



Columbia Pacific CCO
CAHPS® 5.0 Medicaid Survey

Banner Book Report

June 2015



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METHODOLOGY

Introduction

This banner book report summarizes the results of the 2015 CAHPS® Medicaid survey of Columbia Pacific CCO members. Columbia Pacific CCO is one of 17 CCOs that participated in the survey. It was administered over a 10-week period using a mixed-mode (mail and telephone) five-wave protocol. This protocol consisted of a pre-notification letter, an initial survey mailing and reminder postcard to all respondents, followed by a second survey mailing and reminder postcard to non-respondents. Phone follow-up was conducted for members who had not responded to the mailings. Respondents were surveyed in English and Spanish. DataStat administered the survey under contract with the State of Oregon Department of Human Services.

Survey Milestones

| | |
|------------------------------------|-------------------|
| Pre-notification letters mailed: | February 19, 2015 |
| 1st mailing of survey packets: | February 26, 2015 |
| 1st mailing of reminder postcards: | March 5, 2015 |
| 2nd mailing of survey packets: | March 24, 2015 |
| 2nd mailing of reminder postcards: | April 2, 2015 |
| Phone follow-up start: | April 9, 2015 |
| Mail and phone field terminated: | May 4, 2015 |

Sampling

The sampling plan for the adult and child surveys called for a random sample of 900 eligible members per CCO in each age group. Adults were defined as members aged 18 years or older and children as 17 years old or younger, both as of December 31, 2014. To be eligible, members had to have been enrolled in Oregon Health Plan for at least six months as of December 31, 2014. The final selected sample consisted of 15,300 adult OHP enrollees and 15,300 child OHP enrollees.

Questionnaires

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

Selection of Cases for Analysis

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

Composites, Overall Ratings, and Measures for Reporting

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

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

Composite: Getting Needed Care

Q14/15. 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

Q29/34. Personal doctor showed respect for what you had to say

Q20/37. Personal doctor spent enough time with you

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

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

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

Sample Disposition

| Category | Adult | | Child | |
|--|----------------------|--------------|----------------------|--------------|
| | Columbia Pacific CCO | Overall | Columbia Pacific CCO | Overall |
| **First mailing - sent | 900 | 15300 | 900 | 15300 |
| *First mailing - usable survey returned | 214 | 3240 | 132 | 2377 |
| Second mailing - sent | 669 | 12007 | 744 | 12648 |
| *Second mailing - usable survey returned | 45 | 979 | 58 | 987 |
| *Phone - usable surveys | 65 | 1234 | 105 | 1999 |
| Total - usable surveys | 324 | 5453 | 295 | 5363 |
| †Ineligible: According to population criteria‡ | 19 | 261 | 15 | 158 |
| †Ineligible: Deceased | 3 | 39 | 0 | 1 |
| †Ineligible: Mentally or physically unable to complete survey | 8 | 207 | 0 | 0 |
| †Ineligible: Language barrier | 1 | 52 | 1 | 40 |
| Incorrect address AND incorrect phone number | 64 | 1173 | 81 | 1296 |
| Refusal/Returned survey blank | 53 | 667 | 52 | 729 |
| Nonresponse - Unavailable by mail or phone | 428 | 7448 | 456 | 7713 |
| Adjusted Response Rate | 37.3% | 37.0% | 33.4% | 35.5% |

*Included in response rate numerator

†Excluded from adjusted response rate denominator

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

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

Response/Non-Response Comparison

Presented below is a comparison, by age and gender within each age category, of respondents and non-respondents, all of whom were part of the random sample for the Oregon CAHPS© 2015 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 | 210 43.7% | 132 40.7% | -2.92% |
| Female | 271 56.3% | 192 59.3% | 2.92% |
| 18-24 | 95 19.8% | 30 9.3% | -10.49% |
| 25-34 | 128 26.6% | 44 13.6% | -13.03% |
| 35-44 | 105 21.8% | 52 16.0% | -5.78% |
| 45-54 | 81 16.8% | 81 25.0% | 8.16% |
| 55-64 | 59 12.3% | 104 32.1% | 19.83% |
| 65-74 | 11 2.3% | 11 3.4% | 1.11% |
| 75 or Older | 2 0.4% | 2 0.6% | 0.20% |

Child

| Gender / Age | Non-Respondents | Respondents | Difference |
|--------------|-----------------|--------------|------------|
| Male | 265 52.2% | 156 52.9% | 0.72% |
| Female | 243 47.8% | 139 47.1% | -0.72% |
| <3 | 88 17.3% | 63 21.4% | 4.03% |
| 4-7 | 129 25.4% | 78 26.4% | 1.05% |
| 8-12 | 154 30.3% | 79 26.8% | -3.54% |
| 13 or older | 137 27.0% | 75 25.4% | -1.54% |

Q1 OUR RECORDS SHOW THAT YOU ARE NOW IN <COLUMBIA PACIFIC CCO>. IS THAT RIGHT?

| | COPA TOT ADLT | OHP TOT ADLT | AGE | | | | | | RACE | | | | | | ETHNIC- ITY | | HEALTH STATUS | | GENDER | | |
|-----------------------|---------------------|--------------------|----------------|----------------|----------------|----------------|----------------|-------------------|--------------------|------------|-----------------------------|----------------------|------------|------------|---------------------------|--|-------------------|-------------|--------|------|------|
| | | | 18 TO 24 | 25 TO 34 | 35 TO 44 | 45 TO 54 | 55 TO 64 | 65 AND OVER | BLCK OR AFR- | AS- IAN | NATV HAW/ PAC ILND | AMER IND/ ALSK | MUL- TI | HIS- IC | NOT HIS- PAN- IC | EX & VERY GOOD & FAIR & POOR | GOOD & POOR | FE- MALE | MALE | | |
| Q1 YES | 318 | 5345 | 23 | 45 | 48 | 74 | 100 | 15 | 266 | 1 | 3 | | 3 | 8 | 16 | 14 | 288 | 207 | 98 | 120 | 185 |
| | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | ~ | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |
| NOT ANSWERED | 6 | 108 | 1 | 1 | | 1 | 2 | | 4 | | | | 1 | | | | 5 | 5 | | 4 | 1 |
| VALID CASES | 318 | 5345 | 23 | 45 | 48 | 74 | 100 | 15 | 266 | 1 | 3 | | 3 | 8 | 16 | 14 | 288 | 207 | 98 | 120 | 185 |
| NUMBER OF RESPONDENTS | 324 | 5453 | 24 | 46 | 48 | 75 | 102 | 15 | 270 | 1 | 3 | 1 | 3 | 8 | 16 | 14 | 293 | 212 | 98 | 124 | 186 |
| | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |

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

| | COPA TOT ADLT | OHP TOT ADLT | AGE | | | | | RACE | | | | | | ETHNIC- ITY | | HEALTH STATUS | | GENDER | | | |
|-----------------------|---------------------|--------------------|----------------|----------------|----------------|----------------|----------------|-------------------|--------------------|------------|----------------------|----------------------|------------|----------------|---------------------------|--|--------------------------------|-------------|-------------|-------------|------------|
| | | | 18 TO 24 | 25 TO 34 | 35 TO 44 | 45 TO 54 | 55 TO 64 | 65 AND OVER | BLCK OR AFR- | AS- IAN | NATV HAW/ ILND | AMER IND/ ALSK | MUL- TI | HIS- IC | NOT HIS- PAN- IC | EX & VERY GOOD & FAIR & POOR | GOOD & FAIR & POOR | FE- MALE | MALE | | |
| Q3 YES | 136 43% | 2233 43% | 5 21%~ | 17 37%~ | 26 57%~ | 37 50% | 41 41% | 4 27%~ | 112 42%~ | 1 100%~ | | 2 ~ | 3 ~ | 6 67%~ | 6 43%~ | 123 43%~ | 73 35%* | 56 58%* | 42 34%* | 88 48%* | |
| NO | 179 57% | 2997 57% | 19 79%~ | 29 63%~ | 20 43%~ | 37 50% | 59 59% | 11 73%~ | 154 58%~ | | 3 ~100%~ | 1 ~100%~ | 1 33%~ | 4 57%~ | 10 62%~ | 8 57%~ | 165 57%~ | 135 65%* | 41 42%* | 80 66%* | 95 52%* |
| NOT ANSWERED | 9 | 223 | | | 2 | 1 | 2 | | 4 | | | | 1 | | 5 | | 4 | 1 | 2 | 3 | |
| VALID CASES | 315 | 5230 | 24 | 46 | 46 | 74 | 100 | 15 | 266 | 1 | 3 | 1 | 3 | 7 | 14 | 288 | 208 | 97 | 122 | 183 | |
| NUMBER OF RESPONDENTS | 324 100% | 5453 100% | 24 100% | 46 100% | 48 100% | 75 100% | 102 100% | 15 100% | 270 100% | 1 100% | 3 100% | 1 100% | 3 100% | 8 100% | 16 100% | 293 100% | 212 100% | 98 100% | 124 100% | 186 100% | |

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

| | | | AGE | | | | | | RACE | | | | | | ETHNICITY | | HEALTH STATUS | | GENDER | | |
|-------------------------|----------------|---------------|-----------|------------|------------|------------|------------|-------------|------------------|------------|----------------|----------------|-----------|------------|-----------|-------------|------------------|-------------|------------|------------|------------|
| | COPA TOT ADULT | OHP TOT ADULT | 18 TO 24 | 25 TO 34 | 35 TO 44 | 45 TO 54 | 55 TO 64 | 65 AND OVER | BLCK OR AFR- WHT | AS- IAN | NATV HAW/ ILND | AMER IND/ ALSK | MUL- OTHR | TI | HIS- IC | NOT HIS- IC | EX & VERY GOOD & | FAIR & POOR | MALE | FE- MALE | |
| Q4 NEVER | 1 0.9% | 63 3%* | ~ | ~ | 4%~ | ~ | ~ | ~ | 1%~ | ~ | ~ | ~ | ~ | ~ | ~ | 1%~ | ~ | 2%~ | ~ | 1%~ | |
| SOMETIMES | 20 17% | 285 14% | 1 20%~ | 3 21%~ | 3 13%~ | 7 25%~ | 3 8%~ | 1 25%~ | 16 17%~ | ~ | ~ | ~ | 1 50%~ | 1 20%~ | 1 ~ | 18 17%~ | 8 13% | 10 21%~ | 3 9%~ | 15 20%~ | |
| USUALLY | 28 24% | 563 28% | ~ | 4 29%~ | 5 21%~ | 10 36%~ | 7 19%~ | 1 25%~ | 23 24%~ | ~ | ~ | ~ | 1 33%~ | 2 40%~ | 2 ~ | 1 17%~ | 25 24%~ | 14 22% | 13 28%~ | 9 26%~ | 18 24%~ |
| ALWAYS | 68 58% | 1115 55% | 4 80%~ | 7 50%~ | 15 62%~ | 11 39%~ | 26 72%~ | 2 50%~ | 54 57%~ | 1 100%~ | ~ | ~ | 1 50%~ | 2 67%~ | 2 40%~ | 5 83%~ | 60 58%~ | 42 66% | 23 49%~ | 23 66%~ | 42 55%~ |
| #ALWAYS + USUALLY (NET) | 96 82% | 1678 83% | 4 80%~ | 11 79%~ | 20 83%~ | 21 75%~ | 33 92%~ | 3 75%~ | 77 82%~ | 1 100%~ | ~ | ~ | 1 50%~ | 3 100%~ | 4 80%~ | 6 100%~ | 85 82%~ | 56 88% | 36 77%~ | 32 91%~ | 60 79%~ |
| TOP BOX SCORE | 68 58% | 1115 55% | 4 80%~ | 7 50%~ | 15 62%~ | 11 39%~ | 26 72%~ | 2 50%~ | 54 57%~ | 1 100%~ | ~ | ~ | 1 50%~ | 2 67%~ | 2 40%~ | 5 83%~ | 60 58%~ | 42 66% | 23 49%~ | 23 66%~ | 42 55%~ |
| NOT ANSWERED | 19 | 220 | | 3 | 2 | 9 | 5 | | 18 | | | | | 1 | | 19 | 9 | 9 | 7 | 12 | |
| VALID CASES | 117 | 2026 | 5 | 14 | 24 | 28 | 36 | 4 | 94 | 1 | | | 2 | 3 | 5 | 6 | 104 | 64 | 47 | 35 | 76 |
| NUMBER OF RESPONDENTS | 136 100% | 2246 100% | 5 100% | 17 100% | 26 100% | 37 100% | 41 100% | 4 100% | 112 100% | 1 100% | | | 2 100% | 3 100% | 6 100% | 6 100% | 123 100% | 73 100% | 56 100% | 42 100% | 88 100% |

[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?

| | COPA TOT ADLT | OHP TOT ADLT | AGE | | | | | | RACE | | | | | | ETHNIC- ITY | | HEALTH STATUS | | GENDER | | |
|-----------------------|---------------------|--------------------|----------------|----------------|----------------|----------------|----------------|-------------------|--------------------|------------|---------------------|----------------------|------------|------------|----------------|-------------------|--|-------------|-------------|-------------|-------------|
| | | | 18 TO 24 | 25 TO 34 | 35 TO 44 | 45 TO 54 | 55 TO 64 | 65 AND OVER | BLCK OR AFR- | AS- IAN | NATV HAW/ PAC | AMER IND/ ALSK | MUL- TI | OTH- | HIS- IC | NOT HIS- IC | EX & VERY GOOD & FAIR & POOR | FE- MALE | FE- MALE | | |
| Q5 YES | 214 68% | 3616 70% | 11 46%~ | 26 57%~ | 36 75%~ | 52 70% | 70 71% | 13 87%~ | 178 67%~ | 1 100%~ | 3 100%~ | 2 ~ | 6 67%~ | 10 75%~ | 62%~ | 8 57%~ | 198 69%~ | 129 62%* | 78 81%* | 72 60%* | 135 73%* |
| NO | 100 32% | 1586 30% | 13 54%~ | 20 43%~ | 12 25%~ | 22 30% | 28 29% | 2 13%~ | 87 33%~ | ~ | ~ | 1 ~100%~ | 1 33%~ | 2 25%~ | 6 38%~ | 6 43%~ | 91 31%~ | 80 38%* | 18 19%* | 49 40%* | 49 27%* |
| NOT ANSWERED | 10 | 251 | | | | 1 4 | 4 | | 5 | | | | | | | 4 | 3 | 2 | 3 | 2 | |
| VALID CASES | 314 | 5202 | 24 | 46 | 48 | 74 | 98 | 15 | 265 | 1 | 3 | 1 | 3 | 8 | 16 | 14 | 289 | 209 | 96 | 121 | 184 |
| NUMBER OF RESPONDENTS | 324 100% | 5453 100% | 24 100% | 46 100% | 48 100% | 75 100% | 102 100% | 15 100% | 270 100% | 1 100% | 3 100% | 1 100% | 3 100% | 8 100% | 16 100% | 14 100% | 293 100% | 212 100% | 98 100% | 124 100% | 186 100% |

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?

| | COPA TOT ADULT | OHP TOT ADULT | AGE | | | | | | RACE | | | | | | ETHNICITY | | HEALTH STATUS | | GENDER | | | |
|-------------------------|----------------|---------------|----------|----------|----------|----------|----------|-------------|-------------|---------|----------------|----------------|---------|---------|------------------|------------------------------|--------------------|------|----------|------|------|------|
| | | | 18 TO 24 | 25 TO 34 | 35 TO 44 | 45 TO 54 | 55 TO 64 | 65 AND OVER | BLK OR AFR- | AS- IAN | NATV HAW/ ILND | AMER IND/ ALSK | MUL- TI | HIS- IC | NOT HIS- PAN- IC | EX & VERY GOOD & FAIR & POOR | GOOD & FAIR & POOR | MALE | FE- MALE | | | |
| Q6 NEVER | 7 4% | 100 3% | ~ | ~ | ~ | 6% | 7% | ~ | 4% | ~ | ~ | ~ | ~ | 17% | ~ | ~ | 4% | 3% | 4% | 6% | 4% | 3% |
| SOMETIMES | 33 17% | 562 17% | 36% | 30% | 12% | 14% | 13% | 18% | 16% | ~ | 33% | ~ | ~ | 17% | 11% | 25% | 17% | 20% | 13% | 13% | 19% | 16% |
| USUALLY | 58 30% | 870 27% | ~ | 30% | 30% | 39% | 28% | 27% | 31% | ~ | 33% | ~ | ~ | 33% | 33% | 13% | 31% | 28% | 34% | 31% | 36% | 30% |
| ALWAYS | 95 49% | 1715 53% | 64% | 39% | 58% | 41% | 52% | 55% | 49% | 100% | 33% | ~ | 100% | 33% | 56% | 63% | 49% | 50% | 47% | 42% | 64% | 52% |
| #ALWAYS + USUALLY (NET) | 153 79% | 2585 80% | 64% | 70% | 88% | 80% | 80% | 82% | 80% | 100% | 67% | ~ | 100% | 67% | 89% | 75% | 79% | 78% | 81% | 73% | 100% | 82% |
| TOP BOX SCORE | 95 49% | 1715 53% | 64% | 39% | 58% | 41% | 52% | 55% | 49% | 100% | 33% | ~ | 100% | 33% | 56% | 63% | 49% | 50% | 47% | 42% | 64% | 52% |
| NOT ANSWERED | 21 | 326 | 3 | 3 | 3 | 10 | 2 | 20 | | | | | 1 | | 21 | 13 | 8 | | | 8 | 13 | |
| VALID CASES | 193 | 3247 | 11 | 23 | 33 | 49 | 60 | 11 | 158 | 1 | 3 | | 2 | 6 | 9 | 8 | 177 | 116 | 70 | 64 | 122 | |
| NUMBER OF RESPONDENTS | 214 | 3573 | 11 | 26 | 36 | 52 | 70 | 13 | 178 | 1 | 3 | | 2 | 6 | 10 | 8 | 198 | 129 | 78 | 72 | 135 | |
| | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |

[ASKED IF Q5 = YES]

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

| | COPA TOT ADLT | OHP TOT ADLT | AGE | | | | | | RACE | | | | | | ETHNIC- ITY | | HEALTH STATUS | | GENDER | | |
|-----------------------|---------------------|--------------------|----------------|----------------|----------------|----------------|----------------|-------------------|--------------------|------------|---|----------------------|-----------|------------|----------------|-------------------|--|---------------------|------------|------------|-----------|
| | | | 18 TO 24 | 25 TO 34 | 35 TO 44 | 45 TO 54 | 55 TO 64 | 65 AND OVER | BLCK OR AFR- | AS- IAN | NATV HAW/ IND/ PAC ALSK ILND NATV | AMER IND/ ALSK | OTH R | MUL- TI | HIS- IC | NOT PAN- IC | EX & VERY GOOD & FAIR & GOOD POOR | FE- MALE MALE | | | |
| Q7 NONE | 89 28% | 1271 25% | 10 42%~ | 17 37%~ | 9 19%~ | 18 25% | 29 29% | 2 13%~ | 74 28%~ | ~ | 1 ~100%~ | 1 33%~ | 2 25%~ | 6 38%~ | 4 31%~ | 81 28%~ | 70 33%* | 16 17%* | 46 38%* | 40 22%* | |
| 1 TIME | 49 16% | 975 19% | 5 21%~ | 6 13%~ | 10 21%~ | 14 19% | 12 12% | 2 13%~ | 41 15%~ | ~ | 2 67%~ | ~ | ~ | 3 38%~ | 3 19%~ | 3 23%~ | 45 16%~ | 41 19%* | 8 9%* | 20 17% | 28 15% |
| 2 | 58 18% | 973 19% | 4 17%~ | 8 17%~ | 9 19%~ | 10 14% | 21 21% | 5 33%~ | 52 20%~ | ~ | ~ | ~ | 1 13%~ | 1 6%~ | 4 31%~ | 53 18%~ | 39 18% | 18 19% | 18 15% | 39 21% | |
| 3 | 28 9% | 600 12% | 1 4%~ | 3 7%~ | 7 15%~ | 5 7% | 7 20%~ | 3 9%~ | 24 9%~ | ~ | ~ | ~ | 1 13%~ | ~ | 1 8%~ | 25 9%~ | 18 9% | 8 9% | 10 8% | 16 9% | |
| 4 | 26 8% | 448 9% | 1 4%~ | 2 4%~ | 4 8%~ | 11 15%* | 8 8% | ~ | 22 8%~ | ~ | 1 33%~ | ~ | ~ | 3 19%~ | ~ | 26 9%~ | 13 6% | 12 13% | 7 6% | 19 10% | |
| 5 TO 9 | 43 14% | 631 12% | 1 4%~ | 8 17%~ | 6 13%~ | 11 15% | 16 16% | 1 7%~ | 36 14%~ | 1 100%~ | ~ | 1 33%~ | 1 13%~ | 1 6%~ | 1 8%~ | 40 14%~ | 21 10%* | 22 23%* | 13 11% | 30 16% | |
| 10 OR MORE TIMES | 21 7% | 265 5% | 2 8%~ | 2 4%~ | 3 6%~ | 4 5% | 6 6% | 2 13%~ | 16 6%~ | ~ | ~ | 1 33%~ | 2 13%~ | ~ | 19 7%~ | 9 4%* | 10 11% | 6 5% | 13 7% | | |
| NOT ANSWERED | 10 | 290 | | | | 2 | 3 | | 5 | | | | | | 1 | 4 | 1 | 4 | 4 | 1 | |
| VALID CASES | 314 | 5163 | 24 | 46 | 48 | 73 | 99 | 15 | 265 | 1 | 3 | 1 | 3 | 8 | 16 | 13 | 289 | 211 | 94 | 120 | 185 |
| NUMBER OF RESPONDENTS | 324 | 5453 | 24 | 46 | 48 | 75 | 102 | 15 | 270 | 1 | 3 | 1 | 3 | 8 | 16 | 14 | 293 | 212 | 98 | 124 | 186 |
| | 100% | 100% | 100% | 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 A DOCTOR OR OTHER HEALTH PROVIDER TALK ABOUT SPECIFIC THINGS YOU COULD DO TO PREVENT ILLNESS?

