ~0.1%	5 0.3%	6 0.4%	2 0.1%	~	~		~	~	~	8 ~0.4%	4 0.1%	12 0.2%*		8 ~0.2%	4 0.3%
OTHER RELATIVE	4 0.1%		1 ~0.1%		3 ~0.2%	~	~	~		~	~	1 ~0.4%	1 0.0%	4 0.1%	3 0.1%	1 0.4%	1 0.0%	3 0.3%
LEGAL GUARDIAN	51 1%	8 0.9%	8 0.6%	18 1%	18 1%	23 1%	1 4%~	~		5 ~	2 10%~	1 4%~0.2%*	6 0.3%*	46 1%*	52 1%~		31 ~0.8%*	20 2%*
SOMEONE ELSE	36 0.7%	6 0.7%	2 0.2%	6 0.4%*	22 2%*0.8%	14 0.8%	~	~		4 ~	1 9%~0.8%~0.4%	1 ~0.4%	4 0.2%*	31 1%*0.7%	33 1%	2 1%	9 0.2%*	27 2%*
NOT ANSWERED	494	93	137	136	128	35		1		3	2	6	19	71	96	7	460	33
VALID CASES	5144	864	1256	1544	1480	1756	29	94	13	50	43	242	1930	3153	4894	227	4003	1142
NUMBER OF RESPONDENTS	5638	957	1393	1680	1608	1791	29	95	13	53	45	248	1949	3224	4990	234	4463	1175
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Q81 HOW ARE YOU RELATED TO THE CHILD?

Banner II

Q81	OHP TOT																	
	CHLD	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
MOTHER OR FATHER	4883	250	236	224	275	256	222	786	246	259	339	250	247	247	216	234	293	267
	95%~	95%	89%~	93%~	94%~	96%~	90%~	96%	91%~	94%~	95%~	95%~	92%~	96%~	93%~	89%~	99%~	94%~
GRANDPARENT	145	9	15	14	10	5	15	20	10	8	13	7	12	3	13	18	1	7
	3%~	3%	6%~	6%~	3%~	2%~	6%~	2%	4%~	3%~	4%~	3%~	4%~	1%~	6%~	7%~	0.3%~	2%~
AUNT OR UNCLE	13	1	3	1	2	1				2			1	1		2	1	1
	0.2%~	0.4%~	1%~	0.4%~	0.7%~	0.4%~	~	~	~	0.7%~	~	~	0.4%~	0.4%~	~	0.8%~	0.3%~	0.4%~
OLDER BROTHER OR SISTER	12		1				1	2		1	1	1			1		2	1
	0.2%~		0.4%~	~	~	~	0.4%~	0.2%~	~	0.4%~	0.3%~	0.4%~	~	~	0.4%~	~	0.7%~	0.4%~
OTHER RELATIVE	4				1	1			1				1					
	0.1%~		~	~	0.3%~	0.4%~	~	~	0.4%~	~	~	~	0.4%~	~	~	~	~	~
LEGAL GUARDIAN	51	2	6	1	4	2	4	7	5	4	3	4	5	3	2	5		2
	1%~	0.8%~	2%~	0.4%~	1%~	0.8%~	2%~	0.9%~	2%~	1%~	0.8%~	2%~	2%~	1%~	0.9%~	2%~	~	0.7%~
SOMEONE ELSE	36	1	4	1	1	1	4	3	7	2	2	1	3	3	1	3		5
	0.7%~	0.4%~	2%~	0.4%~	0.3%~	0.4%~	2%~	0.4%~	3%~	0.7%~	0.6%~	0.4%~	1%~	1%~	0.4%~	1%~	~	2%~
NOT ANSWERED	494	27	24	26	26	29	20	91	31	26	18	28	18	22	24	24	20	25
VALID CASES	5144	263	265	241	293	266	246	818	269	276	358	263	269	257	233	262	297	283
NUMBER OF RESPONDENTS	5638	290	289	267	319	295	266	909	300	302	376	291	287	279	257	286	317	308
	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?

Banner I

	AGE				RACE							ETHNICITY		HEALTH STATUS		CCC SCREENER		
	OHP TOT CHLD	<4	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		
Q82 YES	143 4%	23 4%	24 3%*	45 5%	51 5%	28 2%*	3 11%~	8 9%			5 ~	7 ~	85 8%*	54 2%*	131 4%	11 10%*	118 5%	25 3%
NO	3143 96%	524 96%	743 97%*	929 95%	948 95%	1761 98%*	26 89%~	87 91%	13 100%~	53 100%~	36 88%~	183 97%	970 92%*	2114 98%*	2993 96%	99 90%*	2438 95%	705 97%
NOT ANSWERED	43	4	17	9	14	2				1			18	15	33	1	40	2
VALID CASES	3286	546	766	974	999	1789	29	95	13	53	41	190	1054	2168	3124	110	2556	731
NUMBER OF RESPONDENTS	3329	550	783	983	1013	1791	29	95	13	53	41	190	1072	2183	3157	111	2596	733
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF SURVEY COMPLETED BY MAIL]

Q82 DID SOMEONE HELP YOU COMPLETE THIS SURVEY?

Banner II

		OHP TOT																	
		CHLD	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q82																			
YES		143	5	6	5	9	9	3	32	3	5	21	4	2	4	4	6	10	7
		4%~	3%	3%~	3%~	5%~	5%~	2%~	7%*	2%~	3%~	9%~	2%~	1%~	2%~	3%~	3%~	6%~	4%~
NO		3143	176	185	142	172	158	152	454	156	178	204	167	182	163	155	174	164	164
		96%~	97%	97%~	97%~	95%~	95%~	98%~	93%*	98%~	97%~	91%~	98%~	99%~	98%~	97%~	97%~	94%~	96%~
NOT ANSWERED		43		2	4	1	2	2	8	4	4	8	1	1	2	1	1	1	6
VALID CASES		3286	181	191	147	181	167	155	486	159	183	225	171	184	167	159	180	174	171
NUMBER OF RESPONDENTS		3329	181	193	151	182	169	157	494	163	187	233	172	185	169	160	181	175	177
		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.

Banner I

	AGE					RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER		
	OHP TOT CHLD	<4	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- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC			
Q83.1 YES	56 41%	5 29%~	12 43%~	15 39%~	24 48%	13 49%~	1 33%~	4 34%~		1 ~	5 21%~	31 86%~	22 37%	52 41%~	4 41%~	45 40%~	11 46%~	
NO	79 59%	13 71%~	16 57%~	24 61%~	26 52%	14 51%~	2 67%~	7 66%~		2 ~	1 79%~	1 14%~	52 63%	27 55%~	73 59%~	6 59%~	66 60%~	13 54%~
VALID CASES	135	18	28	39	50	27	3	11			3	6	83	49	125	10	111	24
NUMBER OF RESPONDENTS	135	18	28	39	50	27	3	11			3	6	83	49	125	10	111	24
	100%	100%	100%	100%	100%	100%	100%	100%			100%	100%	100%	100%	100%	100%	100%	100%

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

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

Banner I

	AGE					RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER	
	OHP TOT CHLD	<4	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- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	NO CCC	CCC	
Q83.2 YES	44 32%	6 34%~	8 29%~	10 26%~	19 38%	11 41%~	1 33%~	5 49%~		2 ~	5 56%~	19 22%*	25 51%~	42 33%~	2 20%~	36 32%~	7 31%~
NO	91 68%	12 66%~	20 71%~	29 74%~	31 62%	16 59%~	2 67%~	6 51%~		1 ~	1 44%~	64 78%*	24 49%~	83 67%~	8 80%~	75 68%~	17 69%~
VALID CASES	135	18	28	39	50	27	3	11		3	6	83	49	125	10	111	24
NUMBER OF RESPONDENTS	135	18	28	39	50	27	3	11		3	6	83	49	125	10	111	24
	100%	100%	100%	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%

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

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

Banner I

	AGE					RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER	
	OHP TOT CHLD	<4	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	NO CCC	CCC	
Q83.3 YES	11 8%	2 13%~	1 1%~	2 6%~	5 10%	5 19%~	1 ~ 3%~	~	~	~	~	6 7%	5 10%~	11 9%~	~	8 8%~	2 9%~
NO	124 92%	16 87%~	28 99%~	37 94%~	45 90%	22 81%~	3 100%~	11 97%~	~	3 ~100%	6 ~100%	77 93%	44 90%~	114 91%~	10 100%~	103 92%~	22 91%~
VALID CASES	135	18	28	39	50	27	3	11		3	6	83	49	125	10	111	24
NUMBER OF RESPONDENTS	135 100%	18 100%	28 100%	39 100%	50 100%	27 100%	3 100%	11 100%		3 100%	6 100%	83 100%	49 100%	125 100%	10 100%	111 100%	24 100%

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

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

Banner I

	AGE					RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER			
	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	WHT	BLK OR AFR-AMER	AS-IAN	NATV ILND	AMER IND/ALSK	MUL-TI	HIS-IC	NOT HIS-PAN-IC	EX & VERY GOOD & FAIR & POOR	GOOD	FAIR	NO CCC	CCC	
Q83.4 YES	76 56%	6 35%~	17 60%~	24 61%~	30 59%	10 38%~	1 33%~	8 70%~			2 ~	56 67%*	19 39%~	75 60%~	1 14%~		66 59%~	10 42%~	
NO	59 44%	12 65%~	11 40%~	15 39%~	20 41%	17 62%~	2 67%~	3 30%~			3 ~	4 100%~	27 66%~	30 33%*	61%~	50 40%~	9 86%~	45 41%~	14 58%~
VALID CASES	135	18	28	39	50	27	3	11			3	6	83	49	125	10	111	24	
NUMBER OF RESPONDENTS	135	18	28	39	50	27	3	11			3	6	83	49	125	10	111	24	
	100%	100%	100%	100%	100%	100%	100%	100%			100%	100%	100%	100%	100%	100%	100%	100%	

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

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

Banner II

		OHP																
		TOT																
	CHLD	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q83.4																		
YES	76	3	3	1	5	4	2	21	1	4	13	1	1	2		1	7	1
	56%~	60%	50%~	20%~	56%~	44%~	67%~	66%~	33%~	80%~	62%~	25%~	50%~	50%~	~	17%~	70%~	14%~
NO	59	2	3	4	4	5	1	11	2	1	8	3	1	2	4	5	3	6
	44%~	40%	50%~	80%~	44%~	56%~	33%~	34%~	67%~	20%~	38%~	75%~	50%~	50%~	100%~	83%~	30%~	86%~
VALID CASES	135	5	6	5	9	9	3	32	3	5	21	4	2	4	4	6	10	7
NUMBER OF RESPONDENTS	135	5	6	5	9	9	3	32	3	5	21	4	2	4	4	6	10	7
	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 Q82 = YES]

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

Banner I

	AGE					RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER		
	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	BLCK OR 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		
Q83.5 YES	7 5%	3 16%~	2 7%~	2 ~	2 3%	3 12%~	1 ~	2 2%~	~	~	1 44%~	1 4%~	1 1%*	6 11%~	7 5%~	~	6 6%~	1 2%~
NO	128 95%	15 84%~	26 93%~	39 100%~	48 97%	24 88%~	3 100%~	11 98%~	~	~	2 56%~	6 96%~	82 99%*	43 89%~	118 95%~	10 100%~	105 94%~	23 98%~
VALID CASES	135	18	28	39	50	27	3	11			3	6	83	49	125	10	111	24
NUMBER OF RESPONDENTS	135 100%	18 100%	28 100%	39 100%	50 100%	27 100%	3 100%	11 100%			3 100%	6 100%	83 100%	49 100%	125 100%	10 100%	111 100%	24 100%

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

NQ14 RATING OF ALL CHILD'S HEALTH CARE

Banner I

	AGE				RACE							ETHNICITY		HEALTH STATUS		CCC SCREENER		
	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	BLCK OR AFR-AMER	AS-IAN	NATV HAW/ILND	AMER IND/ALSK	MUL-TI	OTH	HIS-PAN-IC	NOT HIS-PAN-IC	EX & VERY GOOD & FAIR & POOR	GOOD & FAIR & POOR	NO CCC	CCC	
NQ14 0-6	307 8%	44 6%*	78 9%	81 8%	104 10%*	98 8%	1 3%~	4 7%	1 12%~	5 13%~	5 15%~	21 11%	84 7%*	191 9%	251 8%*	32 17%*	211 8%*	96 10%*
7-8	1107 30%	195 28%	264 29%	332 32%	315 31%	364 30%	3 20%~	20 33%	3 39%~	13 32%~	8 27%~	51 27%	336 28%*	715 32%*	982 30%	74 41%*	791 29%*	316 33%*
9-10	2234 61%	455 66%*	559 62%	621 60%	599 59%	743 62%	11 77%~	37 60%	4 50%~	22 55%~	17 58%~	114 61%	796 65%*	1316 59%*	2058 63%*	75 42%*	1693 63%*	541 57%*
VALID CASES	3648	694	901	1035	1018	1205	14	61	8	40	30	186	1216	2222	3291	181	2695	953
NUMBER OF RESPONDENTS	3648	694	901	1035	1018	1205	14	61	8	40	30	186	1216	2222	3291	181	2695	953
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
MEAN	2.53	2.59	2.53	2.52	2.49	2.53	2.75	2.53	2.38	2.42	2.43	2.50	2.59	2.51	2.55	2.24	2.55	2.47
p stat_(*=Sig @ p<=.05)		.003*	.738	.716	.016*	.672	~.994	~	~	~.580		.000*	.015*	.000*	.000*	.001*	.001*	