| | COPA TOT ADLT | OHP TOT ADLT | AGE | | | | | | RACE | | | | | | ETHNIC- ITY | | HEALTH STATUS | | GENDER | | | |
|-----------------------|---------------------|--------------------|----------------|----------------|----------------|----------------|----------------|-------------------|--------------------|--------------------|------------------------------|------------|------|-------------|----------------|-----------|------------------|-------------|-----------|-----------|-----------|------------|
| | | | 18 TO 24 | 25 TO 34 | 35 TO 44 | 45 TO 54 | 55 TO 64 | 65 AND OVER | BLCK OR AFR- | NATV AS- IAN | AMER HAW/ IND/ ALSK | MUL- TI | OTH- | OTH- | OTH- | OTH- | OTH- | OTH- | OTH- | OTH- | OTH- | OTH- |
| Q8 #YES | 160 73% | 2683 71% | 7 50%~ | 15 56%~ | 34 89%~ | 39 71% | 53 78% | 9 69%~ | 135 72%~ | 1 100%~ | 3 100%~ | | | | 6 ~100%~ | 8 89%~ | 6 67%~ | 150 74%~ | 97 70% | 59 78% | 53 76% | 104 72% |
| NO | 60 27% | 1081 29% | 7 50%~ | 12 44%~ | 4 11%~ | 16 29% | 15 22% | 4 31%~ | 52 28%~ | | | | | 2 ~100%~ | 1 ~11%~ | 1 33%~ | 53 26%~ | 41 30% | 17 22% | 17 24% | 40 28% | |
| NOT ANSWERED | 5 | 79 | | 2 | 1 | | 2 | | 4 | | | | | | 1 | | 5 | 3 | 2 | 4 | 1 | |
| VALID CASES | 220 | 3764 | 14 | 27 | 38 | 55 | 68 | 13 | 187 | 1 | 3 | | | 2 | 6 | 9 | 9 | 203 | 138 | 76 | 70 | 144 |
| NUMBER OF RESPONDENTS | 225 | 3843 | 14 | 29 | 39 | 55 | 70 | 13 | 191 | 1 | 3 | | | 2 | 6 | 10 | 9 | 208 | 141 | 78 | 74 | 145 |
| | 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?

| | COPA TOT ADLT | OHP TOT ADLT | AGE | | | | | | RACE | | | | | | ETHNIC- ITY | | HEALTH STATUS | | GENDER | | |
|-----------------------|---------------------|--------------------|----------------|----------------|----------------|----------------|----------------|-------------------|--------------------|------------|-----------------------------|----------------------|------------|-----------|----------------|-------------------|--|-------------------|------------|-------------|-------------|
| | | | 18 TO 24 | 25 TO 34 | 35 TO 44 | 45 TO 54 | 55 TO 64 | 65 AND OVER | BLCK OR AFR- | AS- IAN | NATV HAW/ PAC LLND | AMER IND/ ALSK | MUL- TI | OTHR | HIS- IC | NOT PAN- IC | EX & VERY GOOD & FAIR & POOR | GOOD & POOR | MALE | FE- MALE | |
| Q9 YES | 129 59% | 2125 57% | 7 50%~ | 18 64%~ | 20 53%~ | 35 64% | 40 60% | 6 46%~ | 110 59%~ | 1 100%~ | | | 1 50%~ | 3 50%~ | 6 60%~ | 5 56%~ | 120 59%~ | 73 53%* | 52 68%* | 43 61% | 83 58% |
| NO | 91 41% | 1611 43% | 7 50%~ | 10 36%~ | 18 47%~ | 20 36% | 27 40% | 7 54%~ | 76 41%~ | 3 100%~ | | | 1 50%~ | 3 50%~ | 4 40%~ | 4 44%~ | 83 41%~ | 64 47%* | 25 32%* | 28 39% | 60 42% |
| NOT ANSWERED | 5 | 107 | | 1 | 1 | | 3 | | 5 | | | | | | | 5 | 4 | 1 | 3 | 2 | |
| VALID CASES | 220 | 3736 | 14 | 28 | 38 | 55 | 67 | 13 | 186 | 1 | 3 | | 2 | 6 | 10 | 9 | 203 | 137 | 77 | 71 | 143 |
| NUMBER OF RESPONDENTS | 225 100% | 3843 100% | 14 100% | 29 100% | 39 100% | 55 100% | 70 100% | 13 100% | 191 100% | 1 100% | 3 100% | | 2 100% | 6 100% | 10 100% | 9 100% | 208 100% | 141 100% | 78 100% | 74 100% | 145 100% |

[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?

| | COPA TOT ADLT | OHP TOT ADLT | AGE | | | | | RACE | | | | | ETHNIC- ITY | | HEALTH STATUS | | GENDER | | | | | |
|-----------------------|---------------------|--------------------|----------------|----------------|----------------|----------------|----------------|-------------------|--------------------|------------|-----------------------------|----------------------|----------------|------------|-------------------|--|-------------------|-------------|-------------|------------|------------|------------|
| | | | 18 TO 24 | 25 TO 34 | 35 TO 44 | 45 TO 54 | 55 TO 64 | 65 AND OVER | BLCK OR AFR- | AS- IAN | NATV HAW/ PAC ILND | AMER IND/ ALSK | MUL- TI | HIS- IC | NOT PAN- IC | EX & VERY GOOD & FAIR & POOR | GOOD & POOR | MALE | FE- MALE | | | |
| Q10 #YES | 119 93% | 1887 92% | 5 71%~ | 14 78%~ | 19 95%~ | 34 100%~ | 39 98%~ | 5 83%~ | 103 94%~ | ~ | ~ | ~ | ~ | 2 67%~ | 6 100%~ | 3 60%~ | 112 94%~ | 65 90% | 50 96% | 41 95%~ | 75 91%~ | |
| NO | 9 7% | 166 8% | 2 29%~ | 4 22%~ | 1 5%~ | ~ | 1 3%~ | 1 17%~ | 6 6%~ | 1 100%~ | ~ | ~ | ~ | 1 100%~ | 1 33%~ | 2 40%~ | 7 6%~ | 7 10% | 2 4% | 2 5%~ | 7 9%~ | |
| NOT ANSWERED | 16 | 436 | 1 | 1 | 3 | 6 | | | 11 | | | | | | | 1 | 10 | 6 | 5 | 7 | 4 | |
| VALID CASES | 128 | 2053 | 7 | 18 | 20 | 34 | 40 | 6 | 109 | 1 | | | | 1 | 3 | 6 | 5 | 119 | 72 | 52 | 43 | 82 |
| NUMBER OF RESPONDENTS | 144 100% | 2489 100% | 7 100% | 19 100% | 21 100% | 37 100% | 46 100% | 6 100% | 120 100% | 1 100% | | | | 1 100% | 3 100% | 6 100% | 6 100% | 129 100% | 78 100% | 57 100% | 50 100% | 86 100% |

[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?

| | | AGE | | | | | | | RACE | | | | | | ETHNICITY | | HEALTH STATUS | | GENDER | | |
|-----------------------|-----------|-------------|-----------|------------|------------|------------|-------------|-------------|------------|---------------|----------------|-----------|------------|-----------|-------------|------------------|---------------|-----------|-----------|------------|------------|
| | | 18 TO 24 | 25 TO 34 | 35 TO 44 | 45 TO 54 | 55 TO 64 | 65 AND OVER | BLK OR AFR- | AS- IAN | NATV HAW/ PAC | AMER IND/ ALSK | MUL- OTHR | TI | HIS- IC | NOT HIS- IC | EX & VERY GOOD & | FAIR & POOR | FE- MALE | MALE | | |
| Q11 #YES | 86 67% | 1488 73% | 3 43%~ | 11 61%~ | 16 80%~ | 23 68%~ | 27 68%~ | 5 83%~ | 75 69%~ | ~ | ~ | ~ | ~ | 1 33%~ | 6 100%~ | 1 20%~ | 83 70%~ | 45 63% | 39 75% | 29 67%~ | 56 68%~ |
| NO | 42 33% | 562 27% | 4 57%~ | 7 39%~ | 4 20%~ | 11 32%~ | 13 33%~ | 1 17%~ | 34 31%~ | 1 100%~ | ~ | ~ | 1 100%~ | 2 67%~ | ~ | 4 80%~ | 36 30%~ | 27 38% | 13 25% | 14 33%~ | 26 32%~ |
| NOT ANSWERED | 1 | 44 | | | 1 | | | 1 | | | | | | | | 1 | 1 | | | 1 | |
| VALID CASES | 128 | 2050 | 7 | 18 | 20 | 34 | 40 | 6 | 109 | 1 | | 1 | 3 | 6 | 5 | 119 | 72 | 52 | 43 | 82 | |
| NUMBER OF RESPONDENTS | 129 | 2094 | 7 | 18 | 20 | 35 | 40 | 6 | 110 | 1 | | 1 | 3 | 6 | 5 | 120 | 73 | 52 | 43 | 83 | |
| | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |

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

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

| | COPA TOT ADLT | OHP TOT ADLT | AGE | | | | | RACE | | | | | ETHNIC- ITY | | HEALTH STATUS | | GENDER | | | | |
|-----------------------|---------------------|--------------------|----------------|----------------|----------------|----------------|----------------|-------------------|--------------------|------------|---------------------|----------------------|----------------|------------|---------------------------|--|--------------------------------|-------------|-----------|------------|------------|
| | | | 18 TO 24 | 25 TO 34 | 35 TO 44 | 45 TO 54 | 55 TO 64 | 65 AND OVER | BLCK OR AFR- | AS- IAN | NATV HAW/ PAC | AMER IND/ ALSK | MUL- TI | HIS- IC | NOT HIS- PAN- IC | EX & VERY GOOD & FAIR & POOR | GOOD & FAIR & POOR | FE- MALE | MALE | | |
| Q12 #YES | 95 75% | 1534 75% | 4 57%~ | 14 78%~ | 14 70%~ | 26 79%~ | 29 73%~ | 5 83%~ | 82 76%~ | 1 100%~ | ~ | ~ | ~ | 2 67%~ | 4 67%~ | 4 80%~ | 87 74%~ | 53 74%~ | 38 75% | 34 79%~ | 58 72%~ |
| NO | 32 25% | 511 25% | 3 43%~ | 4 22%~ | 6 30%~ | 7 21%~ | 11 28%~ | 1 17%~ | 26 24%~ | ~ | ~ | ~ | 1 100%~ | 1 33%~ | 2 33%~ | 1 20%~ | 31 26%~ | 19 26%~ | 13 25% | 9 21%~ | 23 28%~ |
| NOT ANSWERED | 2 | 49 | | | | 2 | | | 2 | | | | | | | 2 | 1 | 1 | | 2 | |
| VALID CASES | 127 | 2045 | 7 | 18 | 20 | 33 | 40 | 6 | 108 | 1 | | | 1 | 3 | 6 | 5 | 118 | 72 | 51 | 43 | 81 |
| NUMBER OF RESPONDENTS | 129 | 2094 | 7 | 18 | 20 | 35 | 40 | 6 | 110 | 1 | | | 1 | 3 | 6 | 5 | 120 | 73 | 52 | 43 | 83 |
| | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | | | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |

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

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?

| | COPA TOT ADLT | OHP TOT ADLT | AGE | | | | | RACE | | | | | ETHNIC- ITY | | HEALTH STATUS | | GENDER | | |
|--------------------------------------|---------------------|--------------------|----------------|----------------|----------------|----------------|----------------|-------------------|--------------------|--------------------|------------------------------|------------|----------------|------------|---------------------------|--|-------------|-------------|-----|
| | | | 18 TO 24 | 25 TO 34 | 35 TO 44 | 45 TO 54 | 55 TO 64 | 65 AND OVER | BLCK OR AFR- | NATV AS- IAN | AMER HAW/ IND/ ALSK | MUL- TI | OTH- | HIS- IC | NOT HIS- PAN- IC | EX & VERY GOOD & FAIR & GOOD POOR | FE- MALE | FE- MALE | |
| Q13 WORST HEALTH CARE POSSIBLE | 1 | 29 | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | |
| 0.5% | 0.8% | | | | | | | | | | | | | | | | | | |
| 01 | | 27 | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | |
| | | 0.7% | | | | | | | | | | | | | | | | | |
| 02 | 2 | 39 | ~ | ~ | ~ | 1 | 1 | 2 | ~ | ~ | ~ | ~ | ~ | 2 | 1 | 1 | 2 | 2 | |
| 0.9% | 1% | | | | 2% | 1% | 1% | ~ | ~ | ~ | ~ | ~ | ~ | 1% | 0.7% | 1% | 3% | ~ | |
| 03 | 4 | 70 | ~ | 1 | ~ | 1 | 2 | 3 | ~ | 1 | ~ | ~ | ~ | 4 | ~ | 4 | 2 | 2 | |
| 2% | 2% | | 4% | ~ | 2% | 3% | ~ | 2% | ~ | 33% | ~ | ~ | ~ | 2% | ~ | 5% | 3% | 1% | |
| 04 | 11 | 85 | ~ | 2 | 2 | 6 | 1 | 9 | ~ | ~ | ~ | ~ | 1 | 1 | 10 | 3 | 8 | 4 | 7 |
| 5% | 2% | | 7% | 5% | 11% | 1% | ~ | 5% | ~ | ~ | ~ | ~ | 10% | 13% | 5% | 2% | 10% | 6% | 5% |
| 05 | 16 | 285 | 1 | 3 | 4 | 4 | 4 | 14 | ~ | ~ | ~ | ~ | 1 | 16 | 8 | 8 | 3 | 13 | |
| 7% | 8% | | 7% | 11% | 11% | 7% | 6% | 8% | ~ | ~ | ~ | ~ | 10% | 8% | 6% | 10% | 4% | 9% | |
| 06 | 12 | 223 | ~ | 2 | 4 | 3 | 3 | 11 | ~ | ~ | ~ | ~ | 1 | 12 | 9 | 3 | 5 | 6 | |
| 6% | 6% | | 7% | 11% | 5% | 4% | ~ | 6% | ~ | ~ | ~ | ~ | 10% | 6% | 7% | 4% | 7% | 4% | |
| 07 | 35 | 493 | 1 | 3 | 6 | 13 | 7 | 32 | ~ | ~ | ~ | ~ | 2 | 1 | 33 | 23 | 11 | 15 | 19 |
| 16% | 13% | | 7% | 11% | 16% | 24% | 10% | 17% | ~ | ~ | ~ | ~ | 20% | 13% | 16% | 17% | 14% | 21% | 13% |
| 08 | 41 | 772 | 6 | 6 | 7 | 9 | 12 | 35 | ~ | 1 | 1 | 1 | 3 | 1 | 40 | 24 | 17 | 11 | 30 |
| 19% | 21% | | 43% | 21% | 19% | 16% | 18% | 19% | ~ | 33% | ~ | ~ | 50% | 20% | 30% | 13% | 20% | 15% | 21% |
| 09 | 40 | 616 | 2 | 6 | 7 | 8 | 13 | 34 | 1 | ~ | ~ | ~ | 1 | 1 | 36 | 29 | 9 | 10 | 28 |
| 18% | 16% | | 14% | 21% | 19% | 15% | 19% | 18% | 100% | ~ | ~ | ~ | 20% | 10% | 13% | 18% | 21% | 14% | 20% |
| BEST HEALTH CARE POSSIBLE | 56 | 1096 | 4 | 5 | 7 | 10 | 24 | 46 | ~ | 1 | 1 | 3 | 1 | 4 | 50 | 39 | 16 | 19 | 37 |
| 26% | 29% | | 29% | 18% | 19% | 18% | 36% | 25% | ~ | 33% | ~ | ~ | 50% | 60% | 10% | 50% | 25% | 27% | 26% |
| #8-10 (NET) | 137 | 2485 | 12 | 17 | 21 | 27 | 49 | 115 | 1 | 2 | ~ | ~ | 2 | 5 | 5 | 6 | 126 | 40 | 95 |
| 63% | 66% | | 86% | 61% | 57% | 49% | 73% | 62% | 100% | 67% | ~ | ~ | 100% | 100% | 50% | 75% | 62% | 56% | 67% |

Continued

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

| | | AGE | | | | | | | RACE | | | | | | ETHNICITY | | HEALTH STATUS | | GENDER | | | |
|-------------------------|-----------|----------------|---------------|------------|------------|------------|------------|-----------|-------------|-------------|-----------|--------------------|----------------|-----------|-----------|------------------|------------------------------|--------------------|------------|-----------|-----------|------|
| | | COPA TOT ADULT | OHP TOT ADULT | 18 TO 24 | 25 TO 34 | 35 TO 44 | 45 TO 54 | 55 TO 64 | 65 AND OVER | BLK OR AFR- | AS- IAN | NATV HAW/ PAC ILND | AMER IND/ ALSK | MUL- TI | HIS- IC | NOT HIS- PAN- IC | EX & VERY GOOD & FAIR & POOR | GOOD & FAIR & POOR | FE- MALE | MALE | | |
| 9-10 (NET) | 96 44% | 1712 46% | 6 43%~ | 11 39%~ | 14 38%~ | 18 33%* | 37 55%* | 8 62%~ | 80 43%~ | 1 100%~ | 1 33%~ | 1 ~ | 4 50%~ | 2 80%~ | 2 20%~ | 5 63%~ | 86 42%~ | 68 50%* | 25 32%* | 29 41% | 65 46% | |
| NOT ANSWERED | 7 | 106 | | 1 | 2 | | 3 | | 5 | | | | 1 | | | 1 | 5 | 5 | 1 | 3 | 3 | |
| VALID CASES | 218 | 3737 | 14 | 28 | 37 | 55 | 67 | 13 | 186 | 1 | 3 | | 2 | 5 | 10 | 8 | 203 | 136 | 77 | 71 | 142 | |
| NUMBER OF RESPONDENTS | 225 | 3843 | 14 | 29 | 39 | 55 | 70 | 13 | 191 | 1 | 3 | | 2 | 6 | 10 | 9 | 208 | 141 | 78 | 74 | 145 | |
| | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | |
| MEAN | 7.82 | 7.91 | 8.43 | 7.54 | 7.65 | 7.31 | 8.24 | 8.77 | 7.82 | 9.00 | 7.00 | | 9.00 | 9.40 | 7.20 | 8.50 | 7.80 | 8.18 | 7.25 | 7.66 | 7.96 | |
| p stat_(*=Sig @ p<=.05) | | .532 | ~ | ~ | ~ | .031* | .043* | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | .002* | .004* | .439 | .206 |

[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?

| | COPA TOT ADLT | OHP TOT ADLT | AGE | | | | | | RACE | | | | | | ETHNIC- ITY | | HEALTH STATUS | | GENDER | | |
|-------------------------|---------------------|--------------------|----------------|----------------|----------------|----------------|----------------|-------------------|----------------------------|------------|-----------------------------|----------------------|------------|------------|---------------------------|--|-------------------|-------------|-------------|------------|-------------|
| | | | 18 TO 24 | 25 TO 34 | 35 TO 44 | 45 TO 54 | 55 TO 64 | 65 AND OVER | BLCK OR AFR- WHTE | AS- IAN | NATV HAW/ PAC LLND | AMER IND/ ALSK | MUL- TI | HIS- IC | NOT HIS- PAN- IC | EX & VERY GOOD & FAIR & POOR | GOOD & POOR | MALE | FE- MALE | | |
| Q14 NEVER | 4 2% | 104 3% | 1 7% | ~ | ~ | 1 2% | 2 3% | ~ | 4 2% | ~ | ~ | ~ | ~ | ~ | ~ | 4 2% | 1 0.7% | 3 4% | 3 4% | 1 0.7% | |
| SOMETIMES | 38 18% | 575 15% | 2 14% | 9 32% | 6 16% | 13 24% | 7 10%* | 1 8% | 32 17% | 1 ~ | 1 33% | 1 ~ | 1 50% | 1 20% | 2 20% | 3 38% | 35 17% | 20 15% | 18 23% | 14 20% | 24 17% |
| USUALLY | 72 33% | 1243 33% | 3 21% | 11 39% | 14 38% | 20 36% | 19 28% | 2 15% | 62 33% | ~ | ~ | ~ | 1 20% | 5 50% | 1 13% | 67 33% | 41 30% | 28 36% | 19 27% | 50 35% | |
| ALWAYS | 103 47% | 1797 48% | 8 57% | 8 29% | 17 46% | 21 38% | 39 58%* | 10 77% | 88 47% | 1 100% | 2 67% | ~ | 1 50% | 3 60% | 3 30% | 4 50% | 97 48% | 74 54%* | 28 36%* | 35 49% | 67 47% |
| #ALWAYS + USUALLY (NET) | 175 81% | 3040 82% | 11 79% | 19 68% | 31 84% | 41 75% | 58 87% | 12 92% | 150 81% | 1 100% | 2 67% | ~ | 1 50% | 4 80% | 8 80% | 5 63% | 164 81% | 115 85% | 56 73%* | 54 76% | 117 82% |
| TOP BOX SCORE | 103 47% | 1797 48% | 8 57% | 8 29% | 17 46% | 21 38% | 39 58%* | 10 77% | 88 47% | 1 100% | 2 67% | ~ | 1 50% | 3 60% | 3 30% | 4 50% | 97 48% | 74 54%* | 28 36%* | 35 49% | 67 47% |
| NOT ANSWERED | 8 | 124 | ~ | 1 | 2 | ~ | 3 | ~ | 5 | ~ | ~ | ~ | ~ | 1 | ~ | 5 | 5 | 1 | 3 | 3 | |
| VALID CASES | 217 | 3719 | 14 | 28 | 37 | 55 | 67 | 13 | 186 | 1 | 3 | ~ | 2 | 5 | 10 | 8 | 203 | 136 | 77 | 71 | 142 |
| NUMBER OF RESPONDENTS | 225 100% | 3843 100% | 14 100% | 29 100% | 39 100% | 55 100% | 70 100% | 13 100% | 191 100% | 1 100% | 3 100% | ~ | 2 100% | 6 100% | 10 100% | 9 100% | 208 100% | 141 100% | 78 100% | 74 100% | 145 100% |

[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?

| | COPA TOT ADLT | OHP TOT ADLT | AGE | | | | | | | RACE | | | | | | | ETHNIC- ITY | | HEALTH STATUS | | GENDER | |
|-----------------------|---------------------|--------------------|----------------|----------------|----------------|----------------|----------------|-------------------|--------------------|------------|----------------------|----------------------|------------|------------|---------------------------|--|--------------------------------|-------------|------------------|-------------|-------------|--|
| | | | 18 TO 24 | 25 TO 34 | 35 TO 44 | 45 TO 54 | 55 TO 64 | 65 AND OVER | BLCK OR AFR- | AS- IAN | NATV HAW/ ILND | AMER IND/ ALSK | MUL- TI | HIS- IC | NOT HIS- PAN- IC | EX & VERY GOOD & FAIR & POOR | GOOD & FAIR & POOR | FE- MALE | MALE | | | |
| Q15 YES | 232 74% | 4201 81%* | 14 58%~ | 26 57%~ | 39 83%~ | 59 79% | 77 76% | 14 93%~ | 199 74%~ | 1 100%~ | 2 67%~ | 1 100%~ | 3 100%~ | 3 43%~ | 13 81%~ | 6 46%~ | 220 75%~ | 147 70%* | 81 83%* | 85 69% | 143 77% | |
| NO | 83 26% | 995 19%* | 10 42%~ | 20 43%~ | 8 17%~ | 16 21% | 24 24% | 1 7%~ | 70 26%~ | 1 33%~ | ~ | ~ | ~ | 4 57%~ | 3 19%~ | 7 54%~ | 72 25%~ | 63 30%* | 17 17%* | 38 31% | 42 23% | |
| NOT ANSWERED | 9 | 257 | | | 1 | | 1 | | 1 | | | | 1 | | 1 | 1 | 2 | | | 1 | 1 | |
| VALID CASES | 315 | 5196 | 24 | 46 | 47 | 75 | 101 | 15 | 269 | 1 | 3 | 1 | 3 | 7 | 16 | 13 | 292 | 210 | 98 | 123 | 185 | |
| NUMBER OF RESPONDENTS | 324 100% | 5453 100% | 24 100% | 46 100% | 48 100% | 75 100% | 102 100% | 15 100% | 270 100% | 1 100% | 3 100% | 1 100% | 3 100% | 8 100% | 16 100% | 14 100% | 293 100% | 212 100% | 98 100% | 124 100% | 186 100% | |

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

| | COPA TOT ADLT | OHP TOT ADLT | AGE | | | | | | RACE | | | | | | ETHNIC- ITY | | HEALTH STATUS | | GENDER | | |
|-----------------------|---------------------|--------------------|----------------|----------------|----------------|----------------|----------------|-------------------|----------------------------|--------------------|-----------------------------|------------------------------|----------|------------|----------------|---------------------------|--|-------------------|-----------|-------------|-----------|
| | | | 18 TO 24 | 25 TO 34 | 35 TO 44 | 45 TO 54 | 55 TO 64 | 65 AND OVER | BLCK OR AFR- WHTE | AS- IAN AMER | NATV HAW/ PAC ILND | AMER IND/ ALSK NATV | OTHR | MUL- TI | HIS- IC | NOT PAN- PAN- IC | EX & VERY GOOD & FAIR & POOR | GOOD & POOR | MALE | FE- MALE | |
| Q16 NONE | 41 19% | 713 18% | 6 46% | 8 32% | 3 8% | 9 17% | 14 19% | 1 8% | 33 18% | ~ | ~100% | 1 33% | 1 33% | 1 33% | 4 33% | 2 33% | 38 19% | 34 26%* | 7 9%* | 16 21% | 24 18% |
| 1 TIME | 46 21% | 973 24% | 3 23% | 5 20% | 11 31% | 12 23% | 13 18% | 2 15% | 43 23% | ~ | ~50% | ~ | ~ | ~ | 2 17% | ~ | 45 22% | 30 23% | 16 20% | 16 21% | 30 22% |
| 2 | 47 22% | 1005 25% | 2 15% | 5 20% | 10 28% | 7 13% | 18 25% | 4 31% | 40 22% | ~ | ~ | ~ | ~ | 1 33% | 2 17% | 2 33% | 44 22% | 27 20% | 18 22% | 14 18% | 32 24% |
| 3 | 23 11% | 534 13% | ~ | ~ | 4 11% | 10 19% | 8 11% | 1 8% | 22 12% | ~ | ~ | ~ | ~ | ~ | 1 8% | 1 17% | 22 11% | 16 12% | 7 9% | 10 13% | 13 10% |
| 4 | 18 8% | 322 8% | ~ | 1 4% | 1 3% | 3 6% | 7 10% | 5 38% | 13 7% | ~ | ~50% | ~ | 1 33% | ~ | ~ | ~ | 17 8% | 7 5% | 10 13% | 4 5% | 13 10% |
| 5 TO 9 | 29 13% | 403 10% | 1 8% | 6 24% | 5 14% | 7 13% | 10 14% | ~ | 25 14% | 1 100% | ~ | ~ | ~ | 1 33% | 1 8% | 1 17% | 27 13% | 14 11% | 15 19% | 10 13% | 19 14% |
| 10 OR MORE TIMES | 12 6% | 75 2%* | 1 8% | ~ | 2 6% | 5 9% | 3 4% | ~ | 8 4% | ~ | ~ | ~ | 1 33% | ~ | 2 17% | ~ | 11 5% | 4 3% | 7 9% | 6 8% | 5 4% |
| NOT ANSWERED | 16 | 238 | 1 | 1 | 3 | 6 | 4 | 1 | 15 | | | | | 1 | | 16 | 15 | 1 | 9 | 7 | |
| VALID CASES | 216 | 4026 | 13 | 25 | 36 | 53 | 73 | 13 | 184 | 1 | 2 | 1 | 3 | 3 | 12 | 6 | 204 | 132 | 80 | 76 | 136 |
| NUMBER OF RESPONDENTS | 232 | 4264 | 14 | 26 | 39 | 59 | 77 | 14 | 199 | 1 | 2 | 1 | 3 | 3 | 13 | 6 | 220 | 147 | 81 | 85 | 143 |
| | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |

[ASKED IF Q15 = YES]

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

| | | | AGE | | | | | | RACE | | | | | | ETHNICITY | | HEALTH STATUS | | GENDER | | |
|-------------------------|----------------|---------------|-----------|-----------|------------|-----------|-----------|-------------|-----------------|-----------|---------------|----------------|-----------|-----------|-----------|-------------|------------------------------|-------------|-----------|-----------|------------|
| | COPA TOT ADULT | OHP TOT ADULT | 18 TO 24 | 25 TO 34 | 35 TO 44 | 45 TO 54 | 55 TO 64 | 65 AND OVER | BLK OR AFR- WHT | AS- IAN | NATV HAW/ PAC | AMER IND/ ALSK | MUL- TI | OTH | HIS- IC | NOT HIS- IC | EX & VERY GOOD & FAIR & POOR | GOOD & POOR | MALE | FE- MALE | |
| Q17 NEVER | 3 2% | 47 1% | ~ | 1 6% | ~ | ~ | 1 2% | 1 9% | 2 1% | ~ | ~ | ~ | 1 50% | ~ | ~ | 3 2% | 2 2% | 1 1% | 1 2% | 2 2% | |
| SOMETIMES | 7 4% | 196 6% | ~ | 1 6% | ~ | 4 9% | 2 3% | ~ | 6 4% | ~ | ~ | ~ | ~ | ~ | ~ | 1 25% | 6 4% | 2 2% | 5 7% | 3 5% | 4 4% |
| USUALLY | 49 28% | 719 22% | 3 43% | 7 41% | 5 16% | 18 41% | 14 24% | 2 18% | 45 30% | ~ | ~ | ~ | 1 50% | 2 25% | ~ | 49 30% | 22 23% | 27 38%* | 14 24% | 35 32% | |
| ALWAYS | 114 66% | 2245 70% | 4 57% | 8 47% | 27 84% | 22 50% | 42 71% | 8 73% | 96 64% | 1 100% | 2 100% | ~ | 2 100% | 6 75% | 3 75% | 106 65% | 71 73%* | 39 54%* | 41 69% | 70 63% | |
| #ALWAYS + USUALLY (NET) | 163 94% | 2963 92% | 7 100% | 15 88% | 32 100% | 40 91% | 56 95% | 10 91% | 141 95% | 1 100% | 2 100% | ~ | 1 50% | 2 100% | 8 100% | 3 75% | 155 95% | 93 96% | 66 92% | 55 93% | 105 95% |
| TOP BOX SCORE | 114 66% | 2245 70% | 4 57% | 8 47% | 27 84% | 22 50% | 42 71% | 8 73% | 96 64% | 1 100% | 2 100% | ~ | 2 100% | 6 75% | 3 75% | 106 65% | 71 73%* | 39 54%* | 41 69% | 70 63% | |
| NOT ANSWERED | 2 | 22 | | | 1 | | 1 | | 2 | | | | | | 2 | 1 | 1 | 1 | 1 | 1 | |
| VALID CASES | 173 | 3206 | 7 | 17 | 32 | 44 | 59 | 11 | 149 | 1 | 2 | | 2 | 2 | 8 | 4 | 164 | 97 | 72 | 59 | 111 |
| NUMBER OF RESPONDENTS | 175 | 3228 | 7 | 17 | 33 | 44 | 59 | 12 | 151 | 1 | 2 | | 2 | 2 | 8 | 4 | 166 | 98 | 73 | 60 | 112 |
| | 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?

| | | | AGE | | | | | RACE | | | | | ETHNICITY | | HEALTH STATUS | | GENDER | | | | |
|-------------------------|----------------|---------------|-----------|-----------|-----------|-----------|-----------|-------------|-----------------|-----------|---------------|----------------|-----------|-----------|---------------|------------------------------|-------------|------------|-----------|-----------|------------|
| | COPA TOT ADULT | OHP TOT ADULT | 18 TO 24 | 25 TO 34 | 35 TO 44 | 45 TO 54 | 55 TO 64 | 65 AND OVER | BLK OR AFR- WHT | AS- IAN | NATV HAW/ PAC | AMER IND/ ALSK | MUL- TI | HIS- IC | NOT HIS- IC | EX & VERY GOOD & FAIR & POOR | GOOD & POOR | MALE | FE- MALE | | |
| Q18 NEVER | 3 2% | 67 2% | ~ | 1 6% | 1 3% | 1 2% | ~ | ~ | 3 2% | ~ | ~ | ~ | ~ | ~ | 3 2% | 2 2% | 1 1% | 3 5% | ~ | | |
| SOMETIMES | 9 5% | 251 8% | ~ | 1 6% | 3 9% | 2 5% | 2 3% | 1 8% | 9 6% | ~ | ~ | ~ | ~ | ~ | 9 5% | 5 5% | 4 5% | 2 3% | 7 6% | | |
| USUALLY | 46 26% | 665 21% | 2 29% | 7 41% | 2 6% | 16 36% | 17 29% | 2 17% | 41 27% | ~ | ~ | ~ | ~ | 4 50% | 1 25% | 45 27% | 20 21% | 26 36%* | 15 25% | 31 28% | |
| ALWAYS | 116 67% | 2214 69% | 5 71% | 8 47% | 26 81% | 25 57% | 40 68% | 9 75% | 97 65% | 1 100% | 2 100% | ~ | 2 100% | 2 100% | 4 75% | 3 65% | 108 72% | 70 58%* | 42 66% | 39 66% | 74 66% |
| #ALWAYS + USUALLY (NET) | 162 93% | 2879 90% | 7 100% | 15 88% | 28 87% | 41 93% | 57 97% | 11 92% | 138 92% | 1 100% | 2 100% | ~ | 2 100% | 2 100% | 8 100% | 4 93% | 153 93% | 90 93% | 68 93% | 54 92% | 105 94% |
| TOP BOX SCORE | 116 67% | 2214 69% | 5 71% | 8 47% | 26 81% | 25 57% | 40 68% | 9 75% | 97 65% | 1 100% | 2 100% | ~ | 2 100% | 2 100% | 4 75% | 3 65% | 108 72% | 70 58%* | 42 66% | 39 66% | 74 66% |
| NOT ANSWERED | 1 | 31 | | | 1 | | | | 1 | | | | | | 1 | 1 | | 1 | | | |
| VALID CASES | 174 | 3197 | 7 | 17 | 32 | 44 | 59 | 12 | 150 | 1 | 2 | | 2 | 2 | 8 | 4 | 165 | 97 | 73 | 59 | 112 |
| NUMBER OF RESPONDENTS | 175 | 3228 | 7 | 17 | 33 | 44 | 59 | 12 | 151 | 1 | 2 | | 2 | 2 | 8 | 4 | 166 | 98 | 73 | 60 | 112 |
| | 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?

| | COPA TOT ADLT | OHP TOT ADLT | AGE | | | | | | RACE | | | | | | ETHNIC- ITY | | HEALTH STATUS | | GENDER | | | |
|-------------------------|---------------------|--------------------|----------------|----------------|----------------|----------------|----------------|-------------------|--------------------|-------------|---------------------|----------------------|------------|------------|----------------|---------------------------|--|-------------------|------------|-------------|-----------|------------|
| | | | 18 TO 24 | 25 TO 34 | 35 TO 44 | 45 TO 54 | 55 TO 64 | 65 AND OVER | BLCK OR AFR- | AS- IAN | NATV HAW/ PAC | AMER IND/ ALSK | MUL- TI | OTHR | HIS- IC | NOT HIS- PAN- IC | EX & VERY GOOD & FAIR & POOR | GOOD & POOR | MALE | FE- MALE | | |
| Q19 NEVER | 3 2% | 85 3% | ~ | 1 6%~ | 1 3%~ | 1 2%~ | ~ | ~ | 3 2%~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | 3 2%~ | 1 1% | 2 3% | 2 3% | 1 0.9% | |
| SOMETIMES | 5 3% | 193 6%* | ~ | ~ | 2 6%~ | 3 7%~ | ~ | ~ | 5 3%~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | 5 3%~ | 3 3% | 2 3% | 1 2% | 4 4% | |
| USUALLY | 39 23% | 575 18% | ~ | 8 50%~ | 2 6%~ | 13 30%~ | 13 22% | 3 25% | 33 22%~ | ~ | ~ | ~ | ~ | 1 50%~ | 3 38%~ | 1 25%~ | 38 23%~ | 15 15%* | 24 33%* | 18 31% | 21 19% | |
| ALWAYS | 126 73% | 2339 73% | 100%~ | 7 44%~ | 7 84%~ | 27 61%~ | 27 61%~ | 46 78% | 9 75%~ | 108 72%~ | 1 100%~ | 2 100%~ | ~ | 2 100%~ | 1 50%~ | 5 63%~ | 3 75%~ | 118 72%~ | 78 80%* | 44 61%* | 38 64% | 85 77% |
| #ALWAYS + USUALLY (NET) | 165 95% | 2915 91%* | 100%~ | 7 94%~ | 15 91%~ | 29 91%~ | 40 91%~ | 59 100%~ | 12 100%~ | 141 95%~ | 1 100%~ | 2 100%~ | ~ | 2 100%~ | 2 100%~ | 8 100%~ | 4 100%~ | 156 95%~ | 93 96% | 68 94% | 56 95% | 106 95% |
| TOP BOX SCORE | 126 73% | 2339 73% | 100%~ | 7 44%~ | 7 84%~ | 27 61%~ | 27 61%~ | 46 78% | 9 75%~ | 108 72%~ | 1 100%~ | 2 100%~ | ~ | 2 100%~ | 1 50%~ | 5 63%~ | 3 75%~ | 118 72%~ | 78 80%* | 44 61%* | 38 64% | 85 77% |
| NOT ANSWERED | 2 | 35 | | 1 | 1 | | | | | 2 | | | | | | | 2 | 1 | 1 | 1 | 1 | |
| VALID CASES | 173 | 3193 | | 7 | 16 | 32 | 44 | 59 | 12 | 149 | 1 | 2 | | 2 | 2 | 8 | 4 | 164 | 97 | 72 | 59 | 111 |
| NUMBER OF RESPONDENTS | 175 | 3228 | | 7 | 17 | 33 | 44 | 59 | 12 | 151 | 1 | 2 | | 2 | 2 | 8 | 4 | 166 | 98 | 73 | 60 | 112 |
| | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |

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

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

| | COPA TOT ADLT | OHP TOT ADLT | AGE | | | | | | RACE | | | | | | ETHNIC- ITY | | HEALTH STATUS | | GENDER | | |
|-------------------------|---------------------|--------------------|----------------|----------------|----------------|----------------|----------------|-------------------|--------------------|-------------|---------------------|----------------------|-------------|-----------|----------------|---------------------------|--|-------------------|-----------|-------------|------------|
| | | | 18 TO 24 | 25 TO 34 | 35 TO 44 | 45 TO 54 | 55 TO 64 | 65 AND OVER | BLCK OR AFR- | AS- IAN | NATV HAW/ PAC | AMER IND/ ALSK | MUL- TI | OTH- | HIS- IC | NOT HIS- PAN- IC | EX & VERY GOOD & FAIR & POOR | GOOD & POOR | MALE | FE- MALE | |
| Q20 NEVER | 4 2% | 95 3% | ~ | 1 6%~ | 2 6%~ | 1 2%~ | ~ | 4 3%~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | 4 2%~ | 3 3% | 1 1% | 3 5% | 1 0.9% | |
| SOMETIMES | 13 8% | 295 9% | ~ | 2 12%~ | 2 6%~ | 4 9%~ | 4 7% | 1 8%~ | 10 7%~ | ~ | ~ | ~ | 1 50%~ | ~ | 1 25%~ | 12 7%~ | 6 6% | 7 10% | 5 8% | 8 7% | |
| USUALLY | 43 25% | 856 27% | 43%~ | 5 29%~ | 5 16%~ | 17 40%~ | 8 14%* | 4 33%~ | 37 25%~ | 1 100%~ | ~ | ~ | 1 50%~ | 3 38%~ | 1 25%~ | 41 25%~ | 21 22% | 21 29% | 11 19% | 31 28% | |
| ALWAYS | 113 65% | 1950 61% | 57%~ | 9 53%~ | 23 72%~ | 21 49%~ | 47 80%* | 7 58%~ | 98 66%~ | 2 ~100%~ | ~ | 1 50%~ | 1 50%~ | 5 63%~ | 2 50%~ | 107 65%~ | 66 69% | 44 60% | 40 68% | 71 64% | |
| #ALWAYS + USUALLY (NET) | 156 90% | 2806 88% | 100%~ | 14 82%~ | 28 88%~ | 38 88%~ | 55 93% | 11 92%~ | 135 91%~ | 1 100%~ | 2 100%~ | ~ | 2 ~100%~ | 1 50%~ | 8 100%~ | 3 75%~ | 148 90%~ | 87 91% | 65 89% | 102 86% | 92% 92% |
| TOP BOX SCORE | 113 65% | 1950 61% | 57%~ | 9 53%~ | 23 72%~ | 21 49%~ | 47 80%* | 7 58%~ | 98 66%~ | 2 ~100%~ | ~ | 1 50%~ | 1 50%~ | 5 63%~ | 2 50%~ | 107 65%~ | 66 69% | 44 60% | 40 68% | 71 64% | |
| NOT ANSWERED | 2 | 31 | | | 1 | 1 | | | 2 | | | | | | 2 | 2 | | | 1 | 1 | |
| VALID CASES | 173 | 3197 | 7 | 17 | 32 | 43 | 59 | 12 | 149 | 1 | 2 | | 2 | 2 | 8 | 4 | 164 | 96 | 73 | 59 | 111 |
| NUMBER OF RESPONDENTS | 175 | 3228 | 7 | 17 | 33 | 44 | 59 | 12 | 151 | 1 | 2 | | 2 | 2 | 8 | 4 | 166 | 98 | 73 | 60 | 112 |
| | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |

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

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

| | | AGE | | | | | | | RACE | | | | | | ETHNICITY | | HEALTH STATUS | | GENDER | | |
|-----------------------|------------|-------------|----------|-----------|-----------|-----------|-------------|-------------|-----------|---------------|----------------|------------|-----------|----------|-------------|------------------|---------------|------------|-----------|-----------|------|
| | | 18 TO 24 | 25 TO 34 | 35 TO 44 | 45 TO 54 | 55 TO 64 | 65 AND OVER | BLK OR AFR- | AS- IAN | NATV HAW/ PAC | AMER IND/ ALSK | MUL- OTHR | TI | HIS- IC | NOT HIS- IC | EX & VERY GOOD & | FAIR & POOR | MALE | FE- MALE | | |
| Q21 | | | | | | | | | | | | | | | | | | | | | |
| YES | 115 66% | 1943 61% | 3 43% | 11 65% | 23 72% | 32 73% | 38 64% | 5 45% | 95 64% | 1 100% | 1 50% | 2 ~100% | 2 100% | 6 75% | 4 100% | 107 65% | 57 59%* | 54 75%* | 37 63% | 75 68% | |
| NO | 58 34% | 1222 39% | 4 57% | 6 35% | 9 28% | 12 27% | 21 36% | 6 55% | 54 36% | 1 ~50% | | | 2 ~25% | | 57 ~35% | 40 41%* | 18 25%* | 22 37% | 36 32% | | |
| NOT ANSWERED | 2 | 62 | | | 1 | | 1 | 2 | | | | | | | 2 | 1 | 1 | 1 | 1 | | |
| VALID CASES | 173 | 3166 | 7 | 17 | 32 | 44 | 59 | 11 | 149 | 1 | 2 | | 2 | 2 | 8 | 4 | 164 | 97 | 72 | 59 | 111 |
| NUMBER OF RESPONDENTS | 175 | 3228 | 7 | 17 | 33 | 44 | 59 | 12 | 151 | 1 | 2 | | 2 | 2 | 8 | 4 | 166 | 98 | 73 | 60 | 112 |
| | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |

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

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

| | COPA TOT ADLT | OHP TOT ADLT | AGE | | | | | | RACE | | | | | | ETHNIC- ITY | | HEALTH STATUS | | GENDER | |
|-------------------------|---------------------|--------------------|----------------|----------------|----------------|----------------|----------------|-------------------|--------------------|--------------------|------------------------------|------------|------------|---------------------------|--|--------------------------------|------------------|-----------|-----------|-----------|
| | | | 18 TO 24 | 25 TO 34 | 35 TO 44 | 45 TO 54 | 55 TO 64 | 65 AND OVER | BLCK OR AFR- | NATV AS- IAN | AMER HAW/ IND/ ALSK | MUL- TI | HIS- IC | NOT HIS- PAN- IC | EX & VERY GOOD & FAIR & POOR | GOOD & FAIR & POOR | FE- MALE | MALE | | |
| Q22 NEVER | 9 8% | 119 6% | 2 ~ 18% | 3 14% | 2 7% | 2 5% | 8 9% | ~ | ~ | ~ | ~ | ~ | ~ | 9 ~ 9% | 3 6% | 6 12% | 5 14% | 4 6% | | |
| SOMETIMES | 11 10% | 265 14% | 1 50% | 2 18% | 3 14% | 3 10% | 2 5% | 8 9% | ~ | ~ | 1 ~ 50% | 1 50% | 1 17% | 11 ~ 11% | 5 9% | 6 12% | 4 11% | 7 10% | | |
| USUALLY | 35 32% | 545 29% | 1 50% | 3 27% | 5 23% | 13 45% | 10 26% | 2 40% | 28 31% | ~ | ~ | ~ | ~ | 4 67% | 1 25% | 32 31% | 20 37% | 14 27% | 10 29% | 24 33% |
| ALWAYS | 55 50% | 927 50% | 4 ~ 36% | 11 50% | 11 38% | 24 63% | 3 60% | 46 51% | 1 100% | 1 100% | 1 ~ 50% | 1 50% | 1 17% | 3 75% | 50 49% | 26 48% | 26 50% | 16 46% | 37 51% | |
| #ALWAYS + USUALLY (NET) | 90 82% | 1472 79% | 1 50% | 7 64% | 16 73% | 24 83% | 34 89% | 5 100% | 74 82% | 1 100% | 1 100% | 1 ~ 50% | 5 50% | 5 83% | 4 100% | 82 80% | 46 85% | 40 77% | 26 74% | 61 85% |
| TOP BOX SCORE | 55 50% | 927 50% | 4 ~ 36% | 11 50% | 11 38% | 24 63% | 3 60% | 46 51% | 1 100% | 1 100% | 1 ~ 50% | 1 50% | 1 17% | 3 75% | 50 49% | 26 48% | 26 50% | 16 46% | 37 51% | |
| NOT ANSWERED | 5 | 61 | 1 | 1 | 3 | | 5 | | | | | | | 5 | 3 | 2 | 2 | 3 | | |
| VALID CASES | 110 | 1856 | 2 | 11 | 22 | 29 | 38 | 5 | 90 | 1 | 1 | 2 | 2 | 6 | 4 | 102 | 54 | 52 | 35 | 72 |
| NUMBER OF RESPONDENTS | 115 | 1917 | 3 | 11 | 23 | 32 | 38 | 5 | 95 | 1 | 1 | 2 | 2 | 6 | 4 | 107 | 57 | 54 | 37 | 75 |
| | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |

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

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

| | COPA TOT ADULT | OHP TOT ADULT | AGE | | | | | | RACE | | | | | | ETHNICITY | | HEALTH STATUS | | GENDER | | | |
|------------------------------------|----------------|---------------|----------|-----------|-----------|-----------|-----------|-------------|--------------|--------------|-------------------------|------------|------------|----------|------------------|------------------------------|---------------|------------|------------|-----------|-----------|------------|
| | | | 18 TO 24 | 25 TO 34 | 35 TO 44 | 45 TO 54 | 55 TO 64 | 65 AND OVER | BLCK OR AFR- | NATV AS- IAN | AMER HAW/ IND/ PAC ALSK | MUL- TI | OTH- | HIS- IC | NOT HIS- PAN- IC | EX & VERY GOOD & FAIR & POOR | GOOD & POOR | FE- MALE | MALE | | | |
| Q23 WORST PERSONAL DOCTOR POSSIBLE | | 60 2% | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | |
| 01 | 2 0.9% | 30 0.7% | ~ | ~ | ~ | 2 4% | ~ | 1 0.5% | ~ | ~ | ~ | ~ | ~ | ~ | 1 8% | ~ | 2 1% | 1 0.7% | 1 1% | 1 1% | 1 0.7% | |
| 02 | 3 1% | 27 0.7% | ~ | ~ | ~ | 1 2% | 1 1% | 1 8% | 3 2% | ~ | ~ | ~ | ~ | ~ | ~ | ~ | 3 1% | 1 0.7% | 2 2% | 1 1% | 2 1% | |
| 03 | 4 2% | 71 2% | ~ | 1 4% | 1 3% | ~ | 2 3% | ~ | 3 2% | ~ | ~ | ~ | ~ | ~ | ~ | ~ | 4 2% | 3 2% | 1 1% | 4 5% | ~ | |
| 04 | 4 2% | 80 2% | ~ | 2 8% | ~ | 1 2% | 1 1% | ~ | 2 1% | ~ | ~ | ~ | ~ | ~ | 1 8% | 1 17% | 3 1% | 2 1% | 2 2% | 1 1% | 3 2% | |
| 05 | 19 9% | 203 5% | ~ | 5 20% | 5 14% | 7 13% | 2 3%* | ~ | 17 9% | ~ | ~ | ~ | ~ | ~ | 2 17% | ~ | 19 9% | 10 7% | 9 11% | 9 12% | 10 7% | |
| 06 | 6 3% | 153 4% | 14% | 2 ~ | 1 3% | 1 2% | 1 1% | 1 8% | 6 3% | ~ | ~ | ~ | ~ | ~ | ~ | ~ | 6 3% | 5 4% | 1 1% | 1 1% | 4 3% | |
| 07 | 15 7% | 289 7% | ~ | 3 12% | 2 6% | 5 9% | 4 5% | 1 8% | 14 7% | ~ | ~ | ~ | 1 33% | ~ | ~ | ~ | 15 7% | 8 6% | 7 9% | 5 6% | 10 7% | |
| 08 | 43 20% | 720 18% | 43% | 2 8% | 6 17% | 12 22% | 14 19% | 2 15% | 39 21% | ~ | ~ | ~ | ~ | 1 33% | 2 17% | ~ | 42 20% | 26 19% | 16 20% | 17 22% | 25 18% | |
| 09 | 37 17% | 743 19% | 21% | 3 24% | 6 14% | 5 15% | 8 16% | 2 15% | 29 15% | 1 100% | ~ | ~ | 1 33% | 2 67% | 2 17% | ~ | 1 17% | 34 16% | 21 16% | 15 19% | 11 14% | 25 18% |
| BEST PERSONAL DOCTOR POSSIBLE | 87 40% | 1623 41% | 21% | 3 24% | 6 44% | 16 33% | 18 33% | 37 50%* | 6 46% | 74 39% | 2 ~100% | 1 ~100% | 1 33% | ~ | 4 33% | ~ | 4 67% | 80 38% | 58 43% | 27 33% | 27 35% | 59 42% |
| #8-10 (NET) | 167 76% | 3087 77% | 86% | 12 56% | 14 56% | 27 75% | 38 69% | 63 85%* | 10 77% | 142 76% | 1 ~100% | 2 ~100% | 1 ~100% | 2 67% | 3 100% | 8 67% | 5 83% | 156 75% | 105 78% | 58 72% | 55 71% | 109 78% |

Continued

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

| | | AGE | | | | | | | RACE | | | | | | | ETHNICITY | | HEALTH STATUS | | GENDER | |
|-------------------------|-------------|----------------|---------------|------------|------------|------------|------------|------------|-------------|-------------|-----------|---------------|----------------|-----------|------------|------------------|------------------------------|---------------|------------|------------|-------------|
| | | COPA TOT ADULT | OHP TOT ADULT | 18 TO 24 | 25 TO 34 | 35 TO 44 | 45 TO 54 | 55 TO 64 | 65 AND OVER | BLK OR AFR- | AMER AS- | NATV PAC ILND | AMER IND/ ALSK | MUL- TI | HIS- IC | NOT HIS- PAN- IC | EX & VERY GOOD & FAIR & POOR | FE- MALE MALE | | | |
| 9-10 (NET) | 124 56% | 2366 59% | 6 43% | 12 48% | 21 58% | 26 47% | 49 66%* | 8 62% | 103 55% | 1 100% | 2 100% | 1 100% | 2 67% | 2 67% | 6 50% | 5 83% | 114 55% | 79 59% | 42 52% | 38 49% | 84 60% |
| NOT ANSWERED | 12 | 265 | 1 | 3 | 4 | 3 | 1 | 11 | | | | | | 1 | | 12 | 12 | | 8 | 4 | |
| VALID CASES | 220 | 3999 | 14 | 25 | 36 | 55 | 74 | 13 | 188 | 1 | 2 | 1 | 3 | 3 | 12 | 6 | 208 | 135 | 81 | 77 | 139 |
| NUMBER OF RESPONDENTS | 232 100% | 4264 100% | 14 100% | 26 100% | 39 100% | 59 100% | 77 100% | 14 100% | 199 100% | 1 100% | 2 100% | 1 100% | 3 100% | 3 100% | 13 100% | 6 100% | 220 100% | 147 100% | 81 100% | 85 100% | 143 100% |
| MEAN | 8.27 | 8.32 | 8.36 | 7.48 | 8.36 | 7.85 | 8.73 | 8.38 | 8.28 | 9.00 | 10.0 | 10.0 | 8.67 | 8.67 | 7.42 | 8.83 | 8.22 | 8.39 | 8.01 | 7.92 | 8.46 |
| p stat_(*=Sig @ p<=.05) | | .750 | ~ | ~ | ~.123 | .014* | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~.278 | .178 | .088 | .089 |

[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?

| | COPA TOT ADLT | OHP TOT ADLT | AGE | | | | | | RACE | | | | | | ETHNIC- ITY | | HEALTH STATUS | | GENDER | | |
|-----------------------|---------------------|--------------------|----------------|----------------|----------------|----------------|----------------|-------------------|--------------------|------------|------------------------------|------------------------------|------------|------------|---------------------------|--|--------------------------------|-------------|------------|-------------|-------------|
| | | | 18 TO 24 | 25 TO 34 | 35 TO 44 | 45 TO 54 | 55 TO 64 | 65 AND OVER | BLCK OR AFR- | AS- IAN | NATV HAW/ IND/ ALSK | AMER ILND NATV OTHR | MUL- TI | HIS- IC | NOT HIS- PAN- IC | EX & VERY GOOD & FAIR & POOR | GOOD & FAIR & POOR | FE- MALE | MALE | | |
| Q24 YES | 126 40% | 2074 40% | 5 22%~ | 11 24%~ | 21 44%~ | 35 47% | 45 45% | 8 53%~ | 106 40%~ | 1 100%~ | 3 100%~ | 2 ~ 67%~ | 4 50%~ | 6 38%~ | 4 29%~ | 120 41%~ | 71 34%* | 53 55%* | 45 37% | 79 43% | |
| NO | 189 60% | 3119 60% | 18 78%~ | 35 76%~ | 27 56%~ | 40 53% | 56 55% | 7 47%~ | 162 60%~ | ~ | 1 ~100%~ | 1 33%~ | 4 50%~ | 10 62%~ | 10 71%~ | 171 59%~ | 140 66%* | 44 45%* | 78 63% | 106 57% | |
| NOT ANSWERED | 9 | 260 | 1 | | | | 1 | | 2 | | | | | | 2 | 1 | 1 | 1 | 1 | | |
| VALID CASES | 315 | 5193 | 23 | 46 | 48 | 75 | 101 | 15 | 268 | 1 | 3 | 1 | 3 | 8 | 16 | 14 | 291 | 211 | 97 | 123 | 185 |
| NUMBER OF RESPONDENTS | 324 100% | 5453 100% | 24 100% | 46 100% | 48 100% | 75 100% | 102 100% | 15 100% | 270 100% | 1 100% | 3 100% | 1 100% | 3 100% | 8 100% | 16 100% | 14 100% | 293 100% | 212 100% | 98 100% | 124 100% | 186 100% |

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

| | COPA TOT ADLT | OHP TOT ADLT | AGE | | | | | | RACE | | | | | | ETHNIC- ITY | | HEALTH STATUS | | GENDER | | |
|-------------------------|---------------------|--------------------|----------------|----------------|----------------|----------------|----------------|-------------------|----------------------------|------------|-----------------------------|----------------------|--------------|-----------|----------------|---------------------------|--|-------------------|------------|-------------|------------|
| | | | 18 TO 24 | 25 TO 34 | 35 TO 44 | 45 TO 54 | 55 TO 64 | 65 AND OVER | BLCK OR AFR- WHTE | AS- IAN | NATV HAW/ PAC LLND | AMER IND/ ALSK | MUL- OTHR | TI | HIS- IC | NOT HIS- PAN- IC | EX & VERY GOOD & FAIR & POOR | GOOD & POOR | MALE | FE- MALE | |
| Q25 NEVER | 6 5% | 135 7% | 1 20%~ | 1 9%~ | 2 10%~ | 2 ~ | 2 4%~ | 6 6%~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | 6 5%~ | 4 6% | 2 4% | 1 2%~ | 5 6%~ | |
| SOMETIMES | 24 20% | 292 15% | 1 20%~ | 1 9%~ | 6 29%~ | 10 31%~ | 5 11%~ | 1 14%~ | 18 17%~ | 1 ~ | 1 33%~ | 1 ~ | 1 50%~ | 1 25%~ | 3 50%~ | 1 25%~ | 23 20%~ | 11 16% | 13 25% | 8 19%~ | 16 21%~ |
| USUALLY | 36 30% | 614 31% | 1 20%~ | 2 18%~ | 6 29%~ | 12 37%~ | 13 29%~ | 2 29%~ | 32 31%~ | 1 100%~ | ~ | ~ | 2 50%~ | 1 17%~ | 1 50%~ | 34 29%~ | 18 27% | 18 34% | 16 37%~ | 20 26%~ | |
| ALWAYS | 55 45% | 926 47% | 2 40%~ | 7 64%~ | 7 33%~ | 10 31%~ | 25 56%~ | 4 57%~ | 47 46%~ | 2 ~ | 2 67%~ | 1 ~ | 1 50%~ | 2 25%~ | 2 33%~ | 1 25%~ | 53 46%~ | 34 51% | 20 38% | 18 42%~ | 36 47%~ |
| #ALWAYS + USUALLY (NET) | 91 75% | 1540 78% | 3 60%~ | 9 82%~ | 13 62%~ | 22 69%~ | 38 84%~ | 6 86%~ | 79 77%~ | 1 100%~ | 2 67%~ | 1 ~ | 3 50%~ | 3 75%~ | 3 50%~ | 3 75%~ | 87 78% | 52 72% | 38 72% | 34 79%~ | 56 73%~ |
| TOP BOX SCORE | 55 45% | 926 47% | 2 40%~ | 7 64%~ | 7 33%~ | 10 31%~ | 25 56%~ | 4 57%~ | 47 46%~ | 2 ~ | 2 67%~ | 1 ~ | 1 50%~ | 2 25%~ | 2 33%~ | 1 25%~ | 53 46%~ | 34 51% | 20 38% | 18 42%~ | 36 47%~ |
| NOT ANSWERED | 5 | 78 | | | | 3 | 1 | 3 | | | | | | | 4 | 4 | | | 2 | 2 | |
| VALID CASES | 121 | 1967 | 5 | 11 | 21 | 32 | 45 | 7 | 103 | 1 | 3 | | 2 | 4 | 6 | 4 | 116 | 67 | 53 | 43 | 77 |
| NUMBER OF RESPONDENTS | 126 | 2045 | 5 | 11 | 21 | 35 | 45 | 8 | 106 | 1 | 3 | | 2 | 4 | 6 | 4 | 120 | 71 | 53 | 45 | 79 |
| | 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?