[ASKED IF Q7 >= 1 TIME]

NQ14 RATING OF ALL CHILD'S HEALTH CARE

Banner II

	OHP TOT CHLD	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO	
NQ14																			
0-6	307 8%~	16 9%	27 14%~	24 14%~	21 11%~	15 8%~	14 8%~	35 6%	18 9%~	22 11%~	17 8%~	23 12%~	23 11%~	12 7%~	27 16%~	17 9%~	13 7%~	23 11%~	
7-8	1107 30%~	52 28%	56 29%~	52 30%~	62 32%~	53 28%~	63 36%~	163 27%	67 34%~	58 30%~	66 29%~	62 33%~	57 27%~	62 37%~	50 29%~	68 35%~	56 29%~	53 26%~	
9-10	2234 61%~	120 64%	112 57%~	95 56%~	108 57%~	122 64%~	99 56%~	397 67%	110 56%~	115 59%~	142 63%~	103 55%~	130 62%~	94 56%~	93 55%~	111 57%~	124 64%~	126 62%~	
VALID CASES	3648	188	195	171	191	190	176	595	195	195	225	188	210	168	170	196	193	202	
NUMBER OF RESPONDENTS	3648 100%	188 100%	195 100%	171 100%	191 100%	190 100%	176 100%	595 100%	195 100%	195 100%	225 100%	188 100%	210 100%	168 100%	170 100%	196 100%	193 100%	202 100%	
MEAN	2.53	2.55	2.44	2.42	2.46	2.56	2.48	2.61	2.47	2.48	2.56	2.43	2.51	2.49	2.39	2.48	2.58	2.51	
p stat_(*=Sig @ p<=.05)		~		~	~	~	~	~.198	~	~	~	~	~	~	~	~	~	~	~

[ASKED IF Q7 >= 1 TIME]

NQ41 RATING OF CHILD'S PERSONAL DOCTOR

Banner I

	AGE				RACE							ETHNICITY		HEALTH STATUS		CCC SCREENER		
	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	BLCK OR AFR- WHT	AMER IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & FAIR & POOR	NO CCC	CCC	
NQ41 0-6	330 7%	47 6%	84 7%	89 7%	111 9%*	140 9%*	1 7%~	1 2%*	1 ~	4 4%~	20 10%~	87 6%*	227 8%*	305 7%	17 9%	243 7%	87 8%	
7-8	960 22%	154 20%	242 22%	301 23%	263 21%	311 21%	5 24%~	18 28%	3 39%~	10 26%~	9 23%~	44 21%	309 20%	622 23%*	883 21%	56 29%*	729 21%	231 22%
9-10	3168 71%	588 75%*	797 71%	930 70%	853 70%	1054 70%	14 70%~	45 70%	6 61%~	26 70%~	26 67%~	142 69%	1150 74%*	1897 69%*	2957 71%	117 62%*	2444 72%	724 69%
VALID CASES	4459	789	1123	1321	1226	1504	20	64	9	37	38	206	1546	2746	4145	190	3416	1043
NUMBER OF RESPONDENTS	4459	789	1123	1321	1226	1504	20	64	9	37	38	206	1546	2746	4145	190	3416	1043
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
MEAN	2.64	2.69	2.64	2.64	2.61	2.61	2.63	2.68	2.61	2.66	2.57	2.59	2.69	2.61	2.64	2.53	2.64	2.61
p stat_(*=Sig @ p<=.05)		.008*	.968	.988	.043*	.036*	~.446	~	~	~.277	.000*	.000*	.184	.011*	.116	.125		

[ASKED IF Q30 = YES]

NQ41 RATING OF CHILD'S PERSONAL DOCTOR

Banner II

		OHP TOT																		
		CHLD	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO	
NQ41																				
0-6		330	20	16	25	23	19	14	32	15	17	18	18	22	28	27	19	14	22	
		7%~	8%	8%~	13%~	9%~	8%~	6%~	5%*	6%~	7%~	6%~	8%~	9%~	12%~	13%~	8%~	6%~	9%~	
7-8		960	49	51	53	61	45	54	140	50	64	69	57	49	49	52	58	46	42	
		22%~	21%	25%~	27%~	25%~	20%~	24%~	20%	20%~	27%~	22%~	26%~	20%~	21%~	26%~	24%~	19%~	18%~	
9-10		3168	168	140	119	160	161	159	532	187	159	222	145	173	153	123	166	179	175	
		71%~	71%	68%~	60%~	66%~	72%~	70%~	76%	74%~	66%~	72%~	66%~	71%~	67%~	61%~	68%~	75%~	73%~	
VALID CASES		4459	237	207	197	244	225	227	704	252	240	309	220	244	230	202	243	239	239	
NUMBER OF RESPONDENTS		4459	237	207	197	244	225	227	704	252	240	309	220	244	230	202	243	239	239	
		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
MEAN		2.64	2.62	2.60	2.48	2.56	2.63	2.64	2.71	2.68	2.59	2.66	2.58	2.62	2.54	2.48	2.60	2.69	2.64	
p stat_(*=Sig @ p<=.05)		~		~	~	~	~	~	~.024*	~	~	~	~	~	~	~	~	~	~	

[ASKED IF Q30 = YES]

NQ48 RATING OF SPECIALIST CHILD SAW MOST OFTEN

Banner I

	OHP TOT CHLD	AGE				RACE						ETHNIC- ITY		HEALTH STATUS		CCC SCREENER		
		<4	4-7	8-12	13 AND OVER	BLCK OR AFR- AMER	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC		
NQ48 0-6	88 12%	7 8%	15 8%	26 13%	40 15%	34 13%	1 ~ 11%~	1 ~ 3%~	1 16%~	5 14%~	25 12%	63 13%	74 12%	13 17%	35 10%	53 14%		
7-8	175 24%	20 23%	45 26%	44 22%	66 25%	61 24%	~	1 ~100%~	5 38%~	1 4%~	8 22%~	46 22%	120 25%	151 25%	17 22%	74 22%	101 26%	
9-10	456 63%	62 69%	113 66%	126 64%	155 60%	161 63%	4 100%~	7 89%~	8 ~ 59%~	6 79%~	25 65%~	141 66%	296 62%	391 63%	47 61%	228 68%*	227 60%*	
VALID CASES	718	89	172	196	261	255	4	8	1	14	8	38	212	479	616	77	337	381
NUMBER OF RESPONDENTS	718 100%	89 100%	172 100%	196 100%	261 100%	255 100%	4 100%	8 100%	1 100%	14 100%	8 100%	38 100%	212 100%	479 100%	616 100%	77 100%	337 100%	381 100%
MEAN	2.51	2.62	2.57	2.51	2.44	2.50	3.00	2.78	2.00	2.56	2.63	2.51	2.55	2.49	2.51	2.43	2.57	2.46
p stat_(*=Sig @ p<=.05)		.109	.193	.980	.052	.682	~	~	~	~	~	~	.370	.203	.868	.342	.029*	.029*

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

NQ48 RATING OF SPECIALIST CHILD SAW MOST OFTEN

Banner II

		OHP TOT																	
		CHLD	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
NQ48																			
0-6		88	7	1	5	1	10	8	13	4	5	4	4	3	3	2	4	4	3
		12%~	16%	3%~	16%~	3%~	21%~	17%~	12%~	10%~	14%~	9%~	10%~	9%~	6%~	8%~	13%~	11%~	9%~
7-8		175	13	10	3	10	12	11	31	9	7	11	11	11	12	7	3	6	10
		24%~	30%	34%~	10%~	26%~	26%~	23%~	27%~	23%~	19%~	26%~	28%~	32%~	24%~	28%~	10%~	16%~	30%~
9-10		456	23	18	23	28	25	29	69	26	24	28	24	20	35	16	24	28	20
		63%~	53%	62%~	74%~	72%~	53%~	60%~	61%~	67%~	67%~	65%~	62%~	59%~	70%~	64%~	77%~	74%~	61%~
VALID CASES		718	43	29	31	39	47	48	113	39	36	43	39	34	50	25	31	38	33
NUMBER OF RESPONDENTS		718	43	29	31	39	47	48	113	39	36	43	39	34	50	25	31	38	33
		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
MEAN		2.51	2.37	2.59	2.58	2.69	2.32	2.44	2.50	2.56	2.53	2.56	2.51	2.50	2.64	2.56	2.65	2.63	2.52
p stat_(*=Sig @ p<=.05)		~		~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~

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

NQ54 RATING OF CHILD'S HEALTH PLAN

Banner I

	AGE				RACE							ETHNICITY		HEALTH STATUS		CCC SCREENER		
	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC		
NQ54 0-6	696 13%	73 8%*	158 12%	229 15%	237 16%*	314 18%*	5 19%~	10 11%	9 ~ 17%	7 15%~	29 12%	154 8%*	525 17%*	638 13%*	43 19%*	456 11%*	240 21%*	
7-8	1488 29%	224 26%*	342 27%	470 30%	452 30%	615 35%*	6 23%~	29 32%	2 13%~	18 36%	10 23%~	102 42%*	347 18%*	1126 35%*	1400 29%	67 29%	1131 28%	356 31%
9-10	3026 58%	578 66%*	784 61%*	854 55%*	810 54%*	829 47%*	16 58%~	52 57%	10 87%~	24 47%	28 62%~	112 46%*	1402 74%*	1520 48%*	2858 58%	120 52%	2464 61%*	563 49%*
VALID CASES	5210	875	1284	1553	1498	1758	28	91	12	51	45	243	1903	3171	4895	230	4051	1159
NUMBER OF RESPONDENTS	5210	875	1284	1553	1498	1758	28	91	12	51	45	243	1903	3171	4895	230	4051	1159
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
MEAN	2.45	2.58	2.49	2.40	2.38	2.29	2.39	2.45	2.87	2.30	2.47	2.34	2.66	2.31	2.45	2.33	2.50	2.28
p stat_(*=Sig @ p<=.05)		.000*	.021*	.004*	.000*	.000*		~.922		~.165		~.021*	.000*	.000*	.027*	.013*	.000*	.000*

NQ54 RATING OF CHILD'S HEALTH PLAN

Banner II

		OHP TOT																	
		CHLD	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
NQ54																			
0-6		696	33	48	33	36	33	43	74	36	36	37	42	38	53	49	45	38	38
		13%~	12%	18%~	14%~	12%~	12%~	18%~	9%	13%~	13%~	10%~	16%~	14%~	21%~	20%~	17%~	13%~	13%~
7-8		1488	83	95	75	82	82	87	192	94	85	85	81	88	84	78	94	64	86
		29%~	31%	35%~	31%~	28%~	30%~	36%~	23%*	34%~	31%~	24%~	31%~	32%~	33%~	32%~	35%~	22%~	30%~
9-10		3026	152	128	133	177	154	112	556	150	156	237	139	147	121	113	130	193	165
		58%~	57%	47%~	55%~	60%~	57%~	46%~	68%*	54%~	56%~	66%~	53%~	54%~	47%~	47%~	48%~	65%~	57%~
VALID CASES		5210	268	271	241	295	269	242	822	280	277	359	262	273	258	240	269	295	289
NUMBER OF RESPONDENTS		5210	268	271	241	295	269	242	822	280	277	359	262	273	258	240	269	295	289
		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
MEAN		2.45	2.44	2.30	2.41	2.48	2.45	2.29	2.59	2.41	2.43	2.56	2.37	2.40	2.26	2.27	2.32	2.53	2.44
p stat_(*=Sig @ p<=.05)		~		~	~	~	~	~	~.000*	~	~	~	~	~	~	~	~	~	~