| | | | AGE | | | | | | RACE | | | | | | ETHNICITY | | HEALTH STATUS | | GENDER | |
|-----------------------|---------------|--------------|-----------|-----------|------------|------------|------------|-------------|-----------------|------------|--------------------|----------------|-----------|-----------|------------|------------------|------------------------------|--------------------|------------|------------|
| | COPA TOT ADLT | OHP TOT ADLT | 18 TO 24 | 25 TO 34 | 35 TO 44 | 45 TO 54 | 55 TO 64 | 65 AND OVER | BLK OR AFR- WHT | AS- IAN | NATV HAW/ PAC ILND | AMER IND/ ALSK | OTHR | MUL- TI | HIS- IC | NOT HIS- PAN- IC | EX & VERY GOOD & FAIR & POOR | GOOD & FAIR & POOR | MALE | FE- MALE |
| Q26 NONE | 5 4% | 93 5% | 2 40%~ | ~ | ~ | 1 3%~ | 2 4%~ | ~ | 5 5%~ | ~ | ~ | ~ | ~ | ~ | ~ | 5 4%~ | 3 4% | 2 4% | 1 2%~ | 3 4%~ |
| 1 SPECIALIST | 65 53% | 1033 52% | 1 20%~ | 7 64%~ | 16 76%~ | 14 44%~ | 21 47%~ | 6 75%~ | 54 52%~ | 2 ~ | 67%~ | 1 ~ | 3 75%~ | 4 67%~ | 2 50%~ | 63 54%~ | 45 66%* | 19 36%* | 24 56%~ | 41 53%~ |
| 2 | 31 25% | 522 26% | ~ | 1 9%~ | 3 14%~ | 10 31%~ | 16 36%~ | 1 13%~ | 26 25%~ | 1 ~ | 33%~ | ~ | ~ | 2 33%~ | 30 26%~ | 12 18%* | 19 36%* | 13 30%~ | 18 23%~ | |
| 3 | 15 12% | 217 11% | 2 40%~ | 3 27%~ | 2 10%~ | 4 13%~ | 3 7%~ | 1 13%~ | 12 12%~ | 1 100%~ | ~ | ~ | 1 50%~ | 1 25%~ | 2 50%~ | 13 11%~ | 6 9% | 9 17% | 3 7%~ | 12 15%~ |
| 4 | 2 2% | 74 4% | ~ | ~ | ~ | ~ | 2 4%~ | ~ | 2 2%~ | ~ | ~ | ~ | ~ | ~ | 2 2%~ | 1 1% | 1 2% | 1 2%~ | 1 1%~ | |
| 5 OR MORE SPECIALISTS | 4 3% | 41 2% | ~ | ~ | ~ | 3 9%~ | 1 2%~ | ~ | 4 4%~ | ~ | ~ | ~ | ~ | ~ | 4 3%~ | 1 1% | 3 6% | 1 2%~ | 3 4%~ | |
| NOT ANSWERED | 4 | 66 | | | | 3 | | | 3 | | | | | | 3 | 3 | | 2 | 1 | |
| VALID CASES | 122 | 1979 | 5 | 11 | 21 | 32 | 45 | 8 | 103 | 1 | 3 | 2 | 4 | 6 | 4 | 117 | 68 | 53 | 43 | 78 |
| NUMBER OF RESPONDENTS | 126 | 2045 | 5 | 11 | 21 | 35 | 45 | 8 | 106 | 1 | 3 | 2 | 4 | 6 | 4 | 120 | 71 | 53 | 45 | 79 |
| | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |

[ASKED IF Q24 = YES]

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

| | COPA TOT ADLT | OHP TOT ADLT | AGE | | | | | RACE | | | | | ETHNICITY | HEALTH STATUS | | GENDER | | | | | |
|-------------------------------|---------------|--------------|-----------|----------|-----------|-----------|-----------|-------------|--------------|--------------|-------------------------|----------|-----------|------------------|------------------------------|-----------|-----------|-----------|-----------|-----------|-----------|
| | | | 18 TO 24 | 25 TO 34 | 35 TO 44 | 45 TO 54 | 55 TO 64 | 65 AND OVER | BLCK OR AFR- | NATV AS- IAN | AMER HAW/ IND/ PAC ALSK | MUL- TI | HIS- IC | NOT HIS- PAN- IC | EX & VERY GOOD & FAIR & POOR | MALE | FE- MALE | | | | |
| Q27 WORST SPECIALIST POSSIBLE | 2 2% | 21 1% | ~ | ~ | ~ | 1 3% | 1 2% | 1 1% | ~ | 1 33% | ~ | ~ | ~ | ~ | 2 2% | ~ | 2 4% | ~ | 2 3% | | |
| 01 | | 7 0.4% | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | | |
| 02 | 1 0.9% | 19 1% | ~ | ~ | ~ | 1 3% | ~ | 1 1% | ~ | ~ | ~ | ~ | ~ | 1 0.9% | 1 2% | ~ | 1 2% | ~ | 1 2% | | |
| 03 | 4 3% | 28 2% | ~ | 1 9% | 2 10% | ~ | 1 2% | 2 2% | ~ | ~ | ~ | ~ | 1 25% | 1 17% | 1 25% | 3 3% | 3 5% | 1 2% | 1 4% | 3 4% | |
| 04 | 2 2% | 18 1% | ~ | ~ | ~ | ~ | 2 5% | 2 2% | ~ | ~ | ~ | ~ | ~ | ~ | 2 2% | ~ | 2 4% | 1 2% | 1 1% | | |
| 05 | 7 6% | 88 5% | ~ | 2 18% | 1 5% | 1 3% | 2 5% | 1 13% | 5 5% | ~ | ~ | ~ | ~ | 2 33% | 7 6% | 3 5% | 4 8% | 2 5% | 5 7% | | |
| 06 | 4 3% | 76 4% | ~ | ~ | 1 5% | 1 3% | 1 2% | 1 13% | 4 4% | ~ | ~ | ~ | ~ | ~ | 4 4% | 3 5% | 1 2% | 2 5% | 2 3% | | |
| 07 | 16 14% | 154 8% | ~ | 1 9% | 4 19% | 7 23% | 4 9% | ~ | 16 16% | ~ | ~ | ~ | ~ | ~ | 16 14% | 10 15% | 6 12% | 7 17% | 9 12% | | |
| 08 | 17 15% | 272 15% | ~ | 2 18% | 2 10% | 7 23% | 6 14% | ~ | 16 16% | ~ | ~ | ~ | ~ | 1 17% | 17 15% | 8 12% | 9 18% | 6 14% | 11 15% | | |
| 09 | 24 21% | 345 19% | 2 67% | 1 9% | 6 29% | 7 23% | 6 14% | 2 25% | 20 20% | 1 100% | ~ | ~ | 1 50% | 1 25% | 1 17% | 2 50% | 22 20% | 13 20% | 11 22% | 8 19% | 16 21% |
| BEST SPECIALIST POSSIBLE | 40 34% | 812 44% | 1 33% | 4 36% | 5 24% | 6 19% | 20 47% | 4 50% | 31 32% | 2 67% | ~ | 1 50% | 2 50% | 1 17% | 1 25% | 38 34% | 24 37% | 15 29% | 14 33% | 26 35% | |
| #8-10 (NET) | 81 69% | 1429 78% | 3 100% | 7 64% | 13 62% | 20 65% | 32 74% | 6 75% | 67 68% | 1 100% | 2 67% | ~ | 2 100% | 3 75% | 3 50% | 3 75% | 77 69% | 45 69% | 35 69% | 28 67% | 53 71% |

Continued

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

| | | AGE | | | | | | | RACE | | | | | | ETHNICITY | | HEALTH STATUS | | GENDER | |
|-------------------------|-------------|----------------|---------------|------------|------------|------------|------------|-----------|-------------|-------------|-----------|-------------|---------------------|-----------|-----------|-------------|------------------|------------------------------|---------------|------------|
| | | COPA TOT ADULT | OHP TOT ADULT | 18 TO 24 | 25 TO 34 | 35 TO 44 | 45 TO 54 | 55 TO 64 | 65 AND OVER | BLK OR AFR- | AS- IAN | NATV ILND | AMER HAW/ IND/ ALSK | MUL- OTHR | TI | HIS- IC | NOT HIS- PAN- IC | EX & VERY GOOD & FAIR & POOR | FE- MALE MALE | |
| 9-10 (NET) | 64 55% | 1157 63% | 3 100%~ | 5 45%~ | 11 52%~ | 13 42%~ | 26 60%~ | 6 75%~ | 51 52%~ | 1 100%~ | 2 67%~ | 2 ~100%~ | 3 75%~ | 2 33%~ | 3 75%~ | 60 54%~ | 37 57% | 26 51% | 22 52%~ | 42 56%~ |
| NOT ANSWERED | | 34 | | | | | | | | | | | | | | | | | | |
| VALID CASES | 117 | 1838 | 3 | 11 | 21 | 31 | 43 | 8 | 98 | 1 | 3 | 2 | 4 | 6 | 4 | 112 | 65 | 51 | 42 | 75 |
| NUMBER OF RESPONDENTS | 117 100% | 1872 100% | 3 100% | 11 100% | 21 100% | 31 100% | 43 100% | 8 100% | 98 100% | 1 100% | 3 100% | 2 100% | 4 100% | 6 100% | 4 100% | 112 100% | 65 100% | 51 100% | 42 100% | 75 100% |
| MEAN | 8.08 | 8.47 | 9.33 | 7.73 | 7.86 | 7.77 | 8.30 | 8.63 | 8.11 | 9.00 | 6.67 | 9.50 | 8.00 | 6.67 | 7.75 | 8.07 | 8.23 | 7.84 | 8.10 | 8.07 |
| p stat_(*=Sig @ p<=.05) | | .041* | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | .410 | .323 | ~ | ~ |

[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?

| | COPA TOT ADLT | OHP TOT ADLT | AGE | | | | | RACE | | | | | | ETHNIC- ITY | | HEALTH STATUS | | GENDER | | | |
|-----------------------|---------------------|--------------------|----------------|----------------|----------------|----------------|----------------|-------------------|--------------------|--------------------|------------------------------|------------|------------|---------------------------|--|--------------------------------|-------------|-------------|------------|-------------|-------------|
| | | | 18 TO 24 | 25 TO 34 | 35 TO 44 | 45 TO 54 | 55 TO 64 | 65 AND OVER | BLCK OR AFR- | NATV AS- IAN | AMER HAW/ IND/ ALSK | MUL- TI | HIS- IC | NOT HIS- PAN- IC | EX & VERY GOOD & FAIR & POOR | GOOD & FAIR & POOR | FE- MALE | MALE | | | |
| Q28 YES | 58 18% | 1182 23%* | 3 13%~ | 11 24%~ | 3 6%~ | 15 20% | 24 24% | 51 19%~ | ~ | ~ | ~ | ~ | ~ | 4 25%~ | 1 7%~ | 55 19%~ | 36 17% | 21 22% | 21 17% | 35 19% | |
| NO | 257 82% | 3968 77%* | 21 87%~ | 35 76%~ | 44 94%~ | 60 80% | 78 76% | 15 100%~ | 219 81%~ | 1 100%~ | 3 100%~ | 1 100%~ | 3 100%~ | 7 100%~ | 12 75%~ | 13 93%~ | 237 81%~ | 176 83% | 76 78% | 102 83% | 151 81% |
| NOT ANSWERED | 9 | 303 | | | 1 | | | | | | | | 1 | | 1 | | 1 | | 1 | | |
| VALID CASES | 315 | 5150 | 24 | 46 | 47 | 75 | 102 | 15 | 270 | 1 | 3 | 1 | 3 | 7 | 16 | 14 | 292 | 212 | 97 | 123 | 186 |
| NUMBER OF RESPONDENTS | 324 100% | 5453 100% | 24 100% | 46 100% | 48 100% | 75 100% | 102 100% | 15 100% | 270 100% | 1 100% | 3 100% | 1 100% | 3 100% | 8 100% | 16 100% | 14 100% | 293 100% | 212 100% | 98 100% | 124 100% | 186 100% |

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?

| | COPA TOT ADLT | OHP TOT ADLT | AGE | | | | | RACE | | | | | ETHNIC- ITY | | HEALTH STATUS | | GENDER | | |
|-------------------------|---------------------|--------------------|----------------|----------------|----------------|----------------|----------------|-------------------|--------------------|--------------------|------------------------------|------------|----------------|---------------------------|--------------------|--|---------------------|-----------|-----------|
| | | | 18 TO 24 | 25 TO 34 | 35 TO 44 | 45 TO 54 | 55 TO 64 | 65 AND OVER | BLCK OR AFR- | NATV AS- IAN | AMER HAW/ IND/ ALSK | MUL- TI | OTH- | NOT HIS- PAN- IC | HIS- PAN- IC | EX & VERY GOOD & FAIR & GOOD POOR | FE- MALE MALE | | |
| Q29 NEVER | 2 4% | 119 12% | 1 ~ 10% | 1 ~ | 1 ~ | 1 4% | 2 4% | ~ | ~ | ~ | ~ | ~ | ~ | 2 4% | 2 ~ 11% | 2 ~ 6% | | | |
| SOMETIMES | 26 46% | 339 34% | 2 67% | 6 60% | 2 67% | 9 64% | 7 29% | 25 51% | ~ | ~ | ~ | ~ | 1 25% | 26 49% | 19 53% | 7 37% | 8 40% | 18 53% | |
| USUALLY | 18 32% | 332 33% | 2 ~ 20% | 1 33% | 4 29% | 10 42% | 16 33% | ~ | ~ | ~ | ~ | 1 25% | 17 32% | 10 28% | 7 37% | 8 40% | 9 26% | | |
| ALWAYS | 10 18% | 213 21% | 1 33% | 1 10% | 1 ~ | 6 7% | 6 25% | 6 12% | ~ | ~ | ~ | ~ | 2 50% | 1 100% | 8 15% | 7 19% | 3 16% | 4 20% | 5 15% |
| #ALWAYS + USUALLY (NET) | 28 50% | 545 54% | 1 33% | 3 30% | 1 33% | 5 36% | 16 67% | 22 45% | ~ | ~ | ~ | ~ | 3 75% | 1 100% | 25 47% | 17 47% | 10 53% | 12 60% | 14 41% |
| TOP BOX SCORE | 10 18% | 213 21% | 1 33% | 1 10% | 1 ~ | 6 7% | 6 25% | 6 12% | ~ | ~ | ~ | ~ | 2 50% | 1 100% | 8 15% | 7 19% | 3 16% | 4 20% | 5 15% |
| NOT ANSWERED | 2 | 19 | 1 | 1 | 1 | 1 | 2 | 2 | | | | | 2 | 2 | 1 | 1 | | | |
| VALID CASES | 56 | 1003 | 3 | 10 | 3 | 14 | 24 | 49 | | | | | 4 | 1 | 53 | 36 | 19 | 20 | 34 |
| NUMBER OF RESPONDENTS | 58 | 1022 | 3 | 11 | 3 | 15 | 24 | 51 | | | | | 4 | 1 | 55 | 36 | 21 | 21 | 35 |
| | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | | | | | 100% | 100% | 100% | 100% | 100% | 100% | 100% |

[ASKED IF Q28 = YES]

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

| | | AGE | | | | | | | RACE | | | | | | | ETHNICITY | | HEALTH STATUS | | GENDER | |
|-----------------------|-------------|---------------------|--------------------|----------------|----------------|----------------|----------------|----------------|-------------------|--------------------|-------------|---------------------|----------------------|------------|------------|-------------|-------------------|--|-------------------|-------------|-------------|
| | | COPA TOT ADLT | OHP TOT ADLT | 18 TO 24 | 25 TO 34 | 35 TO 44 | 45 TO 54 | 55 TO 64 | 65 AND OVER | BLCK OR AFR- | AS- IAN | NATV HAW/ PAC | AMER IND/ ALSK | MUL- TI | OTHR | HIS- IC | NOT PAN- IC | EX & VERY GOOD & FAIR & POOR | GOOD & POOR | MALE | FE- MALE |
| Q30 YES | 81 26% | 1525 30% | 6 27%~ | 12 27%~ | 9 20%~ | 17 23% | 35 35%* | 1 7%~ | 73 27%~ | 1 100%~ | ~ | ~ | ~ | 1 17%~ | 2 13%~ | 6 46%~ | 73 25%~ | 58 28% | 21 22% | 23 19%* | 56 31%* |
| NO | 229 74% | 3584 70% | 16 73%~ | 33 73%~ | 37 80%~ | 58 77% | 66 65%* | 14 93%~ | 195 73%~ | 3 ~100%~ | 1 ~100%~ | 2 ~100%~ | 5 83%~ | 13 87%~ | 7 54%~ | 215 75%~ | 152 72% | 73 78% | 98 81%* | 127 69%* | |
| NOT ANSWERED | 14 | 344 | 2 | 1 | 2 | | 1 | | 2 | | | | 1 | 2 | 1 | 1 | 5 | 2 | 4 | 3 | 3 |
| VALID CASES | 310 | 5109 | 22 | 45 | 46 | 75 | 101 | 15 | 268 | 1 | 3 | 1 | 2 | 6 | 15 | 13 | 288 | 210 | 94 | 121 | 183 |
| NUMBER OF RESPONDENTS | 324 100% | 5453 100% | 24 100% | 46 100% | 48 100% | 75 100% | 102 100% | 15 100% | 270 100% | 1 100% | 3 100% | 1 100% | 3 100% | 8 100% | 16 100% | 14 100% | 293 100% | 212 100% | 98 100% | 124 100% | 186 100% |

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

| | | | AGE | | | | | | RACE | | | | | | ETHNICITY | | HEALTH STATUS | | GENDER | |
|-------------------------|---------------|--------------|----------|-----------|----------|-----------|-----------|-------------|------------------|-----------|---------------|----------------|-----------|-----------|-------------|------------------|---------------|-----------|-----------|-----------|
| | COPA TOT ADLT | OHP TOT ADLT | 18 TO 24 | 25 TO 34 | 35 TO 44 | 45 TO 54 | 55 TO 64 | 65 AND OVER | BLCK OR AFR- WHT | AS- IAN | NATV HAW/ PAC | AMER IND/ ALSK | MUL- TI | HIS- IC | NOT HIS- IC | EX & VERY GOOD & | FAIR & POOR | MALE | FE- MALE | |
| Q31 NEVER | 4 5% | 51 4% | 1 ~ | 1 8% | 1 ~ | 2 6% | 2 6% | 4 6% | ~ | ~ | ~ | ~ | ~ | ~ | 4 6% | 1 2% | 3 15% | ~ | 4 8% | |
| SOMETIMES | 14 18% | 295 21% | 1 17% | 1 8% | 1 13% | 4 25% | 7 21% | 13 19% | ~ | ~ | ~ | ~ | ~ | ~ | 2 33% | 11 16% | 9 16% | 5 25% | 5 23% | 9 17% |
| USUALLY | 24 32% | 400 28% | 6 ~ | 2 50% | 2 25% | 6 38% | 10 30% | 21 30% | 1 100% | ~ | ~ | ~ | 1 50% | 1 50% | 3 30% | 21 35% | 4 20% | 9 41% | 15 28% | |
| ALWAYS | 34 45% | 670 47% | 5 83% | 4 33% | 5 63% | 5 31% | 14 42% | 1 100% | 31 45% | ~ | ~ | ~ | 1 100% | 1 50% | 1 17% | 33 48% | 26 47% | 8 40% | 8 36% | 25 47% |
| #ALWAYS + USUALLY (NET) | 58 76% | 1070 76% | 5 83% | 10 83% | 7 88% | 11 69% | 24 73% | 1 100% | 52 75% | 1 100% | ~ | ~ | 1 100% | 2 100% | 4 67% | 54 78% | 12 82% | 17 60% | 40 77% | 40 75% |
| TOP BOX SCORE | 34 45% | 670 47% | 5 83% | 4 33% | 5 63% | 5 31% | 14 42% | 1 100% | 31 45% | ~ | ~ | ~ | 1 100% | 1 50% | 1 17% | 33 48% | 26 47% | 8 40% | 8 36% | 25 47% |
| NOT ANSWERED | 5 | 26 | | | 1 | 1 | 2 | 4 | | | | | | | 4 | 3 | 1 | 1 | 3 | |
| VALID CASES | 76 | 1415 | 6 | 12 | 8 | 16 | 33 | 1 | 69 | 1 | | | 1 | 2 | 6 | 69 | 55 | 20 | 22 | 53 |
| NUMBER OF RESPONDENTS | 81 | 1441 | 6 | 12 | 9 | 17 | 35 | 1 | 73 | 1 | | | 1 | 2 | 6 | 73 | 58 | 21 | 23 | 56 |
| | 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?

| | | | AGE | | | | | | RACE | | | | | | ETHNICITY | | HEALTH STATUS | | GENDER | | |
|-------------------------|---------------|--------------|-----------|----------|-----------|-----------|-----------|-------------|------------------|-----------|--------------------|---------------------|---------|-----------|-------------|------------------|---------------|-----------|-----------|-----------|-----------|
| | COPA TOT ADLT | OHP TOT ADLT | 18 TO 24 | 25 TO 34 | 35 TO 44 | 45 TO 54 | 55 TO 64 | 65 AND OVER | BLCK OR AFR- WHT | AS- IAN | NATV HAW/ PAC ILND | AMER IND/ ALSK NATV | MUL- TI | HIS- IC | NOT HIS- IC | EX & VERY GOOD & | FAIR & POOR | MALE | FE- MALE | | |
| Q32 NEVER | 1 1% | 24 2% | ~ | 1 8% | ~ | ~ | ~ | ~ | 1 1% | ~ | ~ | ~ | ~ | ~ | ~ | 1 1% | 1 2% | ~ | ~ | 1 2% | |
| SOMETIMES | 5 7% | 83 6% | ~ | 2 17% | ~ | 1 6% | 2 6% | ~ | 5 7% | ~ | ~ | ~ | ~ | ~ | ~ | 5 7% | 3 5% | 2 11% | 1 5% | 4 7% | |
| USUALLY | 15 20% | 312 22% | 1 17% | 2 17% | 2 25% | 5 31% | 5 15% | ~ | 15 22% | ~ | ~ | ~ | ~ | ~ | ~ | 1 17% | 14 20% | 10 18% | 4 21% | 6 29% | 9 17% |
| ALWAYS | 55 72% | 995 70% | 5 83% | 7 58% | 6 75% | 10 62% | 26 79% | 1 100% | 48 70% | 1 100% | ~ | ~ | ~ | 1 100% | 2 100% | 5 83% | 49 71% | 42 75% | 13 68% | 14 67% | 40 74% |
| #ALWAYS + USUALLY (NET) | 70 92% | 1307 92% | 6 100% | 9 75% | 8 100% | 15 94% | 31 94% | 1 100% | 63 91% | 1 100% | ~ | ~ | ~ | 1 100% | 2 100% | 6 100% | 63 91% | 52 93% | 17 89% | 20 95% | 49 91% |
| TOP BOX SCORE | 55 72% | 995 70% | 5 83% | 7 58% | 6 75% | 10 62% | 26 79% | 1 100% | 48 70% | 1 100% | ~ | ~ | ~ | 1 100% | 2 100% | 5 83% | 49 71% | 42 75% | 13 68% | 14 67% | 40 74% |
| NOT ANSWERED | 5 | 27 | | | 1 | 1 | 2 | | 4 | | | | | | 4 | 2 | 2 | 2 | 2 | 2 | |
| VALID CASES | 76 | 1414 | 6 | 12 | 8 | 16 | 33 | 1 | 69 | 1 | | | 1 | 2 | 6 | 69 | 56 | 19 | 21 | 54 | |
| NUMBER OF RESPONDENTS | 81 | 1441 | 6 | 12 | 9 | 17 | 35 | 1 | 73 | 1 | | | 1 | 2 | 6 | 73 | 58 | 21 | 23 | 56 | |
| | 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?

| | COPA TOT ADLT | OHP TOT ADLT | AGE | | | | | | RACE | | | | | | ETHNIC- ITY | | HEALTH STATUS | | GENDER | | |
|-----------------------|---------------------|--------------------|----------------|----------------|----------------|----------------|----------------|-------------------|--------------------|------------|-----------------------------|----------------------|--------------|-----------|----------------|-------------------|--|-------------------|-------------|-------------|-------------|
| | | | 18 TO 24 | 25 TO 34 | 35 TO 44 | 45 TO 54 | 55 TO 64 | 65 AND OVER | BLCK OR AFR- | AS- IAN | NATV HAW/ PAC ILND | AMER IND/ ALSK | MUL- OTHR | TI | HIS- IC | NOT PAN- IC | EX & VERY GOOD & FAIR & POOR | GOOD & POOR | FE- MALE | MALE | |
| Q33 YES | 108 35% | 1804 36% | 11 46%~ | 14 32%~ | 21 46%~ | 29 39% | 26 26%* | 6 40%~ | 93 35%~ | 1 ~ | 33%~ | 1 ~ | 3 33%~ | 6 43%~ | 7 50%~ | 100 35%~ | 74 35% | 33 35% | 36 30% | 71 39% | |
| NO | 199 65% | 3261 64% | 13 54%~ | 30 68%~ | 25 54%~ | 45 61% | 73 74%* | 9 60%~ | 171 65%~ | 1 100%~ | 2 67%~ | 1 100%~ | 2 67%~ | 4 57%~ | 9 60%~ | 7 50%~ | 185 65%~ | 135 65% | 60 65% | 85 70% | 110 61% |
| NOT ANSWERED | 17 | 388 | | 2 | 2 | 1 | 3 | | 6 | | | | 1 | 1 | | 8 | 3 | 5 | 3 | 5 | |
| VALID CASES | 307 | 5065 | 24 | 44 | 46 | 74 | 99 | 15 | 264 | 1 | 3 | 1 | 3 | 7 | 15 | 14 | 285 | 209 | 93 | 121 | 181 |
| NUMBER OF RESPONDENTS | 324 100% | 5453 100% | 24 100% | 46 100% | 48 100% | 75 100% | 102 100% | 15 100% | 270 100% | 1 100% | 3 100% | 1 100% | 3 100% | 8 100% | 16 100% | 14 100% | 293 100% | 212 100% | 98 100% | 124 100% | 186 100% |

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

| | COPA TOT ADLT | OHP TOT ADLT | AGE | | | | | | RACE | | | | | | ETHNIC- ITY | | HEALTH STATUS | | GENDER | | |
|-------------------------|---------------------|--------------------|----------------|----------------|----------------|----------------|----------------|-------------------|----------------------------|------------|-----------------------------|----------------------|--------------------|------------|-------------------|--|-------------------|------------|-------------|------------|------------|
| | | | 18 TO 24 | 25 TO 34 | 35 TO 44 | 45 TO 54 | 55 TO 64 | 65 AND OVER | BLCK OR AFR- WHTE | AS- IAN | NATV HAW/ PAC ILND | AMER IND/ ALSK | MUL- OTHR TI | HIS- IC | NOT PAN- IC | EX & VERY GOOD & FAIR & POOR | GOOD & POOR | MALE | FE- MALE | | |
| PQ34 | | | | | | | | | | | | | | | | | | | | | |
| NEVER | 7 2% | 97 2% | 1 4% | 1 2% | 3 ~ | 2 4% | 2 2% | 6 ~ | 2 2% | ~ | ~ | ~ | ~ | ~ | 1 7% | 7 ~ | 2 2% | 4 2% | 3 3% | 2 2% | 5 3% |
| SOMETIMES | 21 7% | 322 6% | 3 ~ | 5 7% | 9 11% | 4 12% | 4 4% | 17 ~ | 7 7% | ~ | ~ | ~ | ~ | 1 ~ | 3 20% | 1 7% | 20 7% | 13 6% | 8 9% | 9 7% | 12 7% |
| USUALLY | 38 13% | 697 14% | 6 25% | 4 9% | 6 13% | 9 12% | 10 10% | 3 20% | 33 13% | 1 ~ | 1 33% | 1 ~ | 1 33% | 2 ~ | 2 13% | 1 7% | 37 13% | 25 12% | 12 13% | 12 10% | 26 15% |
| ALWAYS | 238 78% | 3891 78% | 17 71% | 35 81% | 34 76% | 52 71% | 83 84% | 12 80% | 205 79% | 1 100% | 2 67% | 1 100% | 2 67% | 6 86% | 9 60% | 12 86% | 218 77% | 165 80% | 69 75% | 98 81% | 135 76% |
| #ALWAYS + USUALLY (NET) | 276 91% | 4589 92% | 23 96% | 39 91% | 40 89% | 61 84%* | 93 94% | 15 100% | 238 91% | 1 100% | 3 100% | 1 100% | 3 100% | 6 86% | 11 73% | 13 93% | 255 90% | 190 92% | 81 88% | 110 91% | 161 90% |
| TOP BOX SCORE | 238 78% | 3891 78% | 17 71% | 35 81% | 34 76% | 52 71% | 83 84% | 12 80% | 205 79% | 1 100% | 2 67% | 1 100% | 2 67% | 6 86% | 9 60% | 12 86% | 218 77% | 165 80% | 69 75% | 98 81% | 135 76% |
| NOT ANSWERED | 3 | 87 | 1 | 1 | 1 | | | 3 | | | | | | | 3 | 2 | 1 | | | 3 | |
| VALID CASES | 304 | 5008 | 24 | 43 | 45 | 73 | 99 | 15 | 261 | 1 | 3 | 1 | 3 | 7 | 15 | 14 | 282 | 207 | 92 | 121 | 178 |
| NUMBER OF RESPONDENTS | 307 | 5095 | 24 | 44 | 46 | 74 | 99 | 15 | 264 | 1 | 3 | 1 | 3 | 7 | 15 | 14 | 285 | 209 | 93 | 121 | 181 |
| | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |

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

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

| | COPA TOT ADLT | OHP TOT ADLT | AGE | | | | | RACE | | | | | ETHNIC- ITY | | HEALTH STATUS | | GENDER | | | | | |
|--------------------------------------|---------------------|--------------------|----------------|----------------|----------------|----------------|----------------|-------------------|--------------------|--------------------|------------------------------|------------|----------------|-------------------|--|-------------------|-----------|-------------|-------------|------------|-----------|------------|
| | | | 18 TO 24 | 25 TO 34 | 35 TO 44 | 45 TO 54 | 55 TO 64 | 65 AND OVER | BLCK OR AFR- | NATV AS- IAN | AMER HAW/ IND/ ALSK | MUL- TI | HIS- IC | NOT PAN- IC | EX & VERY GOOD & FAIR & POOR | GOOD & POOR | MALE | FE- MALE | | | | |
| Q35 WORST HEALTH PLAN POSSIBLE | 3 1% | 59 1% | ~ | 1 2% | ~ | 1 1% | 1 1% | ~ | 1 0.4% | ~ | ~ | ~ | ~ | 1 13% | 1 7% | ~ | 3 1% | 1 0.5% | 2 2% | 3 3% | ~ | |
| 01 | 5 2% | 31 0.6% | ~ | ~ | 1 2% | 2 3% | 2 2% | ~ | 5 2% | ~ | ~ | ~ | ~ | ~ | ~ | ~ | 5 2% | 3 2% | 2 2% | 2 2% | 3 2% | |
| 02 | 4 1% | 40 0.8% | ~ | 1 2% | ~ | 2 3% | 1 1% | ~ | 4 2% | ~ | ~ | ~ | ~ | ~ | ~ | ~ | 4 1% | 1 0.5% | 3 3% | 1 0.9% | 3 2% | |
| 03 | 7 2% | 85 2% | ~ | 3 7% | 1 2% | 1 1% | 2 2% | ~ | 7 3% | ~ | ~ | ~ | ~ | ~ | ~ | ~ | 7 3% | 1 0.5%* | 6 6%* | 2 2% | 5 3% | |
| 04 | 11 4% | 121 2% | 1 5% | ~ | 2 5% | 6 8% | 2 2% | ~ | 9 4% | ~ | ~ | ~ | ~ | 1 13% | 1 7% | 1 7% | 10 4% | 5 3% | 6 6% | 2 2% | 9 5% | |
| 05 | 25 9% | 451 9% | 2 10% | 3 7% | 5 11% | 7 10% | 8 9% | ~ | 22 9% | ~ | 1 33% | ~ | ~ | 1 13% | 1 7% | 1 7% | 24 9% | 19 10% | 6 6% | 13 11% | 12 7% | |
| 06 | 16 5% | 332 7% | 2 10% | 1 2% | 4 9% | 4 6% | 4 4% | 1 8% | 14 6% | ~ | ~ | ~ | ~ | ~ | ~ | ~ | 16 6% | 10 5% | 6 6% | 9 8% | 6 3% | |
| 07 | 40 14% | 632 13% | 2 10% | 10 22% | 6 14% | 11 15% | 10 11% | ~ | 36 14% | ~ | ~ | ~ | ~ | ~ | 3 20% | ~ | 1 7% | 38 14% | 26 13% | 13 14% | 18 16% | 21 12% |
| 08 | 57 20% | 921 19% | 5 24% | 9 20% | 9 20% | 13 18% | 17 18% | 3 23% | 52 21% | ~ | ~ | 1 100% | ~ | 1 13% | 2 13% | ~ | 1 7% | 55 20% | 39 20% | 17 18% | 20 17% | 36 21% |
| 09 | 41 14% | 768 16% | 2 10% | 10 22% | 7 16% | 10 14% | 10 11% | 2 15% | 35 14% | 1 100% | ~ | ~ | 1 33% | 1 13% | 3 20% | ~ | 2 14% | 38 14% | 33 17%* | 8 9%* | 19 17% | 22 13% |
| BEST HEALTH PLAN POSSIBLE | 82 28% | 1430 29% | 7 33% | 7 16% | 9 20% | 15 21% | 37 39%* | 7 54% | 66 26% | ~ | 2 67% | ~ | 2 67% | 3 38% | 3 20% | ~ | 8 57% | 73 27% | 56 29% | 25 27% | 26 23% | 56 32%* |
| #8-10 (NET) | 180 62% | 3119 64% | 14 67% | 26 58% | 25 57% | 38 53% | 64 68% | 12 92% | 153 61% | 1 100% | 2 67% | 1 100% | 3 100% | 5 63% | 8 53% | ~ | 11 79% | 166 61% | 128 66%* | 50 53%* | 65 57% | 114 66% |

Continued

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

| | | AGE | | | | | | | RACE | | | | | | ETHNICITY | | HEALTH STATUS | | GENDER | | |
|-------------------------|-------------|----------------|---------------|------------|------------|------------|-------------|------------|-------------|-------------|-----------|---------------|----------------|-----------|------------|------------------|------------------------------|--------------------|-------------|-------------|------|
| | | COPA TOT ADULT | OHP TOT ADULT | 18 TO 24 | 25 TO 34 | 35 TO 44 | 45 TO 54 | 55 TO 64 | 65 AND OVER | BLK OR AFR- | AMER AS- | NATV PAC ILND | AMER IND/ ALSK | MUL- TI | HIS- IC | NOT HIS- PAN- IC | EX & VERY GOOD & FAIR & POOR | GOOD & FAIR & POOR | FE- MALE | MALE | |
| 9-10 (NET) | 123 42% | 2198 45% | 9 43%~ | 17 38%~ | 16 36%~ | 25 35% | 47 50% | 9 69%~ | 101 40%~ | 1 100%~ | 2 67%~ | 3 ~100%~ | 4 50%~ | 6 40%~ | 10 71%~ | 111 41%~ | 89 46% | 33 35% | 45 39% | 78 45% | |
| NOT ANSWERED | 33 | 583 | 3 | 1 | 4 | 3 | 8 | 2 | 19 | | | | | 1 | 20 | 18 | 4 | 9 | 13 | | |
| VALID CASES | 291 | 4870 | 21 | 45 | 44 | 72 | 94 | 13 | 251 | 1 | 3 | 1 | 3 | 8 | 14 | 273 | 194 | 94 | 115 | 173 | |
| NUMBER OF RESPONDENTS | 324 100% | 5453 100% | 24 100% | 46 100% | 48 100% | 75 100% | 102 100% | 15 100% | 270 100% | 1 100% | 3 100% | 1 100% | 3 100% | 8 100% | 16 100% | 293 100% | 212 100% | 98 100% | 124 100% | 186 100% | |
| MEAN | 7.64 | 7.82 | 8.00 | 7.42 | 7.45 | 7.12 | 7.96 | 9.08 | 7.60 | 9.00 | 8.33 | 8.00 | 9.67 | 7.00 | 7.27 | 8.71 | 7.58 | 7.91 | 7.07 | 7.43 | 7.80 |
| p stat_(*=Sig @ p<=.05) | | .160 | ~ | ~ | ~.031* | .115 | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~.013* | .004* | .209 | .174 | |

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?

| | COPA TOT ADLT | OHP TOT ADLT | AGE | | | | | RACE | | | | | | ETHNIC- ITY | | HEALTH STATUS | | GENDER | | | |
|-----------------------|---------------------|--------------------|----------------|----------------|----------------|----------------|----------------|-------------------|--------------------|------------|----------------------|----------------------|------------|----------------|-------------------|------------------|--|--------------------------------|-------------|-------------|-------------|
| | | | 18 TO 24 | 25 TO 34 | 35 TO 44 | 45 TO 54 | 55 TO 64 | 65 AND OVER | BLCK OR AFR- | AS- IAN | NATV HAW/ ILND | AMER IND/ ALSK | MUL- TI | OTH- | NOT HIS- IC | HIS- IC | EX & VERY GOOD & FAIR & POOR | GOOD & FAIR & POOR | FE- MALE | MALE | |
| Q35A YES | 41 13% | 736 14% | | 3 ~ 7% | 6 13% | 15 20% | 13 13% | 4 27% | 37 14% | | | | | 1 ~ 14% | 2 13% | | 41 ~ 14% | 16 8%* | 25 26%* | 14 12% | 27 15% |
| NO | 269 87% | 4378 86% | 24 100% | 43 93% | 41 87% | 59 80% | 87 87% | 11 73% | 230 86% | 1 100% | 3 100% | 1 100% | 3 100% | 6 86% | 14 88% | 14 100% | 248 86% | 195 92%* | 70 74%* | 107 88% | 158 85% |
| NOT ANSWERED | 14 | 339 | | | 1 | 1 | 2 | | 3 | | | | | 1 | | | 4 | 1 | 3 | 3 | 1 |
| VALID CASES | 310 | 5114 | 24 | 46 | 47 | 74 | 100 | 15 | 267 | 1 | 3 | 1 | 3 | 7 | 16 | 14 | 289 | 211 | 95 | 121 | 185 |
| NUMBER OF RESPONDENTS | 324 100% | 5453 100% | 24 100% | 46 100% | 48 100% | 75 100% | 102 100% | 15 100% | 270 100% | 1 100% | 3 100% | 1 100% | 3 100% | 8 100% | 16 100% | 14 100% | 293 100% | 212 100% | 98 100% | 124 100% | 186 100% |

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

| | COPA TOT ADLT | OHP TOT ADLT | AGE | | | | | | RACE | | | | | | ETHNIC- ITY | | HEALTH STATUS | | GENDER | |
|-------------------------|---------------------|--------------------|----------------|----------------|----------------|----------------|----------------|-------------------|--------------------|------------|---------------------|----------------------|--------------|-----------|----------------|-------------------|--|-------------------|--------|-------------|
| | | | 18 TO 24 | 25 TO 34 | 35 TO 44 | 45 TO 54 | 55 TO 64 | 65 AND OVER | BLCK OR AFR- | AS- IAN | NATV HAW/ PAC | AMER IND/ ALSK | MUL- OTHR | TI | HIS- IC | NOT HIS- IC | EX & VERY GOOD & FAIR & POOR | GOOD & POOR | MALE | FE- MALE |
| Q35B NEVER | 10 25% | 123 19% | 1 ~ 33% | 2 33% | 6 40% | 1 8% | 10 28% | ~ | ~ | ~ | ~ | ~ | ~ | 10 25% | 5 31% | 5 21% | 2 14% | 8 31% | | |
| SOMETIMES | 7 18% | 72 11% | 1 ~ 33% | 3 20% | 3 25% | 7 19% | ~ | ~ | ~ | ~ | ~ | ~ | 7 18% | 3 19% | 4 17% | 3 21% | 4 15% | | | |
| USUALLY | 10 25% | 177 27% | ~ | ~ | 4 27% | 4 33% | 2 50% | 10 28% | ~ | ~ | ~ | ~ | ~ | 10 25% | 4 25% | 6 25% | 4 29% | 6 23% | | |
| ALWAYS | 13 33% | 279 43% | 1 ~ 33% | 4 67% | 2 13% | 4 33% | 2 50% | 9 25% | ~ | ~ | ~ | 1 100% | 2 100% | 13 33% | 4 25% | 9 37% | 5 36% | 8 31% | | |
| #ALWAYS + USUALLY (NET) | 23 58% | 456 70% | 1 ~ 33% | 4 67% | 6 40% | 8 67% | 4 100% | 19 53% | ~ | ~ | ~ | 1 100% | 2 100% | 23 58% | 8 50% | 15 62% | 9 64% | 14 54% | | |
| TOP BOX SCORE | 13 33% | 279 43% | 1 ~ 33% | 4 67% | 2 13% | 4 33% | 2 50% | 9 25% | ~ | ~ | ~ | 1 100% | 2 100% | 13 33% | 4 25% | 9 37% | 5 36% | 8 31% | | |
| NOT ANSWERED | 1 | 24 | | | | 1 | 1 | | | | | | | 1 | | 1 | | 1 | | |
| VALID CASES | 40 | 651 | 3 | 6 | 15 | 12 | 4 | 36 | | | | 1 | 2 | 40 | 16 | 24 | 14 | 26 | | |
| NUMBER OF RESPONDENTS | 41 | 675 | 3 | 6 | 15 | 13 | 4 | 37 | | | | 1 | 2 | 41 | 16 | 25 | 14 | 27 | | |
| | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | | | | 100% | 100% | 100% | 100% | 100% | 100% | 100% | | |