GETTING NEEDED CARE

Banner I

	AGE					RACE							ETHNICITY		HEALTH STATUS		CCC SCREENER	
	<4	4-7	8-12	13 AND OVER	WHITE	BLK OR AFR-	AS- IAN	NATV ILND	AMER ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC		
NPRBSEE4 NQ46	2.21	2.23	2.11	2.26	2.23	2.27	3.00	1.72	2.00	2.32	2.34	2.35	2.11	2.28	2.23	2.03	2.18	2.25
p stat_(*=Sig @ p<=.05)	.786	.067	.294	.661	.187	~	~	~	~	~	~	~	.014*	.003*	.109	.024*	.264	.264
NCARNES4 NQ15	2.45	2.55	2.45	2.42	2.41	2.53	2.36	2.12	2.26	2.49	2.51	2.49	2.37	2.50	2.47	2.08	2.47	2.39
p stat_(*=Sig @ p<=.05)	.000*	.968	.110	.025*	.000*	~	.001*	~	~	~	.439	.000*	.000*	.000*	0.000*	.001*	.001*	.001*
COMPOSITE	2.33	2.39	2.28	2.34	2.32	2.40	2.68	1.92	2.13	2.41	2.42	2.42	2.24	2.39	2.35	2.05	2.33	2.32
p stat_(*=Sig @ p<=.05)	.070	.103	.700	.671	.009*	~	.002*	~	~	~	.240	.000*	.000*	.000*	.001*	.622	.624	

GETTING NEEDED CARE

Banner II

	OHP	TOT	CHLD	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
NPRBSEE4 NQ46	2.21	2.27	2.22	2.41	2.28	2.06	2.28	2.13	2.44	2.13	2.32	2.05	2.34	2.39	2.19	2.22	2.20	2.24		
p stat_(*=Sig @ p<=.05)	~		~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
NCARNES4 NQ15	2.45	2.48	2.44	2.38	2.47	2.45	2.47	2.46	2.46	2.43	2.43	2.42	2.60	2.46	2.46	2.55	2.37	2.51		
p stat_(*=Sig @ p<=.05)	~		~	~	~	~	~	~.590	~	~	~	~	~	~	~	~	~	~	~	~
COMPOSITE	2.33	2.38	2.33	2.39	2.37	2.26	2.38	2.30	2.45	2.28	2.38	2.23	2.47	2.43	2.32	2.38	2.28	2.38		
p stat_(*=Sig @ p<=.05)	~		~	~	~	~	~	~.027*	~	~	~	~	~	~	~	~	~	~	~	~

GETTING CARE QUICKLY

Banner I

	AGE				RACE							ETHNICITY		HEALTH STATUS		CCC SCREENER		
OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	WHITE	BLK OR AFR-	AMER IAN	NATV ILND	AMER PAC	IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC	
NCARSN4 NQ4	2.68	2.75	2.70	2.66	2.62	2.75	3.00	2.50	2.77	2.81	2.42	2.65	2.59	2.73	2.71	2.38	2.68	2.67
p stat_(*=Sig @ p<=.05)	.009*	.531	.496	.024*	.001*	~	~	~	~	~	.624	.001*	.000*	.000*	.000*	.796	.794	
NAPGET4 NQ6	2.42	2.49	2.43	2.42	2.37	2.49	2.58	2.13	2.06	2.38	2.65	2.50	2.35	2.48	2.44	2.16	2.43	2.40
p stat_(*=Sig @ p<=.05)	.005*	.709	.822	.009*	.001*	~	.006*	~	~	~	.184	.000*	.000*	.001*	.000*	.314	.313	
COMPOSITE	2.55	2.62	2.56	2.54	2.49	2.62	2.79	2.32	2.42	2.59	2.54	2.57	2.47	2.61	2.57	2.27	2.55	2.54
p stat_(*=Sig @ p<=.05)	.091	.728	.743	.103	.031*	~	.054	~	~	~	.813	.007*	.001*	.002*	.002*	.684	.703	

GETTING CARE QUICKLY

Banner II

	OHP	TOT	CHLD	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
NCARSN4 NQ4	2.68	2.82	2.68	2.68	2.63	2.73	2.70	2.70	2.66	2.70	2.45	2.55	2.78	2.71	2.70	2.71	2.59	2.63		
p stat_(*=Sig @ p<=.05)	~		~	~	~	~	~	~.044*	~	~	~	~	~	~	~	~	~	~	~	~
NAPGET4 NQ6	2.42	2.48	2.52	2.39	2.29	2.44	2.48	2.45	2.40	2.47	2.38	2.34	2.58	2.36	2.47	2.55	2.36	2.38		
p stat_(*=Sig @ p<=.05)	~		~	~	~	~	~	~.561	~	~	~	~	~	~	~	~	~	~	~	~
COMPOSITE	2.55	2.65	2.60	2.54	2.46	2.59	2.59	2.58	2.53	2.58	2.41	2.45	2.68	2.54	2.59	2.63	2.47	2.50		
p stat_(*=Sig @ p<=.05)	~		~	~	~	~	~	~.062	~	~	~	~	~	~	~	~	~	~	~	~

HOW WELL DOCTORS COMMUNICATE

Banner I

	AGE				RACE								ETHNICITY		HEALTH STATUS		CCC SCREENER	
	<4	4-7	8-12	13 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC	CCC		
NDREXPL4 NQ32	2.70	2.73	2.73	2.67	2.69	2.82	2.89	2.46	2.53	2.83	2.82	2.82	2.56	2.79	2.72	2.47	2.70	2.72
p stat_(*=Sig @ p<=.05)	.192	.121	.077	.431	.000*	~	~	~	~	~.005*	.000*	.000*	.001*	.000*	.411	.411		
NDRLSTN4 NQ33	2.73	2.76	2.74	2.72	2.70	2.77	2.98	2.81	2.58	2.77	2.69	2.75	2.69	2.76	2.74	2.54	2.74	2.71
p stat_(*=Sig @ p<=.05)	.104	.549	.703	.096	.012*	~	~	~	~	~.710	.001*	.000*	.001*	.000*	.244	.245		
NDRESPU4 NQ34	2.79	2.82	2.80	2.78	2.78	2.82	2.98	2.69	2.82	2.85	2.69	2.84	2.77	2.81	2.80	2.66	2.80	2.76
p stat_(*=Sig @ p<=.05)	.089	.701	.324	.411	.057	~	~	~	~	~.154	.048*	.014*	.009*	.006*	.050*	.050*		
NDRTMEN4 NQ37	2.50	2.51	2.48	2.50	2.50	2.64	2.59	2.26	2.34	2.77	2.40	2.65	2.31	2.62	2.52	2.20	2.49	2.53
p stat_(*=Sig @ p<=.05)	.485	.400	.873	.986	.000*	~	~	~	~	~.002*	.000*	.000*	.000*	.000*	.118	.118		
COMPOSITE	2.68	2.71	2.69	2.67	2.67	2.76	2.86	2.56	2.56	2.81	2.65	2.76	2.58	2.75	2.70	2.47	2.68	2.68
p stat_(*=Sig @ p<=.05)	.671	.907	.809	.799	.073	~	~	~	~	~.538	.021*	.007*	.144	.117	.994	.992		

HOW WELL DOCTORS COMMUNICATE

Banner II

	OHP	TOT	CHLD	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
NDREXPL4 NQ32	2.70	2.76	2.68	2.66	2.66	2.73	2.78	2.71	2.78	2.73	2.65	2.75	2.77	2.71	2.71	2.81	2.57	2.59		
p stat_(*=Sig @ p<=.05)	~		~	~	~	~	~	~.278	~	~	~	~	~	~	~	~	~	~	~	~
NDRLSTN4 NQ33	2.73	2.72	2.71	2.66	2.73	2.76	2.75	2.74	2.79	2.70	2.76	2.74	2.71	2.73	2.65	2.77	2.67	2.80		
p stat_(*=Sig @ p<=.05)	~		~	~	~	~	~	~.630	~	~	~	~	~	~	~	~	~	~	~	~
NDRESPU4 NQ34	2.79	2.81	2.69	2.70	2.79	2.82	2.79	2.82	2.85	2.75	2.79	2.82	2.79	2.81	2.72	2.83	2.72	2.79		
p stat_(*=Sig @ p<=.05)	~		~	~	~	~	~	~.898	~	~	~	~	~	~	~	~	~	~	~	~
NDRTMEN4 NQ37	2.50	2.60	2.47	2.58	2.50	2.48	2.59	2.49	2.61	2.52	2.49	2.51	2.64	2.52	2.53	2.62	2.30	2.51		
p stat_(*=Sig @ p<=.05)	~		~	~	~	~	~	~.026*	~	~	~	~	~	~	~	~	~	~	~	~
COMPOSITE	2.68	2.72	2.64	2.65	2.67	2.70	2.73	2.69	2.76	2.67	2.67	2.71	2.73	2.69	2.65	2.76	2.57	2.67		
p stat_(*=Sig @ p<=.05)	~		~	~	~	~	~	~.544	~	~	~	~	~	~	~	~	~	~	~	~

CUSTOMER SERVICE

Banner I

	AGE				RACE							ETHNICITY		HEALTH STATUS		CCC SCREENER	
OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC		
NPBCLCS4 NQ50	2.30	2.35	2.24	2.28	2.33	2.30	2.77	2.13	2.35	1.99	2.39	2.31	2.29	2.30	2.30	2.32	2.23
p stat_(*=Sig @ p<=.05)	.236	.157	.578	.361	.970	~	~	~	~	~.366	.664	.617	.903	.964	.066	.066	
NCSRESP NQ51	2.62	2.60	2.61	2.62	2.63	2.65	3.00	2.80	2.70	2.68	2.53	2.61	2.63	2.61	2.67	2.62	2.59
p stat_(*=Sig @ p<=.05)	.686	.773	.866	.641	.315	~	~	~	~	~.364	.676	.453	.621	.465	.373	.374	
COMPOSITE	2.46	2.48	2.42	2.45	2.48	2.47	2.89	2.46	x 2.52	2.33	2.46	2.46	2.46	2.45	2.48	2.47	2.41
p stat_(*=Sig @ p<=.05)	.843	.685	.920	.770	.837	~	~	~	~	~.985	.983	.978	.897	.885	.533	.548	

CUSTOMER SERVICE

Banner II

	OHP	TOT	CHLD	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
NPBCLCS4 NQ50	2.30	2.35	2.30	2.31	2.34	2.35	2.36	2.30	2.33	2.47	2.24	2.23	2.43	2.33	2.41	2.24	2.11	2.34		
p stat_(*=Sig @ p<=.05)	~		~	~	~	~	~	~.614	~	~	~	~	~	~	~	~	~	~	~	~
NCSRESP NQ51	2.62	2.63	2.74	2.72	2.65	2.62	2.73	2.64	2.66	2.62	2.61	2.65	2.68	2.59	2.56	2.70	2.45	2.58		
p stat_(*=Sig @ p<=.05)	~		~	~	~	~	~	~.823	~	~	~	~	~	~	~	~	~	~	~	~
COMPOSITE	2.46	2.49	2.52	2.52	2.50	2.48	2.54	2.47	2.49	2.55	2.43	2.44	2.55	2.46	2.48	2.47	2.28	2.46		
p stat_(*=Sig @ p<=.05)	~		~	~	~	~	~	~.879	~	~	~	~	~	~	~	~	~	~	~	~

SHARED DECISION MAKING

Banner I

	AGE				RACE							ETHNICITY		HEALTH STATUS		CCC SCREENER		
OHP TOT CHLD	<4	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- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC			
NNRXWHY NQ11																		
p stat_(*=Sig @ p<=.05)	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~			
NNRXWYNT NQ12	2.41	2.31	2.27	2.52	2.48	2.46	1.36	2.69	1.00	2.61	3.00	2.42	2.29	2.50	2.44	2.26	2.27	2.60
p stat_(*=Sig @ p<=.05)	.123	.009*	.015*	.107	.279	~	~	~	~	~.963	.004*	.000*	.032*	.163	.000*	.000*		
NRXBST NQ13	2.60	2.41	2.53	2.77	2.61	2.64	3.00	2.31	3.00	2.94	1.73	2.52	2.62	2.60	2.62	2.47	2.54	2.67
p stat_(*=Sig @ p<=.05)	.002*	.145	.000*	.831	.218	~	~	~	~	~	~.512	.974	.088	.202	.012*	.012*		
COMPOSITE	2.51	2.36	2.40	2.64	2.54	2.55	2.18	2.50	2.00	2.77	2.37	2.47	2.46	2.55	2.53	2.37	2.40	2.63
p stat_(*=Sig @ p<=.05)	.069	.108	.024*	.487	.397	~	~	~	~	~.824	.380	.142	.135	.308	.002*	.002*		