[ASKED IF Q35A = YES]

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

| | COPA TOT ADLT | OHP TOT ADLT | AGE | | | | | | RACE | | | | | | ETHNIC- ITY | | HEALTH STATUS | | GENDER | | |
|-----------------------|---------------------|--------------------|----------------|----------------|----------------|----------------|----------------|-------------------|--------------------|--------------------|------------------------------|------------|-----------|-------------------|----------------|--|---------------------|-------------|------------|-------------|-------------|
| | | | 18 TO 24 | 25 TO 34 | 35 TO 44 | 45 TO 54 | 55 TO 64 | 65 AND OVER | BLCK OR AFR- | NATV AS- IAN | AMER HAW/ IND/ ALSK | MUL- TI | OTH- | NOT HIS- IC | HIS- IC | EX & VERY GOOD & FAIR & POOR | FE- MALE MALE | | | | |
| Q35C YES | 47 15% | 760 15% | 3 13%~ | 1 2%~ | 5 11%~ | 17 23% | 18 18% | 3 20%~ | 41 15%~ | 1 ~ 33%~ | 1 ~ 33%~ | 1 14%~ | 3 19%~ | 1 7%~ | 46 16%~ | 19 9%* | 28 29%* | 18 15% | 29 16% | | |
| NO | 263 85% | 4319 85% | 21 87%~ | 45 98%~ | 42 89%~ | 57 77% | 82 82% | 12 80%~ | 226 85%~ | 1 100%~ | 2 67%~ | 1 100%~ | 2 67%~ | 6 86%~ | 13 81%~ | 13 93%~ | 244 84%~ | 191 91%* | 68 71%* | 104 85% | 155 84% |
| NOT ANSWERED | 14 | 373 | | | 1 | 1 | 2 | | 3 | | | 1 | | | 3 | 2 | 2 | 2 | 2 | | |
| VALID CASES | 310 | 5080 | 24 | 46 | 47 | 74 | 100 | 15 | 267 | 1 | 3 | 1 | 3 | 7 | 16 | 14 | 290 | 210 | 96 | 122 | 184 |
| NUMBER OF RESPONDENTS | 324 100% | 5453 100% | 24 100% | 46 100% | 48 100% | 75 100% | 102 100% | 15 100% | 270 100% | 1 100% | 3 100% | 1 100% | 3 100% | 8 100% | 16 100% | 14 100% | 293 100% | 212 100% | 98 100% | 124 100% | 186 100% |

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

| | COPA TOT ADLT | OHP TOT ADLT | AGE | | | | | | RACE | | | | | | ETHNIC- ITY | | HEALTH STATUS | | GENDER | |
|-------------------------|---------------------|--------------------|----------------|----------------|----------------|----------------|----------------|-------------------|--------------------|-------------|---------------------|----------------------|--------------|-------------|----------------|-------------------|--|-------------------|--------|-------------|
| | | | 18 TO 24 | 25 TO 34 | 35 TO 44 | 45 TO 54 | 55 TO 64 | 65 AND OVER | BLCK OR AFR- | AS- IAN | NATV HAW/ PAC | AMER IND/ ALSK | MUL- OTHR | TI | HIS- IC | NOT HIS- IC | EX & VERY GOOD & FAIR & POOR | GOOD & POOR | MALE | FE- MALE |
| Q35D NEVER | 12 26% | 165 23%~ | 1 ~100%~ | 1 20%~ | 7 44%~ | 3 17%~ | 11 ~27%~ | ~ | ~ | ~ | ~ | ~ | 1 50%~ | 12 ~27%~ | 6 33%~ | 6 21%~ | 5 28%~ | 7 25%~ | | |
| SOMETIMES | 7 15% | 141 19%~ | 1 33%~ | 1 ~20%~ | 4 25%~ | 1 6%~ | 6 ~15%~ | ~ | ~ | ~ | 1 ~100%~ | ~ | 1 ~100%~ | 6 13%~ | 3 17%~ | 4 14%~ | 4 22%~ | 3 11%~ | | |
| USUALLY | 11 24% | 179 25%~ | 2 67%~ | ~ | 3 ~19%~ | 6 33%~ | 10 ~24%~ | ~ | ~ | 1 ~100%~ | ~ | ~ | ~ | 11 ~24%~ | 4 22%~ | 7 25%~ | 3 17%~ | 8 29%~ | | |
| ALWAYS | 16 35% | 239 33%~ | ~ | ~60%~ | 3 13%~ | 2 44%~ | 8 100%~ | 3 34%~ | 14 ~100%~ | 1 ~ | ~ | ~ | 1 50%~ | 16 ~36%~ | 5 28%~ | 11 39%~ | 6 33%~ | 10 36%~ | | |
| #ALWAYS + USUALLY (NET) | 27 59% | 418 58%~ | 2 67%~ | ~60%~ | 3 31%~ | 5 78%~ | 14 100%~ | 3 59%~ | 24 ~100%~ | 1 ~100%~ | 1 ~100%~ | 1 ~50%~ | 1 ~60%~ | 27 60%~ | 9 50%~ | 18 64%~ | 9 50%~ | 18 64%~ | | |
| TOP BOX SCORE | 16 35% | 239 33%~ | ~ | ~60%~ | 3 13%~ | 2 44%~ | 8 100%~ | 3 34%~ | 14 ~100%~ | 1 ~100%~ | ~ | ~ | 1 50%~ | 16 ~36%~ | 5 28%~ | 11 39%~ | 6 33%~ | 10 36%~ | | |
| NOT ANSWERED | 1 | 20 | | | 1 | | | | | | | | 1 | 1 | 1 | | | 1 | | |
| VALID CASES | 46 | 725 | 3 | 1 | 5 | 16 | 18 | 3 | 41 | 1 | 1 | 1 | 2 | 1 | 45 | 18 | 28 | 18 | 28 | |
| NUMBER OF RESPONDENTS | 47 | 745 | 3 | 1 | 5 | 17 | 18 | 3 | 41 | 1 | 1 | 1 | 3 | 1 | 46 | 19 | 28 | 18 | 29 | |
| | 100% | 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?

| | COPA TOT ADLT | OHP TOT ADLT | AGE | | | | | | RACE | | | | | | ETHNIC- ITY | | HEALTH STATUS | | GENDER | | |
|-----------------------|---------------------|--------------------|----------------|----------------|----------------|----------------|----------------|-------------------|--------------------|-------------|---------------------|----------------------|------------|-----------|----------------|-------------------|--|-------------------|------------|-------------|-------------|
| | | | 18 TO 24 | 25 TO 34 | 35 TO 44 | 45 TO 54 | 55 TO 64 | 65 AND OVER | BLCK OR AFR- | AS- IAN | NATV HAW/ PAC | AMER IND/ ALSK | MUL- TI | OTH- | HIS- IC | NOT PAN- IC | EX & VERY GOOD & FAIR & POOR | GOOD & POOR | MALE | FE- MALE | |
| Q35E YES | 174 56% | 2872 56% | 9 38%~ | 18 39%~ | 29 63%~ | 45 61% | 60 59% | 11 79%~ | 152 57%~ | 1 100%~ | 2 67%~ | 1 ~ 33%~ | 3 43%~ | 8 50%~ | 2 15%~ | 168 58%~ | 102 49%* | 69 72%* | 63 51% | 109 60% | |
| NO | 136 44% | 2261 44% | 15 63%~ | 28 61%~ | 17 37%~ | 29 39% | 42 41% | 3 21%~ | 115 43%~ | 1 ~ 33%~ | 1 100%~ | 2 67%~ | 4 57%~ | 8 50%~ | 11 85%~ | 122 42%~ | 108 51%* | 27 28%* | 61 49% | 73 40% | |
| NOT ANSWERED | 14 | 320 | | | 2 | 1 | | 1 | 3 | | | | 1 | | 1 | 3 | 2 | 2 | | 4 | |
| VALID CASES | 310 | 5133 | 24 | 46 | 46 | 74 | 102 | 14 | 267 | 1 | 3 | 1 | 3 | 7 | 16 | 13 | 290 | 210 | 96 | 124 | 182 |
| NUMBER OF RESPONDENTS | 324 100% | 5453 100% | 24 100% | 46 100% | 46 100% | 74 100% | 102 100% | 14 100% | 270 100% | 1 100% | 3 100% | 1 100% | 3 100% | 8 100% | 16 100% | 14 100% | 293 100% | 212 100% | 98 100% | 124 100% | 186 100% |

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

| | COPA TOT ADLT | OHP TOT ADLT | AGE | | | | | | RACE | | | | | | ETHNIC- ITY | | HEALTH STATUS | | GENDER | | |
|--|---------------------|--------------------|----------------|----------------|----------------|----------------|----------------|-------------------|--------------------|------------|---------------------|----------------------|-------------|-----------|----------------|-------------------|--|-------------------|-----------|-------------|-----------|
| | | | 18 TO 24 | 25 TO 34 | 35 TO 44 | 45 TO 54 | 55 TO 64 | 65 AND OVER | BLCK OR AFR- | AS- IAN | NATV HAW/ PAC | AMER IND/ ALSK | MUL- TI | OTH- | HIS- IC | NOT HIS- IC | EX & VERY GOOD & FAIR & POOR | GOOD & POOR | MALE | FE- MALE | |
| Q35F NO EFFORT AT ALL | 4 2% | 94 3% | 1 ~ 6% | 1 ~ 7% | 1 ~ 2% | 1 ~ 2% | 3 ~ 2% | ~ | ~ | ~ | ~ | ~ | ~ | ~ | 3 ~ 2% | 3 ~ 3% | 2 ~ 3% | 1 ~ 0.9% | | | |
| A LITTLE EFFORT WAS MADE | 12 7% | 213 8% | 3 ~ 19% | 2 ~ 7% | 4 ~ 9% | 3 ~ 5% | 12 ~ 8% | ~ | ~ | ~ | ~ | ~ | ~ | ~ | 12 ~ 7% | 4 ~ 4% | 8 ~ 12% | 3 ~ 5% | 9 ~ 8% | | |
| SOME EFFORT WAS MADE | 46 27% | 662 24% | 3 33% | 8 50% | 10 34% | 11 25% | 13 22% | 1 9% | 41 27% | 1 100% | 1 50% | ~ | ~ | 1 33% | 2 29% | 1 50% | 45 27% | 29 29% | 17 25% | 21 34% | 25 23% |
| A LOT OF EFFORT WAS MADE | 109 64% | 1793 65% | 6 67% | 4 25% | 17 59% | 28 64% | 43 72% | 10 91% | 94 63% | 1 ~ 50% | ~ | 1 ~ 100% | 2 67% | 5 71% | 1 50% | 105 64% | 64 64% | 43 63% | 36 58% | 72 67% | |
| #A LOT OF EFFORT WAS MADE + SOME EFFORT WAS MADE (NET) | 155 91% | 2455 89% | 9 100% | 12 75% | 27 93% | 39 89% | 56 93% | 11 100% | 135 90% | 1 100% | 2 100% | ~ | 1 ~ 100% | 3 100% | 7 100% | 2 100% | 150 91% | 93 93% | 60 88% | 57 92% | 97 91% |
| TOP BOX SCORE | 109 64% | 1793 65% | 6 67% | 4 25% | 17 59% | 28 64% | 43 72% | 10 91% | 94 63% | 1 ~ 50% | ~ | 1 ~ 100% | 2 67% | 5 71% | 1 50% | 105 64% | 64 64% | 43 63% | 36 58% | 72 67% | |
| NOT ANSWERED | 3 | 95 | 2 | | 1 | | | | 2 | | | | | 1 | 3 | 2 | 1 | 1 | 2 | | |
| VALID CASES | 171 | 2763 | 9 | 16 | 29 | 44 | 60 | 11 | 150 | 1 | 2 | | 1 | 3 | 7 | 2 | 165 | 100 | 68 | 62 | 107 |
| NUMBER OF RESPONDENTS | 174 | 2858 | 9 | 18 | 29 | 45 | 60 | 11 | 152 | 1 | 2 | | 1 | 3 | 8 | 2 | 168 | 102 | 69 | 63 | 109 |
| | 100% | 100% | 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?

| | COPA TOT ADLT | OHP TOT ADLT | AGE | | | | | | RACE | | | | | | ETHNIC- ITY | | HEALTH STATUS | | GENDER | | | | |
|--|---------------------|--------------------|----------------|----------------|----------------|----------------|----------------|-------------------|--------------------|------------|---------------------|----------------------|--------------|-------|----------------|-------------------|--|-------------------|--------|-------------|------|------|------|
| | | | 18 TO 24 | 25 TO 34 | 35 TO 44 | 45 TO 54 | 55 TO 64 | 65 AND OVER | BLCK OR AFR- | AS- IAN | NATV HAW/ PAC | AMER IND/ ALSK | MUL- OTHR | TI | HIS- IC | NOT HIS- IC | EX & VERY GOOD & FAIR & POOR | GOOD & POOR | MALE | FE- MALE | | | |
| Q35G | | | | | | | | | | | | | | | | | | | | | | | |
| NO EFFORT AT ALL | 7 4% | 135 5% | ~ | ~ | 7%~ | 7%~ | 3% | ~ | 4%~ | ~ | 50%~ | ~ | ~ | ~ | ~ | ~ | 4%~ | 2% | 7% | 5% | 4% | | |
| A LITTLE EFFORT WAS MADE | 10 6% | 226 8% | ~ | 13%~ | 7%~ | 7%~ | 5% | ~ | 7%~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | 6%~ | 5% | 7% | 6% | 6% | | |
| SOME EFFORT WAS MADE | 45 26% | 652 24% | 56%~ | 7%~ | 44%~ | 31%~ | 25%~ | 17%* | 18%~ | 25%~ | 100%~ | 50%~ | ~ | 100%~ | 33%~ | 43%~ | 50%~ | 26%~ | 26% | 26% | 32% | 22% | |
| A LOT OF EFFORT WAS MADE | 109 64% | 1759 63% | 44%~ | 7%~ | 44%~ | 55%~ | 61%~ | 75%* | 82%~ | 97%~ | ~ | ~ | ~ | ~ | 67%~ | 57%~ | 50%~ | 64%~ | 67% | 59% | 56% | 68% | |
| #A LOT OF EFFORT WAS MADE + SOME EFFORT WAS MADE (NET) | 154 90% | 2411 87% | 100%~ | 9%~ | 88%~ | 86%~ | 86%~ | 92% | 100%~ | 134%~ | 1%~ | 1%~ | ~ | 100%~ | 1%~ | 3%~ | 7%~ | 2%~ | 148%~ | 93%~ | 58%~ | 89%~ | 91%~ |
| TOP BOX SCORE | 109 64% | 1759 63% | 44%~ | 7%~ | 44%~ | 55%~ | 61%~ | 75%* | 82%~ | 97%~ | ~ | ~ | ~ | ~ | 67%~ | 57%~ | 50%~ | 64%~ | 67% | 59% | 56% | 68% | |
| NOT ANSWERED | 3 | 87 | | 2 | | 1 | | | | 2 | | | | | | 1 | | 3 | 2 | 1 | 1 | 2 | |
| VALID CASES | 171 | 2771 | | 9 | 16 | 29 | 44 | 60 | 11 | 150 | 1 | 2 | | 1 | 3 | 7 | 2 | 165 | 100 | 68 | 62 | 107 | |
| NUMBER OF RESPONDENTS | 174 100% | 2858 100% | 100% | 9 | 18 | 29 | 45 | 60 | 11 | 152 | 1 | 2 | | 1 | 3 | 8 | 2 | 168 | 102 | 69 | 63 | 109 | |

[ASKED IF Q35E = YES]

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

| | COPA TOT ADLT | OHP TOT ADLT | AGE | | | | | | RACE | | | | | | ETHNIC- ITY | | HEALTH STATUS | | GENDER | | |
|--|---------------------|--------------------|----------------|----------------|----------------|----------------|----------------|-------------------|--------------------|------------|---------------------|----------------------|------------|----------|----------------|-------------------|--|-------------------|-----------|-------------|------|
| | | | 18 TO 24 | 25 TO 34 | 35 TO 44 | 45 TO 54 | 55 TO 64 | 65 AND OVER | BLCK OR AFR- | AS- IAN | NATV HAW/ PAC | AMER IND/ ALSK | MUL- TI | OTH- | HIS- IC | NOT HIS- IC | EX & VERY GOOD & FAIR & POOR | GOOD & POOR | MALE | FE- MALE | |
| Q35H NO EFFORT AT ALL | 10 6% | 191 7% | 1 ~ 6% | 4 14% | 2 5% | 3 5% | 8 5% | 2 100% | ~ | ~ | ~ | ~ | ~ | 10 6% | 5 5% | 5 7% | 3 5% | 7 7% | | | |
| A LITTLE EFFORT WAS MADE | 12 7% | 242 9% | 2 ~ 13% | 2 7% | 3 7% | 5 8% | 10 7% | 1 100% | ~ | ~ | ~ | ~ | 1 14% | 1 50% | 11 7% | 6 6% | 6 9% | 3 5% | 9 8% | | |
| SOME EFFORT WAS MADE | 49 29% | 781 28% | 4 44% | 6 38% | 6 21% | 14 32% | 14 23% | 4 36% | 42 28% | ~ | ~ | 1 100% | 1 33% | 2 29% | 46 28% | 25 25% | 23 34% | 23 37% | 25 23% | | |
| A LOT OF EFFORT WAS MADE | 100 58% | 1558 56% | 5 56% | 7 44% | 17 59% | 25 57% | 38 63% | 7 64% | 90 60% | ~ | ~ | ~ | 2 67% | 4 57% | 1 50% | 98 59% | 64 64% | 34 50% | 33 53% | 66 62% | |
| #A LOT OF EFFORT WAS MADE + SOME EFFORT WAS MADE (NET) | 149 87% | 2339 84% | 9 100% | 13 81% | 23 79% | 39 89% | 52 87% | 11 100% | 132 88% | ~ | ~ | 1 100% | 3 100% | 6 86% | 1 50% | 144 87% | 89 89% | 57 84% | 56 90% | 91 85% | |
| TOP BOX SCORE | 100 58% | 1558 56% | 5 56% | 7 44% | 17 59% | 25 57% | 38 63% | 7 64% | 90 60% | ~ | ~ | ~ | 2 67% | 4 57% | 1 50% | 98 59% | 64 64% | 34 50% | 33 53% | 66 62% | |
| NOT ANSWERED | 3 | 85 | 2 | | 1 | | | | 2 | | | | | 1 | | 3 | 2 | 1 | 1 | 2 | |
| VALID CASES | 171 | 2773 | 9 | 16 | 29 | 44 | 60 | 11 | 150 | 1 | 2 | | 1 | 3 | 7 | 2 | 165 | 100 | 68 | 62 | 107 |
| NUMBER OF RESPONDENTS | 174 | 2858 | 9 | 18 | 29 | 45 | 60 | 11 | 152 | 1 | 2 | | 1 | 3 | 8 | 2 | 168 | 102 | 69 | 63 | 109 |
| | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 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?