SHARED DECISION MAKING

Banner II

	OHP	TOT	CHLD	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO	
NNRXWHY NQ11																					
p stat_(*=Sig @ p<=.05)	~				~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	
NNRXWYNT NQ12																					
	2.41	2.71	2.38	2.70	2.25	2.57	2.40	2.38	2.51	2.29	2.53	2.57	2.52	2.43	2.29	2.38	2.20	2.25			
p stat_(*=Sig @ p<=.05)	~				~	~	~	~	~.002*	~	~	~	~	~	~	~	~	~	~	~	
NRXBST NQ13																					
	2.60	2.53	2.45	2.47	2.48	2.70	2.70	2.64	2.51	2.47	2.66	2.38	2.33	2.55	2.61	2.44	2.70	2.56			
p stat_(*=Sig @ p<=.05)	~				~	~	~	~	~.285	~	~	~	~	~	~	~	~	~	~	~	
COMPOSITE																					
	2.51	2.62	2.41	2.58	2.37	2.64	2.55	2.51	2.51	2.38	2.59	2.48	2.43	2.49	2.45	2.41	2.45	2.41			
p stat_(*=Sig @ p<=.05)	~				~	~	~	~	~.179	~	~	~	~	~	~	~	~	~	~	~	

ACCESS TO SPECIALIZED SERVICES

Banner I

	AGE				RACE							ETHNICITY		HEALTH STATUS		CCC SCREENER		
OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC			
NEZMDEQ NQ20	2.28	2.62	2.28	2.36	2.04	2.22	3.00	3.00	2.00	1.27	1.64	2.51	2.12	2.23	2.41	2.38	2.18	
p stat_(*=Sig @ p<=.05)	~	~	.372	.014*	.472	~	~	~	~	~	~	.006*	.001*	~	~	.098	.098	
NEZTHP NQ23	2.12	2.22	2.26	2.05	1.98	1.00	2.14	2.00	2.02	2.66	2.35	2.20	2.10	2.15	1.95	2.29	2.00	
p stat_(*=Sig @ p<=.05)	.272	.024*	.334	.030*	.022*	~	~	~	~	~	~	.167	.554	.044*	.137	.000*	.000*	
NEZTC NQ26	2.11	1.99	2.14	2.11	2.10	2.04	2.79	3.00	3.00	1.98	2.69	2.09	2.14	2.08	2.11	1.97	2.05	2.13
p stat_(*=Sig @ p<=.05)	~	.594	.979	.884	.113	~	~	~	~	~	~	.562	.288	.674	.220	.289	.289	
COMPOSITE	2.17	2.28	2.23	2.17	2.04	2.08	2.26	2.71	2.50	2.00	2.21	2.03	2.28	2.10	2.17	2.11	2.24	2.10
p stat_(*=Sig @ p<=.05)	.254	.258	.949	.000*	.013*	~	~	~	~	~	.254	.011*	.000*	.832	.512	.035*	.005*	

ACCESS TO SPECIALIZED SERVICES

Banner II

	OHP	TOT	CHLD	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
NEZMDEQ NQ20	2.28	2.10	2.09	1.83	2.60	1.83	2.14	2.41	2.67	1.89	2.33	2.46	2.18	2.20	2.13	2.36	2.50	2.00		
p stat_(*=Sig @ p<=.05)	~			~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
NEZTHP NQ23	2.12	1.90	2.00	1.78	2.12	2.00	1.97	2.22	2.00	2.08	2.00	2.00	2.18	2.28	2.07	2.16	2.29	2.15		
p stat_(*=Sig @ p<=.05)	~			~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
NEZTC NQ26	2.11	2.28	2.23	1.94	2.06	2.17	1.98	2.21	1.97	1.87	2.10	2.11	2.41	2.05	2.04	2.19	1.97	2.63		
p stat_(*=Sig @ p<=.05)	~			~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
COMPOSITE	2.17	2.09	2.11	1.85	2.26	2.00	2.03	2.28	2.21	1.95	2.15	2.19	2.25	2.18	2.08	2.24	2.25	2.26		
p stat_(*=Sig @ p<=.05)	~			~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~

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

Banner I

	AGE				RACE							ETHNICITY		HEALTH STATUS		CCC SCREENER		
	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	WHTE	BLCK OR AFR-AMER	AS-IAN	NATV HAW/ILND	AMER IND/ALSK NATV	OTHR	MUL-TI	HIS-PAN-IC	NOT HIS-PAN-IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC	
PRBSEE4 Q46	75%	74%	70%	76%	77%	78%	100%	41%	100%	79%	71%	82%	72%	77%	76%	63%	71%	78%
CARNES4 Q15	88%	91%	87%	88%	88%	92%	80%	77%	71%	93%	92%	90%	85%	91%	89%	73%	89%	87%
AVERAGE	81.59	82.41	78.48	82.20	82.59	85.14	89.96	58.93	71.23	85.68	81.48	85.80	78.45	84.06	82.79	67.99	80.10	82.42

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

Banner II

	OHP TOT CHLD	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
PRBSEE4 Q46	75%	73%	75%	82%	77%	70%	77%	70%	84%	69%	74%	68%	78%	92%	72%	76%	69%	76%
CARNES4 Q15	88%	89%	88%	84%	90%	87%	89%	89%	89%	86%	87%	89%	91%	92%	91%	90%	85%	91%
AVERAGE	81.59	81.35	81.35	83.24	83.16	78.49	83.31	79.57	86.50	77.47	80.96	78.62	84.52	91.91	81.20	82.99	76.89	83.45

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

Banner I

	AGE				RACE							ETHNICITY		HEALTH STATUS		CCC SCREENER		
	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	WHTE	BLCK OR AFR-AMER	AS-IAN	NATV HAW/ILND	AMER IND/ALSK NATV	OTHR	MUL-TI	HIS-PAN-IC	NOT HIS-PAN-IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC	
CARSN4 Q4	92%	94%	92%	91%	91%	96%	100%	92%	100%	95%	81%	91%	88%	95%	93%	83%	91%	93%
APGET4 Q6	84%	88%	85%	83%	83%	89%	79%	72%	68%	83%	90%	88%	81%	87%	85%	72%	85%	84%
AVERAGE	88.10	90.63	88.58	87.06	86.74	92.21	89.56	81.91	84.07	88.99	85.69	89.61	84.53	90.84	89.09	77.36	87.92	88.48

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

Banner II

	OHP TOT CHLD	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
CARSN4 Q4	92%	95%	90%	92%	87%	96%	94%	90%	93%	95%	86%	88%	97%	93%	96%	94%	88%	91%
APGET4 Q6	84%	86%	89%	84%	81%	85%	88%	86%	84%	89%	85%	80%	93%	81%	89%	90%	79%	85%
AVERAGE	88.10	90.76	89.44	88.18	83.90	90.57	90.74	87.89	88.34	91.85	85.67	84.25	94.77	87.09	92.06	92.21	83.73	88.23

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

Banner I

	AGE				RACE							ETHNICITY		HEALTH STATUS		CCC SCREENER		
	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	BLCK OR AFR- WHT	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	MUL- OTHR TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC			
DREXPL4 Q32	93%	94%	94%	91%	92%	97%	100%	82%	82%	97%	97%	95%	88%	96%	93%	84%	92%	94%
DRLSTN4 Q33	95%	95%	95%	94%	94%	95%	100%	97%	88%	98%	90%	96%	94%	95%	95%	90%	95%	94%
DRESPU4 Q34	96%	97%	96%	95%	96%	96%	100%	93%	100%	98%	90%	97%	96%	96%	96%	93%	96%	95%
DRTMEN4 Q37	87%	86%	88%	87%	88%	93%	90%	79%	76%	94%	87%	93%	81%	92%	88%	77%	87%	89%
AVERAGE	92.6	93.0	93.1	92.0	92.6	95.5	97.6	87.5	86.5	96.9	91.3	95.1	89.7	94.8	93.2	85.8	92.6	92.8

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

Banner II

	OHP TOT CHLD	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
DREXPL4 Q32	93%	95%	92%	92%	92%	93%	95%	93%	95%	95%	93%	96%	94%	93%	93%	97%	87%	87%
DRLSTN4 Q33	95%	92%	94%	93%	95%	95%	95%	95%	97%	94%	96%	94%	94%	95%	89%	95%	94%	97%
DRESPU4 Q34	96%	95%	93%	94%	96%	95%	97%	96%	97%	94%	96%	96%	96%	97%	91%	98%	96%	96%
DRTMEN4 Q37	87%	92%	89%	90%	88%	86%	93%	86%	92%	89%	90%	87%	93%	87%	89%	92%	80%	88%
AVERAGE	92.6	93.6	92.0	92.3	92.9	92.2	95.4	92.5	95.4	93.1	93.9	93.2	94.2	92.8	90.7	95.3	89.3	91.7

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

Banner I

	OHP TOT CHLD	AGE				RACE						ETHNIC- ITY		HEALTH STATUS		CCC SCREENER		
		<4	4-7	8-12	13 AND OVER	WHTE	BLCK OR AFR- AMER	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	OTHR	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC
PBCLCS4 Q50	79%	83%	75%	79%	81%	80%	89%	75%		96%	68%	81%	80%	79%	79%	79%	80%	77%
CSRESP Q51	91%	90%	91%	92%	92%	96%	100%	95%		87%	98%	88%	90%	93%	91%	91%	92%	90%
AVERAGE	85.33	86.73	82.99	85.29	86.47	87.95	94.36	84.70	x	91.48	82.67	84.54	85.13	85.92	85.36	85.01	85.90	83.58

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

Banner II

	OHP TOT CHLD	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
PBCLCS4 Q50	79%	84%	81%	75%	82%	81%	82%	80%	83%	85%	79%	77%	83%	83%	84%	80%	68%	81%
CSRESP Q51	91%	97%	95%	94%	94%	92%	93%	91%	94%	91%	94%	94%	90%	91%	94%	94%	84%	91%
AVERAGE	85.33	90.54	88.32	84.49	87.96	86.61	87.70	85.49	88.28	88.10	86.64	85.48	86.43	87.07	89.11	87.00	75.62	85.99

SHARED DECISION MAKING (YES) -- GLOBAL PROPORTION COMPOSITE

Banner I

	AGE				RACE							ETHNICITY		HEALTH STATUS		CCC SCREENER		
	OHP TOT CHLD	<4	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- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC		
NRXWHY Q11	93%	92%	90%	94%	95%	98%	100%	100%	0%	91%	94%	100%	86%	97%	93%	89%	89%	97%
NRXWYNT Q12	71%	66%	63%	76%	74%	73%	18%	85%	0%	81%	100%	71%	64%	75%	72%	63%	63%	80%
RXBST Q13	80%	70%	77%	88%	80%	82%	100%	65%	100%	97%	37%	76%	81%	80%	81%	74%	77%	83%
AVERAGE	81.2	76.0	76.7	86.0	83.0	84.3	72.7	83.3	33.3	89.5	76.8	82.2	77.3	83.7	82.0	75.1	76.7	86.9

SHARED DECISION MAKING (YES) -- GLOBAL PROPORTION COMPOSITE

Banner II

	OHP TOT																	
	CHLD	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
NRXWHY Q11	93%	94%	96%	100%	93%	94%	97%	88%	95%	90%	95%	95%	91%	98%	88%	97%	93%	86%
NRXWYNT Q12	71%	85%	69%	85%	63%	79%	70%	69%	75%	65%	76%	79%	76%	72%	64%	69%	60%	62%
RXBST Q13	80%	76%	72%	73%	74%	85%	85%	82%	75%	73%	83%	69%	67%	77%	80%	72%	85%	78%
AVERAGE	81.2	85.4	79.0	86.0	76.7	85.8	84.0	79.9	81.9	76.1	84.6	81.0	77.8	82.4	77.6	79.2	79.3	75.5

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

Banner I

	AGE				RACE							ETHNICITY		HEALTH STATUS		CCC SCREENER		
	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	BLCK OR AFR-AMER	AS-IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	MUL-TI	HIS-PAN-IC	NOT HIS-PAN-IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC			
EZMDEQ Q20	74%	90%	74%	81%	61%	72%	100%	100%	100%	14%	40%	85%	66%	72%	81%	77%	71%	
EZTHP Q23	68%	71%	73%	67%	60%	60%	0%	57%	100%	71%	83%	81%	73%	66%	70%	57%	75%	63%
EZTC Q26	66%	62%	65%	66%	68%	64%	100%	100%	100%	58%	85%	64%	69%	65%	66%	63%	62%	68%
AVERAGE	69.4	74.3	70.4	71.4	63.0	65.5	66.7	85.7	x 64.6	60.4	61.4	75.9	65.7	69.6	67.2	71.6	67.2	

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

Banner II

	OHP TOT																	
	CHLD	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
EZMDEQ Q20	74%	70%	64%	50%	80%	50%	57%	86%	100%	56%	73%	85%	64%	70%	73%	71%	86%	56%
EZTHP Q23	68%	65%	67%	56%	70%	56%	60%	75%	65%	62%	55%	57%	65%	76%	60%	63%	76%	67%
EZTC Q26	66%	76%	74%	59%	63%	71%	54%	72%	65%	55%	67%	66%	88%	63%	64%	74%	62%	90%
AVERAGE	69.4	70.3	68.2	54.8	70.7	59.0	57.1	77.7	76.5	57.3	65.1	69.2	71.9	69.7	65.8	69.5	74.7	70.7

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

Banner I

	AGE					RACE							ETHNICITY		HEALTH STATUS		CCC SCREENER	
	OHP TOT CHLD	<4	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			
DRTLKU Q38	86%	92%	88%	85%	81%	89%	82%	80%	88%	86%	88%	85%	85%	87%	82%	86%	88%	
DRUNCON Q43	89%	93%	87%	92%	87%	89%	100%	100%		90%	95%	90%	91%	89%	89%	88%	87%	90%
DRUNFAM Q44	87%	88%	88%	88%	85%	85%	100%	100%		74%	84%	89%	91%	86%	87%	86%	87%	86%
AVERAGE	87.3	90.7	87.7	88.2	84.5	87.4	94.1	93.5	87.9	83.3	88.9	88.3	88.9	87.3	87.6	85.2	86.7	88.0

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

Banner II

	OHP TOT CHLD	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
DRTLKU Q38	86%	83%	87%	83%	86%	91%	86%	86%	87%	78%	86%	88%	88%	86%	85%	85%	84%	87%
DRUNCON Q43	89%	94%	96%	87%	86%	94%	90%	88%	85%	85%	91%	91%	81%	88%	87%	86%	88%	94%
DRUNFAM Q44	87%	90%	94%	83%	84%	94%	85%	84%	83%	78%	86%	91%	75%	87%	78%	87%	90%	86%
AVERAGE	87.3	89.2	92.2	84.5	85.6	93.0	87.4	85.9	85.1	80.5	87.6	89.9	81.4	87.1	83.6	86.0	87.3	89.0

CARE COORDINATION (YES) -- GLOBAL PROPORTION COMPOSITE

Banner I

	AGE				RACE							ETHNICITY		HEALTH STATUS		CCC SCREENER		
	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	BLCK OR AFR- WHT	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	MUL- OTHR TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC			
HELPCONT Q18	89%	94%	91%	88%	87%	88%	71%	76%	100%	16%	100%	91%	86%	91%	90%	85%	88%	90%
HLPCOORD Q29	57%	55%	57%	53%	62%	56%	100%	35%		44%	30%	43%	65%	54%	56%	65%	55%	59%
AVERAGE	73.0	74.7	74.3	70.1	74.2	72.2	85.7	55.8	100	30.4	65.0	67.1	75.5	72.3	73.0	75.2	71.7	74.5

CARE COORDINATION (YES) -- GLOBAL PROPORTION COMPOSITE

Banner II

	OHP TOT																	
	CHLD	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
HELPCONT Q18	89%	95%	95%	89%	100%	91%	84%	85%	96%	83%	88%	93%	100%	80%	100%	87%	90%	95%
HLPCOORD Q29	57%	54%	50%	51%	64%	51%	54%	60%	59%	51%	70%	50%	53%	54%	54%	56%	69%	52%
AVERAGE	73.0	74.8	72.7	70.2	81.8	70.9	69.2	72.4	77.6	67.2	78.9	71.7	76.3	67.1	77.0	71.6	79.6	73.6

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

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]

PAGE QUESTION TITLE

5. ADDITIONAL QUESTIONS

- 39 Q35E IN THE LAST 6 MONTHS, DID YOU VISIT A PROVIDER FOR A SPECIFIC HEALTH ISSUE?
- 40 Q35F HOW MUCH EFFORT WAS MADE TO HELP YOU UNDERSTAND YOUR HEALTH ISSUE? [ASKED IF Q35E = YES]
- 41 Q35G HOW MUCH EFFORT WAS MADE TO LISTEN TO THE THINGS THAT MATTER MOST TO YOU ABOUT YOUR HEALTH ISSUE? [ASKED IF Q35E = YES]
- 42 Q35H HOW MUCH EFFORT WAS MADE TO INCLUDE WHAT MATTERS MOST TO YOU IN CHOOSING WHAT TO DO NEXT? [ASKED IF Q35E = YES]
- 43 Q35I CHOICES FOR YOUR TREATMENT OR HEALTH CARE CAN INCLUDE CHOICES ABOUT MEDICINE, SURGERY, OR OTHER TREATMENT. IN THE LAST 6 MONTHS, DID THIS PROVIDER TELL YOU THERE WAS MORE THAN ONE CHOICE FOR YOUR TREATMENT OR HEALTH CARE?
- 44 Q35J IN THE LAST 6 MONTHS, DID YOUR PROVIDER TALK WITH YOU ABOUT THE PROS AND CONS OF EACH CHOICE FOR YOUR TREATMENT OR HEALTH CARE? [ASKED IF Q35I = YES]
- 45 Q35K IN THE LAST 6 MONTHS, WHEN THERE WAS MORE THAN ONE CHOICE FOR YOUR TREATMENT OR HEALTH CARE, DID YOUR PROVIDER ASK YOU WHICH CHOICE WAS BEST FOR YOU? [ASKED IF Q35I = YES]
- 46 Q35L IN THE LAST 6 MONTHS, HOW OFTEN DID YOUR PROVIDER MAKE IT EASY FOR YOU TO ASK QUESTIONS OR RAISE CONCERNS?
- 47 Q35M IN THE LAST 6 MONTHS, HOW OFTEN DID A DOCTOR OR OTHER HEALTH PROVIDER TALK TOO FAST WHEN TALKING TO YOU?
- 48 Q35N IN THE LAST 6 MONTHS, HOW OFTEN DID A DOCTOR OR OTHER HEALTH PROVIDER INTERRUPT YOU WHEN YOU WERE TALKING?
- 49 Q35O 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?
- 50 Q35P IN THE LAST 6 MONTHS, DID YOU FEEL YOU COULD TRUST A DOCTOR OR OTHER HEALTH PROVIDER WITH YOUR MEDICAL CARE?

5. ACCESS TO DENTAL CARE

- 51 Q35Q A REGULAR DENTIST IS ONE YOU WOULD GO TO FOR CHECK-UPS AND CLEANINGS OR WHEN YOU HAVE A CAVITY OR TOOTH PAIN. DO YOU HAVE A REGULAR DENTIST?
- 52 Q35R IN THE LAST 6 MONTHS, IF YOU NEEDED TO SEE A DENTIST RIGHT AWAY BECAUSE OF A DENTAL EMERGENCY, DID YOU GET TO SEE A DENTIST AS SOON AS YOU WANTED?

PAGE	QUESTION	TITLE
6. ABOUT YOU		
53	Q36	IN GENERAL, HOW WOULD YOU RATE YOUR OVERALL HEALTH?
54	Q37	IN GENERAL, HOW WOULD YOU RATE YOUR OVERALL MENTAL OR EMOTIONAL HEALTH?
55	Q38	HAVE YOU HAD EITHER A FLU SHOT OR FLU SPRAY IN THE NOSE SINCE JULY 1, 2015?
56	Q39	DO YOU NOW SMOKE CIGARETTES OR USE TOBACCO EVERY DAY, SOME DAYS, OR NOT AT ALL?
57	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]
58	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]
59	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]
60	Q43	DO YOU TAKE ASPIRIN DAILY OR EVERY OTHER DAY?
61	Q44	DO YOU HAVE A HEALTH PROBLEM OR TAKE MEDICATION THAT MAKES TAKING ASPIRIN UNSAFE FOR YOU?
62	Q45	HAS A DOCTOR OR HEALTH PROVIDER EVER DISCUSSED WITH YOU THE RISKS AND BENEFITS OF ASPIRIN TO PREVENT HEART ATTACK OR STROKE?

PAGE	QUESTION	TITLE
63	Q46.1	ARE YOU AWARE THAT YOU HAVE ANY OF THE FOLLOWING CONDITIONS? RESPONSE: HIGH CHOLESTEROL
64	Q46.2	ARE YOU AWARE THAT YOU HAVE ANY OF THE FOLLOWING CONDITIONS? RESPONSE: HIGH BLOOD PRESSURE
65	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
66	Q47.1	HAS A DOCTOR EVER TOLD YOU THAT YOU HAVE ANY OF THE FOLLOWING CONDITIONS? RESPONSE: A HEART ATTACK
67	Q47.2	HAS A DOCTOR EVER TOLD YOU THAT YOU HAVE ANY OF THE FOLLOWING CONDITIONS? RESPONSE: ANGINA OR CORONARY HEART DISEASE
68	Q47.3	HAS A DOCTOR EVER TOLD YOU THAT YOU HAVE ANY OF THE FOLLOWING CONDITIONS? RESPONSE: A STROKE
69	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
70	Q48	IN THE LAST 6 MONTHS, DID YOU GET HEALTH CARE 3 OR MORE TIMES FOR THE SAME CONDITION OR PROBLEM?
71	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]
72	Q50	DO YOU NOW NEED OR TAKE MEDICINE PRESCRIBED BY A DOCTOR? DO NOT INCLUDE BIRTH CONTROL.
73	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]
74	NQ52	WHAT IS YOUR AGE? [BASED ON SURVEY RESPONSE OR ON SAMPLE DATA IF RESPONSE NOT GIVEN]
75	NQ53	ARE YOU MALE OR FEMALE? [BASED ON SURVEY RESPONSE OR ON SAMPLE DATA IF RESPONSE NOT GIVEN]
76	Q54	WHAT IS THE HIGHEST GRADE OR LEVEL OF SCHOOL THAT YOU HAVE COMPLETED?
77	Q55	ARE YOU OF HISPANIC OR LATINO ORIGIN OR DESCENT?
78	Q56.1	WHAT IS YOUR RACE? RESPONSE: WHITE
79	Q56.2	WHAT IS YOUR RACE? RESPONSE: BLACK OR AFRICAN-AMERICAN
80	Q56.3	WHAT IS YOUR RACE? RESPONSE: ASIAN
81	Q56.4	WHAT IS YOUR RACE? RESPONSE: NATIVE HAWAIIAN OR OTHER PACIFIC ISLANDER
82	Q56.5	WHAT IS YOUR RACE? RESPONSE: AMERICAN INDIAN OR ALASKA NATIVE
83	Q56.6	WHAT IS YOUR RACE? RESPONSE: OTHER
84	Q57	DID SOMEONE HELP YOU COMPLETE THIS SURVEY? [ASKED IF SURVEY COMPLETED BY MAIL]
85	Q58.1	HOW DID THAT PERSON HELP YOU? RESPONSE: READ THE QUESTIONS TO ME. [ASKED IF SURVEY COMPLETED BY MAIL AND Q57 = YES]

86 Q58.2 HOW DID THAT PERSON HELP YOU? RESPONSE: WROTE DOWN THE ANSWERS I GAVE. [ASKED IF SURVEY COMPLETED BY MAIL AND Q57 = YES]

87 Q58.3 HOW DID THAT PERSON HELP YOU? RESPONSE: ANSWERED THE QUESTIONS FOR ME. [ASKED IF SURVEY COMPLETED BY MAIL AND Q57 = YES]

88 Q58.4 HOW DID THAT PERSON HELP YOU? RESPONSE: TRANSLATED THE QUESTIONS INTO MY LANGUAGE. [ASKED IF SURVEY COMPLETED BY MAIL AND Q57 = YES]

89 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		
90	NQ13	RATING OF ALL HEALTH CARE [ASKED IF Q7 >= 1 TIME]
91	NQ23	RATING OF PERSONAL DOCTOR [ASKED IF Q15 = YES]
92	NQ27	RATING OF SPECIALIST SEEN MOST OFTEN [ASKED IF Q24 = YES AND Q26 >= 1 SPECIALIST]
93	NQ35	RATING OF HEALTH PLAN
9. COMPOSITES		
94		GETTING NEEDED CARE
95		GETTING CARE QUICKLY
96		HOW WELL DOCTORS COMMUNICATE
97		CUSTOMER SERVICE
98		SHARED DECISION MAKING
10. GLOBAL PROPORTION COMPOSITES		
99		GETTING NEEDED CARE (ALWAYS + USUALLY) -- GLOBAL PROPORTION COMPOSITE
100		GETTING CARE QUICKLY (ALWAYS + USUALLY) -- GLOBAL PROPORTION COMPOSITE
101		HOW WELL DOCTORS COMMUNICATE (ALWAYS + USUALLY) -- GLOBAL PROPORTION COMPOSITE
102		CUSTOMER SERVICE (ALWAYS + USUALLY) -- GLOBAL PROPORTION COMPOSITE
103		SHARED DECISION MAKING (YES) -- GLOBAL PROPORTION COMPOSITE

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

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

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

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

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

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

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

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

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

PAGE QUESTION TITLE

5. GETTING HEALTH CARE FROM SPECIALISTS

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

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

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

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

6. YOUR CHILD'S HEALTH PLAN

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

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

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

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

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

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

PAGE QUESTION TITLE

7. PRESCRIPTION MEDICINES

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

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

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

7. ACCESS TO DENTAL CARE

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

59 Q57B IN THE LAST 6 MONTHS, IF YOUR CHILD NEEDED TO SEE A DENTIST RIGHT AWAY BECAUSE OF A DENTAL EMERGENCY, DID HE/SHE GET TO SEE A DENTIST AS SOON AS YOU WANTED?

7. ADDITIONAL QUESTIONS

60 Q57C CHOICES FOR YOUR CHILD'S TREATMENT OR HEALTH CARE CAN INCLUDE CHOICES ABOUT MEDICINE, SURGERY, OR OTHER TREATMENT. IN THE LAST 6 MONTHS, DID YOUR PROVIDER TELL YOU THERE WAS MORE THAN ONE CHOICE FOR YOUR CHILD'S TREATMENT OR HEALTH CARE?

61 Q57D IN THE LAST 6 MONTHS, DID YOUR PROVIDER TALK WITH YOU ABOUT THE PROS AND CONS OF EACH CHOICE FOR YOUR CHILD'S TREATMENT OR HEALTH CARE? [ASKED IF Q57C = YES]

62 Q57E IN THE LAST 6 MONTHS, WHEN THERE WAS MORE THAN ONE CHOICE FOR YOUR CHILD'S TREATMENT OR HEALTH CARE, DID YOUR PROVIDER ASK YOU WHICH CHOICE WAS BEST FOR YOUR CHILD? [ASKED IF Q57C = YES]

63 Q57F IN THE LAST 6 MONTHS, HOW OFTEN DID YOUR PROVIDER CONSIDER AND RESPECT WHAT HEALTH CARE AND TREATMENT CHOICES YOU THOUGHT WORK BEST FOR YOUR CHILD? [ASKED IF Q57C = YES]

64 Q57G IN THE LAST 6 MONTHS, HOW OFTEN DID YOUR CHILD'S PROVIDER ENCOURAGE YOU TO ASK QUESTIONS AND RAISE CONCERNS? [ASKED IF Q57C = YES]

65 Q57H IN THE LAST 6 MONTHS, HOW OFTEN DID YOUR CHILD'S PROVIDER MAKE IT EASY FOR YOU TO ASK QUESTIONS AND RAISE CONCERNS? [ASKED IF Q57C = YES]

8. ABOUT YOUR CHILD AND YOU

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

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

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

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

70 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]

71 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?

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

73 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]

74 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?

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

76 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]

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

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

79 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]

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

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

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

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

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

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

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

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

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

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

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

91 Q78 WHAT IS YOUR AGE?

92 Q79 ARE YOU MALE OR FEMALE?

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

94 Q81 HOW ARE YOU RELATED TO THE CHILD?

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

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

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

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

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

100 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

101 NQ14 RATING OF ALL CHILD'S HEALTH CARE [ASKED IF Q7 >= 1 TIME]

102 NQ41 RATING OF CHILD'S PERSONAL DOCTOR [ASKED IF Q30 = YES]

103 NQ48 RATING OF SPECIALIST CHILD SAW MOST OFTEN [ASKED IF Q45 = YES AND Q47 >= 1 SPECIALIST]

104 NQ54 RATING OF CHILD'S HEALTH PLAN

10. COMPOSITES

105 GETTING NEEDED CARE

106 GETTING CARE QUICKLY

107 HOW WELL DOCTORS COMMUNICATE

108 CUSTOMER SERVICE

109 SHARED DECISION MAKING
110 ACCESS TO SPECIALIZED SERVICES

11. GLOBAL PROPORTION COMPOSITES

111 GETTING NEEDED CARE (ALWAYS + USUALLY) -- GLOBAL PROPORTION COMPOSITE
112 GETTING CARE QUICKLY (ALWAYS + USUALLY) -- GLOBAL PROPORTION COMPOSITE
113 HOW WELL DOCTORS COMMUNICATE (ALWAYS + USUALLY) -- GLOBAL PROPORTION COMPOSITE
114 CUSTOMER SERVICE (ALWAYS + USUALLY) -- GLOBAL PROPORTION COMPOSITE
115 SHARED DECISION MAKING (YES) -- GLOBAL PROPORTION COMPOSITE
116 ACCESS TO SPECIALIZED SERVICES (ALWAYS + USUALLY) -- GLOBAL PROPORTION COMPOSITE
117 PERSONAL DOCTOR WHO KNOWS CHILD (YES) -- GLOBAL PROPORTION COMPOSITE
118 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. Did you and a doctor or other health provider talk about the reasons you might want to take a medicine?
- Yes
 No
11. Did you and a doctor or other health provider talk about the reasons you might **not** want to take a medicine?
- Yes
 No
12. When you talked about starting or stopping a prescription medicine, did a doctor or other health provider ask you what you thought was best for you?
- Yes
 No

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

0 1 2 3 4 5 6 7 8 9 10

Worst Health Care Possible Best Health Care Possible

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

- Never
- Sometimes
- Usually
- Always

YOUR PERSONAL DOCTOR

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

- Yes
- No → Go to Question 24

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

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

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

- Never
- Sometimes
- Usually
- Always

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

- Never
- Sometimes
- Usually
- Always

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

- Never
- Sometimes
- Usually
- Always

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

- Never
- Sometimes
- Usually
- Always

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

- Yes
- No → Go to Question 23

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

- Never
- Sometimes
- Usually
- Always

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

0 1 2 3 4 5 6 7 8 9 10

Worst Personal Doctor Possible Best Personal Doctor Possible



GETTING HEALTH CARE FROM SPECIALISTS

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

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

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

- Yes
 No → *Go to Question 28*

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

- Never
 Sometimes
 Usually
 Always

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

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

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

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

YOUR HEALTH PLAN

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

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

- Yes
 No → *Go to Question 30*

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

- Never
 Sometimes
 Usually
 Always

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

- Yes
 No → *Go to Question 33*

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

- Never
 Sometimes
 Usually
 Always

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

- Never
 Sometimes
 Usually
 Always

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

- Yes
 No → *Go to Question 35*



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

- Never
- Sometimes
- Usually
- Always

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

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

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

- Yes
- No → *Go to Question 35c*

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

- Never
- Sometimes
- Usually
- Always

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

- Yes
- No → *Go to Question 35e*

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

- Never
- Sometimes
- Usually
- Always

ADDITIONAL QUESTIONS

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, did you visit a provider for a specific health issue?

- Yes
- No → *Go to Question 35i*

35f. How much effort was made to help you understand your health issue?

- No effort at all
- A little effort was made
- Some effort was made
- A lot of effort was made

35g. How much effort was made to listen to the things that matter most to you about your health issue?

- No effort at all
- A little effort was made
- Some effort was made
- A lot of effort was made

35h. How much effort was made to include what matters most to you in choosing what to do next?

- No effort at all
- A little effort was made
- Some effort was made
- A lot of effort was made

35i. Choices for your treatment or health care can include choices about medicine, surgery, or other treatment.

In the last 6 months, did this provider tell you there was more than one choice for your treatment or health care?

- Yes
- No → *Go to Question 35l*



35j. In the last 6 months, did your provider talk with you about the pros and cons of each choice for your treatment or health care?

- Yes
- No

35k. In the last 6 months, when there was more than one choice for your treatment or health care, did your provider ask you which choice was best for you?

- Yes
- No

35l. In the last 6 months, how often did your provider make it easy for you to ask questions or raise concerns?

- Never
- Sometimes
- Usually
- Always

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

35m. 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

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

- Never
- Sometimes
- Usually
- Always

35o. 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

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

- Yes, definitely
- Yes, somewhat
- No

ACCESS TO DENTAL CARE

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

- Yes
- No

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

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

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, 2015?

- Yes
- No
- Don't know

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

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

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

- Never
- Sometimes
- Usually
- Always

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

- Never
- Sometimes
- Usually
- Always

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

- Never
- Sometimes
- Usually
- Always

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

- Yes
- No
- Don't know

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

- Yes
- No
- Don't know

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

- Yes
- No

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

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

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

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



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

- Yes
- No → **Go to Question 50**

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

- Yes
- No

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

- Yes
- No → **Go to Question 52**

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

- Yes
- No

52. What is your age?

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

53. Are you male or female?

- Male
- Female

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

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

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

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

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

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

57. Did someone help you complete this survey?

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

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

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

THANK YOU

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

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

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



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

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

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

SURVEY INSTRUCTIONS

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

Correct
Mark 

Incorrect
Marks



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

- Yes → *Go to Question 1*
- No

↓ **START HERE** ↓

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

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

- Yes → *Go to Question 3*
- No

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



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

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

- 3. In the last 6 months, did your child have an illness, injury, or condition that needed care right away in a clinic, emergency room, or doctor's office?
 - Yes
 - No → *Go to Question 5*

- 4. In the last 6 months, when your child needed care right away, how often did your child get care as soon as he or she needed?
 - Never
 - Sometimes
 - Usually
 - Always

- 5. In the last 6 months, did you make any appointments for a check-up or routine care for your child at a doctor's office or clinic?
 - Yes
 - No → *Go to Question 7*

- 6. In the last 6 months, when you made an appointment for a check-up or routine care for your child at a doctor's office or clinic, how often did you get an appointment as soon as your child needed?
 - Never
 - Sometimes
 - Usually
 - Always

- 7. In the last 6 months, not counting the times your child went to an emergency room, how many times did he or she go to a doctor's office or clinic to get health care?
 - None → *Go to Question 16*
 - 1 time
 - 2
 - 3
 - 4
 - 5 to 9
 - 10 or more times

- 8. In the last 6 months, did you and your child's doctor or other health provider talk about specific things you could do to prevent illness in your child?
 - Yes
 - No

- 9. In the last 6 months, how often did you have your questions answered by your child's doctor or other health providers?
 - Never
 - Sometimes
 - Usually
 - Always

- 10. In the last 6 months, did you and your child's doctor or other health provider talk about starting or stopping a prescription medicine for your child?
 - Yes
 - No → *Go to Question 14*

- 11. Did you and a doctor or other health provider talk about the reasons you might want your child to take a medicine?
 - Yes
 - No



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

- Yes
- No

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

- Yes
- No

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

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

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

- Never
- Sometimes
- Usually
- Always

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

- Yes
- No → *Go to Question 19*

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

- Yes
- No → *Go to Question 19*

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

- Yes
- No

SPECIALIZED SERVICES

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

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

- Yes
- No → *Go to Question 22*

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

- Never
- Sometimes
- Usually
- Always

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

- Yes
- No

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

- Yes
- No → *Go to Question 25*



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

- Never
- Sometimes
- Usually
- Always

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

- Yes
- No

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

- Yes
- No → *Go to Question 28*

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

- Never
- Sometimes
- Usually
- Always

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

- Yes
- No

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

- Yes
- No → *Go to Question 30*

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

- Yes
- No

YOUR CHILD'S PERSONAL DOCTOR

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

- Yes
- No → *Go to Question 45*

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

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

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

- Never
- Sometimes
- Usually
- Always



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

38. In the last 6 months, did your child's personal doctor talk with you about how your child is feeling, growing, or behaving?
- Yes
 - No
39. In the last 6 months, did your child get care from a doctor or other health provider besides his or her personal doctor?
- Yes
 - No → *Go to Question 41*
40. In the last 6 months, how often did your child's personal doctor seem informed and up-to-date about the care your child got from these doctors or other health providers?
- Never
 - Sometimes
 - Usually
 - Always
41. Using any number from 0 to 10, where 0 is the worst personal doctor possible and 10 is the best personal doctor possible, what number would you use to rate your child's personal doctor?
- 0 1 2 3 4 5 6 7 8 9 10
 Worst Personal Best Personal
 Doctor Possible 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 57a*

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

- Never
- Sometimes
- Usually
- Always

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

- Yes
- No

ACCESS TO DENTAL CARE

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

- Yes
- No

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

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



ADDITIONAL QUESTIONS

57c. Choices for your child's treatment or health care can include choices about medicine, surgery, or other treatment. In the last 6 months, did your provider tell you there was more than one choice for your child's treatment or health care?

- Yes
- No → *Go to Question 58*

57d. In the last 6 months, did your provider talk with you about the pros and cons of each choice for your child's treatment or health care?

- Yes
- No

57e. In the last 6 months, when there was more than one choice for your child's treatment or health care, did your provider ask you which choice was best for your child?

- Yes
- No

57f. In the last 6 months, how often did your provider consider and respect what health care and treatment choices you thought work best for your child?

- Never
- Sometimes
- Usually
- Always

57g. In the last 6 months, how often did your child's provider encourage you to ask questions and raise concerns?

- Never
- Sometimes
- Usually
- Always

57h. In the last 6 months, how often did your child's provider make it easy for you to ask questions and raise concerns?

- Never
- Sometimes
- Usually
- Always

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 la encuesta no divulgará su información personal sin su permiso.

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

Si quiere recibir más información acerca de este estudio, llame al 1-888-506-5136 (aquellos con impedimentos de audición, favor llamar al 1-888-631-2097).

INSTRUCCIONES PARA EL CUESTIONARIO

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

Marca
Correcta 

Marca
Incorrecta   

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

Sí → *Pase a la Pregunta 1*
 No

↓ **COMIENCE AQUI** ↓

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

Sí → *Pase a la pregunta 3*
 No

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

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

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

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

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



LA ATENCIÓN MÉDICA QUE RECIBIÓ DE ESPECIALISTAS

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

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

Sí
 No → *Pase a la pregunta 28*

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

Nunca
 A veces
 La mayoría de las veces
 Siempre

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

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

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

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

SU PLAN DE SALUD

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

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

Sí
 No → *Pase a la pregunta 30*

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

Nunca
 A veces
 La mayoría de las veces
 Siempre

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

Sí
 No → *Pase a la pregunta 33*

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

Nunca
 A veces
 La mayoría de las veces
 Siempre

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

Nunca
 A veces
 La mayoría de las veces
 Siempre

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

Sí
 No → *Pase a la pregunta 35*

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

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

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

- | | | | | | | | | | | |
|-------------------------------|-----------------------|-----------------------|-----------------------|-----------------------|--------------------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |
| El peor plan de salud posible | | | | | El mejor plan de salud posible | | | | | |

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

- Sí
- No → *Pase a la pregunta 35c*

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

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

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

- Sí
- No → *Pase a la pregunta 35e*

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

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

PREGUNTAS ADICIONALES

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, ¿visitó usted a un profesional médico para un problema de salud específico?

- Sí
- No → *Pase a la pregunta 35i*

35f. ¿Cuánto esfuerzo se hizo para ayudarlo/a a entender su problema de salud?

- Ningún esfuerzo en absoluto
- Se hizo un poco de esfuerzo
- Se hizo algún esfuerzo
- Se hizo un gran esfuerzo

35g. ¿Cuánto esfuerzo se hizo para escuchar las cosas que más le importan a usted sobre su problema de salud?

- Ningún esfuerzo en absoluto
- Se hizo un poco de esfuerzo
- Se hizo algún esfuerzo
- Se hizo un gran esfuerzo

35h. ¿Cuánto esfuerzo se hizo para incluir lo que más le importa a usted en escoger que hacer próximamente?

- Ningún esfuerzo en absoluto
- Se hizo un poco de esfuerzo
- Se hizo algún esfuerzo
- Se hizo un gran esfuerzo

35i. Opciones para su tratamiento o atención médica pueden ser opciones sobre medicinas, cirugías u otros tratamientos. En los últimos 6 meses, ¿le dijo este profesional médico que había más de una opción para su tratamiento o atención médica?

- Sí
- No → *Pase a la pregunta 35l*

35j. En los últimos 6 meses, ¿habló su profesional médico con usted acerca de las ventajas y desventajas de cada opción de tratamiento o atención médica?

- Sí
- No



35k. En los últimos 6 meses, cuando había más de una opción de tratamiento o atención médica, ¿su profesional médico le preguntó cuál opción le convenía más a usted?

- Sí
- No

35l. En los últimos 6 meses, ¿con qué frecuencia le hizo fácil su profesional médico el hacer preguntas o plantear inquietudes?

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

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

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

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

35n. 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

35o. 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

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

- Sí, definitivamente
- Sí, algo
- No

ACCESO A CUIDADO DENTAL

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

- Sí
- No

35r. En los últimos 6 meses, si usted necesitó ver a un dentista de inmediato por una emergencia dental, ¿pudo ver usted a un dentista tan pronto como quería?

- Nunca
- A veces
- La mayoría de las veces
- Siempre
- Yo no tuve una emergencia dental en los últimos 6 meses

ACERCA DE USTED

36. En general, ¿cómo calificaría toda su salud?

- Excelente
- Muy buena
- Buena
- Regular
- Mala

37. En general, ¿cómo calificaría toda su salud mental o emocional?

- Excelente
- Muy buena
- Buena
- Regular
- Mala

38. Desde el 1 de julio del 2015, ¿le han puesto la vacuna para la influenza o gripe ya sea en inyección o con un rociador o espray nasal?

- Sí
- No
- No sé

39. Actualmente, ¿fuma cigarrillos o usa tabaco todos los días, algunos días o nunca?

- Todos los días
- Algunos días
- No fumo en absoluto → **Pase a la pregunta 43**
- No sé → **Pase a la pregunta 43**

40. En los últimos 6 meses, ¿qué tan seguido le aconsejó un doctor u otro profesional médico de su seguro que dejara de fumar o usar tabaco?

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

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

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

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

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

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

- Sí
- No
- No sé

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

- Sí
- No
- No sé

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

- Sí
- No

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

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

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

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

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

- Sí
- No → **Pase a la pregunta 50**

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

- Sí
- No

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

- Sí
- No → **Pase a la pregunta 52**



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

- Sí
- No

52. ¿Qué edad tiene?

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

53. ¿Es usted hombre o mujer?

- Hombre
- Mujer

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

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

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

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

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

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

57. ¿Le ayudó alguien a completar esta encuesta?

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

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

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

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

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

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



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

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

Si quiere recibir más información acerca de este estudio, llame al 1-888-506-5136 (aquellos con impedimentos de audición, favor llamar al 1-888-631-2097).

INSTRUCCIONES PARA EL CUESTIONARIO

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

Marca
Correcta ●

Marca
Incorrecta   

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

● Sí ➔ *Pase a la Pregunta 1*
○ No

↓ **COMIENCE AQUI** ↓

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

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

○ Sí ➔ *Pase a la pregunta 3*
○ No

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

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

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

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

Sí
 No → *Pase a la pregunta 5*

4. En los últimos 6 meses, cuando su niño necesitó atención inmediata, ¿con qué frecuencia atendieron a su niño tan pronto como él o ella lo necesitaba?

Nunca
 A veces
 La mayoría de las veces
 Siempre

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

Sí
 No → *Pase a la pregunta 7*

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

Nunca
 A veces
 La mayoría de las veces
 Siempre

7. En los últimos 6 meses, sin contar las veces en que su niño fue a una sala de emergencia, ¿cuántas veces fue su niño a un consultorio médico o a una clínica para que lo atendieran?

Ninguna vez → *Pase a la pregunta 16*
 1 vez
 2
 3
 4
 5 a 9
 10 veces o más

8. En los últimos 6 meses, ¿hablaron usted y el doctor u otro profesional médico de su niño sobre cosas específicas que usted podría hacer para prevenir que su niño se enferme?

Sí
 No

9. En los últimos 6 meses, ¿con qué frecuencia le contestaron sus preguntas los doctores u otros profesionales médicos de su niño?

Nunca
 A veces
 La mayoría de las veces
 Siempre

SERVICIOS ESPECIALIZADOS

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

- Sí
- No → *Pase a la pregunta 22*

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

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

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

- Sí
- No

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

- Sí
- No → *Pase a la pregunta 25*

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

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

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

- Sí
- No

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

- Sí
- No → *Pase a la pregunta 28*

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

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

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

- Sí
- No

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

- Sí
- No → *Pase a la pregunta 30*

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

- Sí
- No

EL DOCTOR PERSONAL DE SU NIÑO

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

- Sí
- No → *Pase a la pregunta 45*

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

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

31a. En los últimos 6 meses, ¿con qué frecuencia se le hizo difícil hablar o entender al doctor personal de su niño porque hablaban idiomas diferentes?

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

32. En los últimos 6 meses, ¿con qué frecuencia el doctor personal de su niño le explicó las cosas sobre la salud de su niño de una manera fácil de entender?

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

33. En los últimos 6 meses, ¿con qué frecuencia el doctor personal de su niño le escuchó a usted con atención?

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

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

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

35. ¿Su niño puede hablar con los doctores sobre su atención médica?

- Sí
- No → *Pase a la pregunta 37*

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

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



37. En los últimos 6 meses, ¿con qué frecuencia el doctor personal de su niño pasó suficiente tiempo con su niño?

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

38. En los últimos 6 meses, ¿habló el doctor personal de su niño con usted sobre cómo su niño se estaba sintiendo, estaba creciendo o se estaba comportando?

- Sí
- No

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

- Sí
- No → *Pase a la pregunta 41*

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

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

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?

- | | | | | | | | | | | |
|---------------------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|----------------------------------|-----------------------|-----------------------|-----------------------|
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |
| El peor doctor personal posible | | | | | | | El mejor doctor personal posible | | | |

42. ¿Tiene su niño alguna condición médica, de comportamiento u otra condición de salud que ha durado por más de 3 meses?

- Sí
- No → *Pase a la pregunta 45*

43. ¿El doctor o enfermera personal de su niño entiende cómo estas condiciones médicas, de comportamiento u otras condiciones de salud afectan la vida cotidiana de su niño?

- Sí
- No

44. ¿El doctor o enfermera personal de su niño entiende cómo estas condiciones médicas, de comportamiento u otras condiciones de salud afectan la vida cotidiana de su familia?

- Sí
- No



LA ATENCIÓN MÉDICA QUE RECIBIÓ DE ESPECIALISTAS

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

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

- Sí
- No → *Pase a la pregunta 49*

46. En los últimos 6 meses, ¿con qué frecuencia consiguió una cita con un especialista para su niño tan pronto como él o ella la necesitaba?

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

47. ¿Cuántos especialistas ha visto su niño en los últimos 6 meses?

- Ninguno → *Pase a la pregunta 49*
- 1 especialista
- 2
- 3
- 4
- 5 especialistas o más

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

- | | | | | | | | | | | |
|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |
| El peor | | | | | | | | El mejor | | |
| especialista | | | | | | | | especialista | | |
| posible | | | | | | | | posible | | |

EL PLAN DE SALUD DE SU NIÑO

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

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

- Sí
- No → *Pase a la pregunta 52*

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

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

PREGUNTAS ADICIONALES

57c. Las opciones de tratamiento o atención médica para su niño pueden incluir opciones sobre medicinas, cirugía u otro tratamiento.

En los últimos 6 meses, ¿le dijo su profesional médico que había más de una opción para el tratamiento o atención médica de su niño?

- Sí
- No → *Pase a la pregunta 58*

57d. En los últimos 6 meses, ¿le habló su profesional médico acerca de las cosas buenas y las cosas malas de cada opción de tratamiento o de atención médica de su niño?

- Sí
- No

57e. En los últimos 6 meses, cuando había más de una opción de tratamiento o de atención médica para su niño, ¿su profesional médico le preguntó cuál opción le convenía más a su niño?

- Sí
- No

57f. En los últimos 6 meses, ¿con qué frecuencia su profesional médico considero y respeto las opciones de atención médica que usted penso funcionarían mejor para su niño?

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

57g. En los últimos 6 meses, ¿con qué frecuencia el profesional médico de su niño le animo a usted a hacer preguntas y plantear inquietudes?

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

57h. En los últimos 6 meses, ¿con qué frecuencia el profesional médico de su niño le hizo fácil a usted el hacer preguntas y plantear inquietudes?

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

ACERCA DE USTED Y DE SU NIÑO

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

- Excelente
- Muy buena
- Buena
- Regular
- Mala

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

- Excelente
- Muy buena
- Buena
- Regular
- Mala

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

- Sí
- No → *Pase a la pregunta 63*

61. ¿Es esto debido a alguna condición médica, de comportamiento u otra condición de salud?
- Sí
 No → *Pase a la pregunta 63*
62. ¿Es ésta una condición que ha durado o que se espera que dure por lo menos 12 meses?
- Sí
 No
63. ¿Necesita o usa su niño más servicios médicos, de salud mental o educativos de lo que es normal para la mayoría de los niños de la misma edad?
- Sí
 No → *Pase a la pregunta 66*
64. ¿Es esto debido a alguna condición médica, de comportamiento u otra condición de salud?
- Sí
 No → *Pase a la pregunta 66*
65. ¿Es ésta una condición que ha durado o que se espera que dure por lo menos 12 meses?
- Sí
 No
66. ¿Está su niño limitado o impedido de alguna manera en su habilidad de hacer lo que pueden hacer la mayoría de los niños de la misma edad?
- Sí
 No → *Pase a la pregunta 69*

67. ¿Es esto debido a alguna condición médica, de comportamiento u otra condición de salud?
- Sí
 No → *Pase a la pregunta 69*
68. ¿Es ésta una condición que ha durado o que se espera que dure por lo menos 12 meses?
- Sí
 No
69. ¿Necesita o recibe su niño terapia especial, tal como terapia física, ocupacional o del habla?
- Sí
 No → *Pase a la pregunta 72*
70. ¿Es esto debido a alguna condición médica, de comportamiento u otra condición de salud?
- Sí
 No → *Pase a la pregunta 72*
71. ¿Es ésta una condición que ha durado o que se espera que dure por lo menos 12 meses?
- Sí
 No
72. ¿Tiene su niño algún problema emocional, de desarrollo o de comportamiento, para el cual necesita o recibe tratamiento o consejería?
- Sí
 No → *Pase a la pregunta 74*
73. ¿Ha durado este problema o se espera que dure por lo menos 12 meses?
- Sí
 No

74. ¿Qué edad tiene su niño?

Menos de un año

AÑOS (escriba la respuesta)

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

Masculino

Femenino

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

Sí, hispano o latino

No, ni hispano ni latino

77. ¿A qué raza pertenece su niño?
Marque una o más.

Blanca

Negra o afroamericana

Asiática

Nativo de Hawái o de otras islas del Pacífico

Indígena americano o nativo de Alaska

Otra (Por favor escriba en letra de molde)

78. ¿Qué edad tiene usted?

Menos de 18 años

18 a 24

25 a 34

35 a 44

45 a 54

55 a 64

65 a 74

75 años o más

79. ¿Es usted hombre o mujer?

Hombre

Mujer

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

8 años de escuela o menos

9 a 12 años de escuela, pero sin graduarse

Graduado de la escuela secundaria (high school), Diploma de escuela secundaria, preparatoria, o su equivalente (o GED)

Algunos cursos universitarios o un título universitario de un programa de 2 años

Título universitario de 4 años

Título universitario de más de 4 años

81. ¿Qué relación tiene con el niño?

Madre o padre

Abuelo o abuela

Tía o tío

Hermano o hermana mayor

Otro familiar

Tutor legal del niño

Otra persona

82. ¿Le ayudó alguien a completar esta encuesta?

Sí → **Pase a la pregunta 83**

No → **Gracias. Por favor devuelva esta encuesta en el sobre con el porte o franqueo pagado.**

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

Me leyó las preguntas

Anotó las respuestas que le di

Contestó las preguntas por mí

Tradujo las preguntas a mi idioma

Me ayudó de otra forma (Por favor escriba en letra de molde)

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

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

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



DIAL.SCREEN

DS. INTERVIEWER: YOU MAY DO THE INTERVIEW WITH ONLY THE NAMED
RESPONDENT.

PHONE NUMBER ---> [1 CELL PHONE - HAND DIAL ([AREA\$]) [FRST3\$] -
[LAST4\$] /*** ***-****]

(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

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

Q1. / MEMBER

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

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

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

DK/REFUSAL/NOT ASCERTAINED

NPLNAME

Q2. / NPLNAME

What is the name of your health plan?

("DK" NOT ALLOWED)

[ENTER 1 IF R SAYS Oregon Health Plan]

[(ENTER 5 IF R SAYS: MEDICAID)]

(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

Q2a. / PLNAME

(IWER: ENTER NAME OF HEALTH PLAN)

(VERIFY SPELLING BEFORE CONTINUING)

CK.PLMSTCR:

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

INTRO.INCARE

INTRO.INCARE

Now I'm going to ask you some questions about your own 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

Q3. / 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

Q4. / 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

Q5. / 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

Q6. / APGET4

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? Would you say...

(READ LIST)

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

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

OFCTIM4

Q7. / OFCTIM4

In the last 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 THEN GO TO PRSNLD4

PRVENT5

Q8. / PRVENT5

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

NRXWHY

10. / NRXWHY

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

- 1. YES
- 2. NO

DK/REFUSAL/NOT ASCERTAINED

NRXWYNT

11. / NRXWYNT

Did you and a doctor or other health provider talk about the reasons you might NOT want to take a medicine?

- 1. YES
- 2. NO

DK/REFUSAL/NOT ASCERTAINED

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

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 --> 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

DK/REFUSAL/NOT ASCERTAINED

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 IF A PARTICULAR TYPE OF DOCTOR IS A SPECIALIST, CLARIFY, "I don't have any information about that, so please just interpret it however it seems best to you.")

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

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

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

PRBSEE4

25. / 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

DK/REFUSAL/NOT ASCERTAINED

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 -----> CLCSRV4

DK/REFUSAL/NOT ASCERTAINED --> CLCSRV4

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)

CLCSRV4

30. / CLCSRV4

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

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

DK/REFUSAL/NOT ASCERTAINED --> PLPRWK4

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

DK/REFUSAL/NOT ASCERTAINED

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?

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?

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?

1. YES
 2. NO -----> 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?

1. NEVER
 2. SOMETIMES
 3. USUALLY
 4. ALWAYS
- DK/REFUSAL/NOT ASCERTAINED

INTRO.SHLTHIS

INTRO.SHLTHIS

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. Please keep this in mind as you answer the following questions.

SHLTHIS

35e. / SHLTHIS

In the last 6 months, did you visit a provider for a specific health issue?

- 1. YES
- 2. NO -----> CHTREAT

DK/REFUSAL/NOT ASCERTAINED --> CHTREAT

EUNDER

35f. / EUNDER

How much effort was made to help you understand your health issue? Would you say...?

(READ LIST)

- 1. NO EFFORT AT ALL,
 - 2. A LITTLE EFFORT WAS MADE,
 - 3. SOME EFFORT WAS MADE, or
 - 4. A LOT OF EFFORT WAS MADE
- DK/REFUSAL/NOT ASCERTAINED

ELISTEN

35g. / ELISTEN

How much effort was made to listen to the things that matter most to you about your health issue?

(READ LIST IF NECESSARY)

- 1. NO EFFORT AT ALL,
- 2. A LITTLE EFFORT WAS MADE,
- 3. SOME EFFORT WAS MADE, or
- 4. A LOT OF EFFORT WAS MADE

DK/REFUSAL/NOT ASCERTAINED

EINCLUD

35h. / EINCLUD

How much effort was made to include what matters most to you in choosing what to do next?

(READ LIST IF NECESSARY)

- 1. NO EFFORT AT ALL,
- 2. A LITTLE EFFORT WAS MADE,
- 3. SOME EFFORT WAS MADE, or
- 4. A LOT OF EFFORT WAS MADE

DK/REFUSAL/NOT ASCERTAINED

CHTREAT

35i. / CHTREAT

Choices for your treatment or health care can include choices about medicine, surgery, or other treatment.

In the last 6 months, did this provider tell you there was more than one choice for your treatment or health care?

1. YES
2. NO -----> RESPCHT

DK/REFUSAL/NOT ASCERTAINED --> RESPCHT

PCTREAT

35j. / PCTREAT

In the last 6 months, did your provider talk with you about the pros and cons of each choice for your treatment or health care?

1. YES
 2. NO
- DK/REFUSAL/NOT ASCERTAINED

BSTREAT

35k. / BSTREAT

In the last 6 months, when there was more than one choice for your treatment or health care, did your provider ask you which choice was best for you ?

1. YES
 2. NO
- DK/REFUSAL/NOT ASCERTAINED

EASYQC

35l. / EASYQC

In the last 6 months, how often did your provider make it easy for you to ask questions or raise concerns? Would you say...?

(READ LIST)

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

DK/REFUSAL/NOT ASCERTAINED

DTLKTF

35m. / DTLKTF

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, or
4. ALWAYS?

DK/REFUSAL/NOT ASCERTAINED

DINTER

35n. / DINTER

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

(READ LIST IF NECESSARY)

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

DK/REFUSAL/NOT ASCERTAINED

DRRUDE

35o. / 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? Would you say...?

(READ LIST IF NECESSARY)

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

DK/REFUSAL/NOT ASCERTAINED

TRUSTDR

35p. / TRUSTDR

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

(READ LIST)

1. YES DEFINITELY,
2. YES SOMEWHAT, OR
3. NO?

DK/REFUSAL/NOT ASCERTAINED

REGDENT

35q. / REGDENT

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

1. YES
 2. NO
- DK/REFUSAL/NOT ASCERTAINED

DNTASAP

35r.

In the last 6 months, if you needed to see a dentist right away because of a DENTAL EMERGENCY, did you get to see a dentist as soon as you wanted?

1. NEVER,
2. SOMETIMES,
3. USUALLY, OR
4. ALWAYS?
5. I DID NOT HAVE A DENTAL EMERGENCY IN THE LAST 6 MONTHS (DO NOT READ)

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, 2015?

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 if you have this condition?")

1. YES
2. NO

DK/REFUSAL/NOT ASCERTAINED

INTRO.DRCOND
INTRO.DRCOND

When I read the following list, please tell me if a doctor has ever told you that you have any of these conditions.

PHDRCD.(1-4)
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 --> TKMED

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 --> QAGE4

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

QAGE4

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

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

DIAL.SCREEN

DS. INTERVIEWER: YOU MAY DO THE INTERVIEW WITH ONLY THE PARENT OR GUARDIAN WHO KNOWS MOST ABOUT FNAME LNAME'S HEALTH CARE.
PHONE NUMBER ---> [1 CELL PHONE - HAND DIAL ([AREA\$]) [FRST3\$] - [LAST4\$] /*** ***-****]

(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 NEWNUMBER 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

Q1. / MEMBER

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

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

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

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

DK/REFUSAL/NOT ASCERTAINED

NPLNAME

Q2. / NPLNAME

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

("DK" NOT ALLOWED)

[ENTER 1 IF R SAYS Oregon Health Plan]

[(ENTER 5 IF R SAYS: MEDICAID)]

(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

Q2a. / PLNAME

(IWER: ENTER NAME OF HEALTH PLAN)

(VERIFY SPELLING BEFORE CONTINUING)

CK.PLMSTCR:

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

INTRO.INCARE

INTRO.INCARE

Now I'm going to ask you some questions about your 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

Q3. / 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

Q4. / 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

Q5. / 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

Q6. / 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

Q7. / 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 THEN GO TO CHSCHL

PRVENT5

Q8. / 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 doctor or other health providers? Would you say...

(READ LIST)

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

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

RXSTP

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

NRXWHY

11. / NRXWHY

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

1. YES
2. NO

DK/REFUSAL/NOT ASCERTAINED

NRXWYNT

12. / NRXWYNT

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

1. YES
2. NO

DK/REFUSAL/NOT ASCERTAINED

RXBST

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

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

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, OR
4. ALWAYS?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

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? Would you say...?

(READ LIST)

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

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

DRLSTN4

33. / DRLSTN4

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

(READ LIST)

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

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

DRESPU4

34. / DRESPU4

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

(READ LIST)

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

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

CABLTLK

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

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

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 --> 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

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 IF A PARTICULAR TYPE OF DOCTOR IS A SPECIALIST, CLARIFY, "I don't have any information about that, so please just interpret it however it seems best to you.")

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

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

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

PRBSEE4

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

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

DK/REFUSAL/NOT ASCERTAINED

CHPRES

55. / CHPRES

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

1. YES
2. NO -----> REGDENT

DK/REFUSAL/NOT ASCERTAINED --> REGDENT

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

REGDENT

57a. / REGDENT

A regular dentist is one you would go to for check-ups and cleanings or when [he/she] has a cavity or tooth pain.

Does your child have a regular dentist?

1. YES
2. NO

DK/REFUSAL/NOT ASCERTAINED

DNTASAP

57b. / DNTASAP

In the last 6 months, if your child needed to see a dentist right away because of a DENTAL EMERGENCY, did [he/she] get to see a dentist as soon as you wanted? Would you say...?

1. NEVER,
2. SOMETIMES,
3. USUALLY, OR
4. ALWAYS?
5. DID NOT HAVE A DENTAL EMERGENCY IN THE LAST 6 MONTHS (DO NOT READ)

DK/REFUSAL/NOT ASCERTAINED

CHTREAT

57c. / CHTREAT

Choices for your child's treatment or health care can include choices about medicine, surgery, or other treatment.

In the last 6 months, did your provider tell you there was more than one choice for your child's treatment or health care?

1. YES
2. NO -----> RESPCHT

DK/REFUSAL/NOT ASCERTAINED --> RESPCHT

PCTREAT

57d. / PCTREAT

In the last 6 months, did your provider talk with you about the pros and cons of each choice for your child's treatment or health care?

1. YES
2. NO

DK/REFUSAL/NOT ASCERTAINED

BSTREAT

57e. / BSTREAT

In the last 6 months, when there was more than one choice for your child's treatment or health care, did your provider ask you which choice was best for your child?

1. YES
2. NO

DK/REFUSAL/NOT ASCERTAINED

RESPCHT

57f. / RESPCHT

In the last 6 months, how often did your child's provider respect what health care and treatment choices you thought work best for your child? Would you say...?

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

DK/REFUSAL/NOT ASCERTAINED

ENCORQC

57g. / ENCORQC

In the last 6 months, how often did your child's provider encourage you to ask questions and raise concerns? Would you say...?

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

DK/REFUSAL/NOT ASCERTAINED

EASYQC

57h. / EASYQC

In the last 6 months, how often did your child's provider make it easy for you to ask questions and raise concerns? Would you say...?

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

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

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

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.