| | COPA TOT ADLT | OHP TOT ADLT | AGE | | | | | | RACE | | | | | | ETHNIC- ITY | | HEALTH STATUS | | GENDER | | |
|-----------------------|---------------------|--------------------|----------------|----------------|----------------|----------------|----------------|-------------------|--------------------|------------|----------------------|----------------------|------------|------------|---------------------------|--|--------------------------------|-------------|------------|-------------|-------------|
| | | | 18 TO 24 | 25 TO 34 | 35 TO 44 | 45 TO 54 | 55 TO 64 | 65 AND OVER | BLCK OR AFR- | AS- IAN | NATV HAW/ ILND | AMER IND/ ALSK | MUL- TI | HIS- IC | NOT HIS- PAN- IC | EX & VERY GOOD & FAIR & POOR | GOOD & FAIR & POOR | FE- MALE | MALE | | |
| Q35I YES | 113 37% | 1866 37% | 8 33%~ | 17 37%~ | 15 32%~ | 26 35% | 41 41% | 5 36%~ | 100 37%~ | 1 100%~ | 1 33%~ | 1 ~ | 1 33%~ | 2 29%~ | 5 31%~ | 4 29%~ | 108 37%~ | 72 34% | 39 40% | 39 32% | 72 39% |
| NO | 196 63% | 3186 63% | 16 67%~ | 29 63%~ | 32 68%~ | 48 65% | 60 59% | 9 64%~ | 167 63%~ | 2 ~ | 1 67%~ | 1 100%~ | 2 67%~ | 5 71%~ | 11 69%~ | 10 71%~ | 181 63%~ | 137 66% | 58 60% | 84 68% | 111 61% |
| NOT ANSWERED | 15 | 400 | | | 1 | 1 | 1 | 1 | 3 | | | | 1 | | | 4 | 3 | 1 | 1 | 3 | |
| VALID CASES | 309 | 5053 | 24 | 46 | 47 | 74 | 101 | 14 | 267 | 1 | 3 | 1 | 3 | 7 | 16 | 14 | 289 | 209 | 97 | 123 | 183 |
| NUMBER OF RESPONDENTS | 324 100% | 5453 100% | 24 100% | 46 100% | 48 100% | 75 100% | 102 100% | 15 100% | 270 100% | 1 100% | 3 100% | 1 100% | 3 100% | 8 100% | 16 100% | 14 100% | 293 100% | 212 100% | 98 100% | 124 100% | 186 100% |

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?

| | | AGE | | | | | | | RACE | | | | | ETHNICITY | | HEALTH STATUS | | GENDER | | |
|-----------------------|-----------|-------------|----------|-----------|------------|-----------|-------------|-------------|-----------|------------|-----------|------------|----------|------------------|------------------|---------------|-----------|-----------|-----------|-----------|
| | | 18 TO 24 | 25 TO 34 | 35 TO 44 | 45 TO 54 | 55 TO 64 | 65 AND OVER | BLK OR AFR- | AS- IAN | NATV ILND | AMER ALSK | MUL- TI | HIS- IC | NOT HIS- PAN- IC | EX & VERY GOOD & | FAIR & POOR | FE- MALE | MALE | | |
| Q35J #YES | 98 88% | 1483 85% | 5 71% | 14 82% | 15 100% | 23 88% | 36 90% | 4 80% | 87 89% | 1 100% | ~ | 1 ~100% | 1 50% | 5 100% | 3 75% | 94 89% | 63 89% | 33 87% | 30 77% | 67 96% |
| NO | 13 12% | 254 15% | 2 29% | 3 18% | ~ | 3 12% | 4 10% | 1 20% | 11 11% | 1 ~100% | ~ | 1 ~ | 1 50% | 1 ~25% | 12 11% | 8 11% | 5 13% | 9 23% | 3 4% | |
| NOT ANSWERED | 2 | 58 | 1 | | | 1 | | 2 | | | | | | 2 | 1 | 1 | | 2 | | |
| VALID CASES | 111 | 1737 | 7 | 17 | 15 | 26 | 40 | 5 | 98 | 1 | 1 | 1 | 2 | 5 | 4 | 106 | 71 | 38 | 39 | 70 |
| NUMBER OF RESPONDENTS | 113 | 1795 | 8 | 17 | 15 | 26 | 41 | 5 | 100 | 1 | 1 | 1 | 2 | 5 | 4 | 108 | 72 | 39 | 39 | 72 |
| | 100% | 100% | 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?

| | COPA TOT ADLT | OHP TOT ADLT | AGE | | | | | RACE | | | | | ETHNIC- ITY | | HEALTH STATUS | | GENDER | | | |
|-----------------------|---------------------|--------------------|----------------|----------------|----------------|----------------|----------------|-------------------|--------------------|------------|---------------------|----------------------|----------------|------------|---------------------------|--|--------------------------------|-------------|------------|------------|
| | | | 18 TO 24 | 25 TO 34 | 35 TO 44 | 45 TO 54 | 55 TO 64 | 65 AND OVER | BLCK OR AFR- | AS- IAN | NATV HAW/ PAC | AMER IND/ ALSK | MUL- TI | HIS- IC | NOT HIS- PAN- IC | EX & VERY GOOD & FAIR & POOR | GOOD & FAIR & POOR | FE- MALE | MALE | |
| Q35K #YES | 94 85% | 1402 81% | 6 86% | 13 76% | 14 93% | 20 80% | 35 87% | 5 100% | 83 86% | 1 100% | 1 100% | 1 ~100% | 2 ~100% | 4 80% | 4 100% | 89 85% | 63 89% | 29 78% | 30 77% | 63 91% |
| NO | 16 15% | 326 19% | 1 14% | 4 24% | 1 7% | 5 20% | 5 13% | 14 ~14% | ~ | ~ | ~ | ~ | ~ | 1 20% | 16 ~15% | 8 11% | 8 22% | 9 23% | 6 9% | |
| NOT ANSWERED | 3 | 67 | 1 | | | 1 | 1 | 3 | | | | | | | 3 | 1 | 2 | | 3 | |
| VALID CASES | 110 | 1728 | 7 | 17 | 15 | 25 | 40 | 5 | 97 | 1 | 1 | 1 | 2 | 5 | 4 | 105 | 71 | 37 | 39 | 69 |
| NUMBER OF RESPONDENTS | 113 100% | 1795 100% | 8 100% | 17 100% | 15 100% | 26 100% | 41 100% | 5 100% | 100 100% | 1 100% | 1 100% | 1 100% | 2 100% | 5 100% | 4 100% | 108 100% | 72 100% | 39 100% | 39 100% | 72 100% |

[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?

| | COPA TOT ADLT | OHP TOT ADLT | AGE | | | | | | RACE | | | | | | ETHNIC- ITY | | HEALTH STATUS | | GENDER | | |
|-------------------------|---------------------|--------------------|----------------|----------------|----------------|----------------|----------------|-------------------|----------------------------|------------|-----------------------------|----------------------|--------------|-----------|----------------|-------------------|--|-------------------|------------|-------------|-------------|
| | | | 18 TO 24 | 25 TO 34 | 35 TO 44 | 45 TO 54 | 55 TO 64 | 65 AND OVER | BLCK OR AFR- WHTE | AS- IAN | NATV HAW/ PAC ILND | AMER IND/ ALSK | MUL- OTHR | TI | HIS- IC | NOT HIS- IC | EX & VERY GOOD & FAIR & POOR | GOOD & POOR | MALE | FE- MALE | |
| Q35L NEVER | 51 17% | 654 13% | 4 19% | 8 17% | 6 13% | 13 18% | 19 19% | 45 17% | ~ | ~ | ~ | ~ | ~ | 2 25% | 3 21% | 1 7% | 49 18% | 37 18% | 13 14% | 33 27%* | 17 10%* |
| SOMETIMES | 29 10% | 567 11% | 2 10% | 5 11% | 5 11% | 12 17%* | 5 5%* | 26 10% | ~ | ~ | ~ | ~ | ~ | 1 13% | 1 7% | 2 14% | 27 10% | 19 9% | 10 11% | 13 11% | 16 9% |
| USUALLY | 64 21% | 1126 23% | 4 19% | 14 30% | 7 15% | 15 21% | 21 21% | 3 21% | 55 21% | 1 100% | 1 33% | ~ | ~ | 1 13% | 6 43% | 3 21% | 61 22% | 38 19% | 26 28% | 28 23% | 36 20% |
| ALWAYS | 155 52% | 2613 53% | 11 52% | 19 41% | 28 61% | 31 44% | 54 55% | 11 79% | 134 52% | 2 67% | 1 100% | 2 100% | 2 100% | 4 50% | 4 29% | 8 57% | 143 51% | 110 54% | 44 47% | 47 39%* | 107 61%* |
| #ALWAYS + USUALLY (NET) | 219 73% | 3739 75% | 15 71% | 33 72% | 35 76% | 46 65% | 75 76% | 14 100% | 189 73% | 1 100% | 3 100% | 1 100% | 2 100% | 5 63% | 10 71% | 11 79% | 204 73% | 148 73% | 70 75% | 75 62%* | 143 81%* |
| TOP BOX SCORE | 155 52% | 2613 53% | 11 52% | 19 41% | 28 61% | 31 44% | 54 55% | 11 79% | 134 52% | 2 67% | 1 100% | 2 100% | 2 100% | 4 50% | 4 29% | 8 57% | 143 51% | 110 54% | 44 47% | 47 39%* | 107 61%* |
| NOT ANSWERED | 25 | 493 | 3 | | 2 | 4 | 3 | 1 | 10 | | | | | 1 | 2 | | 13 | 8 | 5 | 3 | 10 |
| VALID CASES | 299 | 4960 | 21 | 46 | 46 | 71 | 99 | 14 | 260 | 1 | 3 | 1 | 2 | 8 | 14 | 14 | 280 | 204 | 93 | 121 | 176 |
| NUMBER OF RESPONDENTS | 324 100% | 5453 100% | 24 100% | 46 100% | 48 100% | 75 100% | 102 100% | 15 100% | 270 100% | 1 100% | 3 100% | 1 100% | 3 100% | 8 100% | 16 100% | 14 100% | 293 100% | 212 100% | 98 100% | 124 100% | 186 100% |

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

| | COPA TOT ADLT | OHP TOT ADLT | AGE | | | | | | RACE | | | | | | ETHNIC- ITY | | HEALTH STATUS | | GENDER | | |
|-----------------------------|---------------------|--------------------|----------------|----------------|----------------|----------------|----------------|-------------------|--------------------|------------|---------------------|----------------------|--------------|------------|----------------|-------------------|--|-------------------|------------|-------------|-------------|
| | | | 18 TO 24 | 25 TO 34 | 35 TO 44 | 45 TO 54 | 55 TO 64 | 65 AND OVER | BLCK OR AFR- | AS- IAN | NATV HAW/ PAC | AMER IND/ ALSK | MUL- OTHR | TI | HIS- IC | NOT PAN- IC | EX & VERY GOOD & FAIR & POOR | GOOD & POOR | MALE | FE- MALE | |
| Q35M ALWAYS | 13 4% | 387 8%* | ~ | 4 9%~ | 2 5%~ | 3 4% | 3 3% | ~ | 11 4%~ | ~ | ~ | ~ | ~ | ~ | 7%~ | ~ | 12 4%~ | 11 6% | 2 2% | 7 6% | 5 3% |
| USUALLY | 14 5% | 258 5% | 1 5%~ | 2 4%~ | 2 5%~ | 5 7% | 4 4% | ~ | 11 4%~ | 1 33%~ | ~ | ~ | ~ | ~ | 13%~ | 2 8%~ | 13 5%~ | 5 3%* | 9 10%* | 5 4% | 9 5% |
| SOMETIMES | 51 17% | 881 18% | 4 18%~ | 6 13%~ | 12 27%~ | 13 19% | 12 13% | 4 27%~ | 44 17%~ | ~ | ~ | ~ | ~ | 33%~ | 5 33%~ | 4 31%~ | 47 17%~ | 31 16% | 20 22% | 22 19% | 29 16% |
| NEVER | 216 73% | 3452 69% | 17 77%~ | 34 74%~ | 28 64%~ | 49 70% | 76 80% | 11 73%~ | 189 74%~ | 1 100%~ | 2 67%~ | 1 100%~ | 3 100%~ | 4 67%~ | 7 47%~ | 8 62%~ | 204 74%~ | 153 77% | 61 66% | 82 71% | 133 76% |
| #NEVER + SOMETIMES (NET) | 267 91% | 4333 87%* | 21 95%~ | 40 87%~ | 40 91%~ | 62 89% | 88 93% | 15 100%~ | 233 91%~ | 1 100%~ | 2 67%~ | 1 100%~ | 3 100%~ | 6 100%~ | 12 80%~ | 12 92%~ | 251 91%~ | 184 92% | 81 88% | 104 90% | 162 92% |
| TOP BOX SCORE | 216 73% | 3452 69% | 17 77%~ | 34 74%~ | 28 64%~ | 49 70% | 76 80% | 11 73%~ | 189 74%~ | 1 100%~ | 2 67%~ | 1 100%~ | 3 100%~ | 4 67%~ | 7 47%~ | 8 62%~ | 204 74%~ | 153 77% | 61 66% | 82 71% | 133 76% |
| NOT ANSWERED | 30 | 476 | 2 | 4 | 5 | 7 | | 15 | | | | | 2 | 1 | 1 | 17 | 12 | 6 | 8 | 10 | |
| VALID CASES | 294 | 4977 | 22 | 46 | 44 | 70 | 95 | 15 | 255 | 1 | 3 | 1 | 3 | 6 | 15 | 13 | 276 | 200 | 92 | 116 | 176 |
| NUMBER OF RESPONDENTS | 324 100% | 5453 100% | 24 100% | 46 100% | 48 100% | 75 100% | 102 100% | 15 100% | 270 100% | 1 100% | 3 100% | 1 100% | 3 100% | 8 100% | 16 100% | 14 100% | 293 100% | 212 100% | 98 100% | 124 100% | 186 100% |

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

| | COPA TOT ADLT | OHP TOT ADLT | AGE | | | | | | RACE | | | | | | ETHNIC- ITY | | HEALTH STATUS | | GENDER | | |
|-----------------------------|---------------------|--------------------|----------------|----------------|----------------|----------------|----------------|-------------------|--------------------|------------|---------------------|----------------------|------------|-----------|----------------|---------------------------|--|-------------------|------------|-------------|-------------|
| | | | 18 TO 24 | 25 TO 34 | 35 TO 44 | 45 TO 54 | 55 TO 64 | 65 AND OVER | BLCK OR AFR- | AS- IAN | NATV HAW/ PAC | AMER IND/ ALSK | MUL- TI | OTH- | HIS- IC | NOT HIS- PAN- IC | EX & VERY GOOD & FAIR & POOR | GOOD & POOR | MALE | FE- MALE | |
| Q35N ALWAYS | 4 1% | 113 2% | 1 ~ | 2 2% | 1 ~ | 2 2% | 1 7% | 4 2% | ~ | ~ | ~ | ~ | ~ | ~ | ~ | 4 1% | 4 2%* | 2 ~ | 1 0.6% | | |
| USUALLY | 5 2% | 124 2% | 2 ~ | 1 4% | 1 2% | 1 1% | 1 ~ | 4 2% | ~ | ~ | ~ | 1 17% | ~ | ~ | ~ | 5 2% | 4 2% | 1 1% | 2 2% | 3 2% | |
| SOMETIMES | 39 13% | 728 15% | 1 5% | 7 15% | 7 16% | 12 17% | 10 10% | 2 13% | 32 12% | 1 33% | ~ | ~ | ~ | 6 40% | 2 15% | 37 13% | 18 9%* | 20 21%* | 15 13% | 24 13% | |
| NEVER | 250 84% | 4037 81% | 21 95% | 36 78% | 36 82% | 59 82% | 84 87% | 12 80% | 219 85% | 1 100% | 2 67% | 1 100% | 3 100% | 5 83% | 9 60% | 11 85% | 234 84% | 176 87%* | 73 78% | 98 84% | 151 84% |
| #NEVER + SOMETIMES (NET) | 289 97% | 4765 95% | 22 100% | 43 93% | 43 98% | 71 99% | 94 97% | 14 93% | 251 97% | 1 100% | 3 100% | 1 100% | 3 100% | 5 83% | 15 100% | 13 100% | 271 97% | 194 96% | 93 99% | 113 97% | 175 98% |
| TOP BOX SCORE | 250 84% | 4037 81% | 21 95% | 36 78% | 36 82% | 59 82% | 84 87% | 12 80% | 219 85% | 1 100% | 2 67% | 1 100% | 3 100% | 5 83% | 9 60% | 11 85% | 234 84% | 176 87%* | 73 78% | 98 84% | 151 84% |
| NOT ANSWERED | 26 | 451 | 2 | 4 | 3 | 5 | | 11 | | | | | 2 | 1 | 1 | 13 | 10 | 4 | 7 | 7 | |
| VALID CASES | 298 | 5002 | 22 | 46 | 44 | 72 | 97 | 15 | 259 | 1 | 3 | 1 | 3 | 6 | 15 | 13 | 280 | 202 | 94 | 117 | 179 |
| NUMBER OF RESPONDENTS | 324 100% | 5453 100% | 24 100% | 46 100% | 48 100% | 75 100% | 102 100% | 15 100% | 270 100% | 1 100% | 3 100% | 1 100% | 3 100% | 8 100% | 16 100% | 14 100% | 293 100% | 212 100% | 98 100% | 124 100% | 186 100% |

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?

| | COPA TOT ADULT | OHP TOT ADULT | AGE | | | | | RACE | | | | | ETHNICITY | | HEALTH STATUS | | GENDER | | | | |
|--------------------------|----------------|---------------|------------|------------|------------|------------|-------------|-------------|-------------|--------------|-------------------------|-----------|-----------|------------------|------------------------------|------------|-------------|-------------|------------|-------------|-------------|
| | | | 18 TO 24 | 25 TO 34 | 35 TO 44 | 45 TO 54 | 55 TO 64 | 65 AND OVER | BLK OR AFR- | NATV AS- IAN | AMER HAW/ IND/ PAC ALSK | MUL- TI | HIS- IC | NOT HIS- PAN- IC | EX & VERY GOOD & FAIR & POOR | MALE MALE | | | | | |
| Q350 ALWAYS | 5 2% | 98 2% | 1 ~ 2% | 1 ~ 1% | 3 3% | 5 2% | 5 2% | ~ | ~ | ~ | ~ | ~ | ~ | 1 7% | 4 1% | 4 2% | 1 1% | 4 ~ 2% | | | |
| USUALLY | 6 2% | 112 2% | 3 ~ 7% | 1 ~ 1% | 2 2% | 3 1% | 3 1% | ~ 33% | ~ | ~ | ~ | 2 13% | 6 2% | 3 1% | 3 3% | 4 4% | 2 1% | | | | |
| SOMETIMES | 32 11% | 493 10% | 1 5% | 8 17% | 5 11% | 9 12% | 8 9% | 1 7% | 26 10% | 1 100% | ~ | ~ | ~ | 4 27% | 3 21% | 29 10% | 16 8%* | 16 17%* | 14 12% | 18 10% | |
| NEVER | 253 85% | 4278 86% | 21 95% | 34 74% | 40 89% | 61 85% | 81 86% | 14 93% | 223 87% | 1 ~ 67% | 2 100% | 1 100% | 3 100% | 7 60% | 9 71% | 10 86% | 238 89%* | 179 78%* | 72 84% | 96 87% | 156 |
| #NEVER + SOMETIMES (NET) | 285 96% | 4771 96% | 22 100% | 42 91% | 45 100% | 70 97% | 89 95% | 15 100% | 249 97% | 1 100% | 2 67% | 1 100% | 3 100% | 7 87% | 13 93% | 267 96% | 195 97% | 88 96% | 110 96% | 174 97% | |
| TOP BOX SCORE | 253 85% | 4278 86% | 21 95% | 34 74% | 40 89% | 61 85% | 81 86% | 14 93% | 223 87% | 1 ~ 67% | 2 100% | 1 100% | 3 100% | 7 60% | 9 71% | 10 86% | 238 89%* | 179 78%* | 72 84% | 96 87% | 156 |
| NOT ANSWERED | 28 | 472 | 2 | 3 | 3 | 8 | 13 | | | | | | 1 | 1 | 16 | 10 | 6 | 10 | 6 | | |
| VALID CASES | 296 | 4981 | 22 | 46 | 45 | 72 | 94 | 15 | 257 | 1 | 3 | 1 | 3 | 7 | 15 | 14 | 277 | 202 | 92 | 114 | 180 |
| NUMBER OF RESPONDENTS | 324 100% | 5453 100% | 24 100% | 46 100% | 48 100% | 75 100% | 102 100% | 15 100% | 270 100% | 1 100% | 3 100% | 1 100% | 3 100% | 8 100% | 16 100% | 14 100% | 293 100% | 212 100% | 98 100% | 124 100% | 186 100% |

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

| | COPA TOT ADLT | OHP TOT ADLT | AGE | | | | | | RACE | | | | | | ETHNIC- ITY | | HEALTH STATUS | | GENDER | | | |
|-------------------------|---------------------|--------------------|----------------|----------------|----------------|----------------|----------------|-------------------|--------------------|------------|-----------------------------|----------------------|------------|-----------|----------------|-------------------|--|-------------|-------------|-------------|-------------|-----------|
| | | | 18 TO 24 | 25 TO 34 | 35 TO 44 | 45 TO 54 | 55 TO 64 | 65 AND OVER | BLCK OR AFR- | AS- IAN | NATV HAW/ PAC LLND | AMER IND/ ALSK | MUL- TI | OTH- | HIS- IC | NOT PAN- IC | EX & VERY GOOD & FAIR & POOR | FE- MALE | FE- MALE | | | |
| Q35P #YES DEFINITELY | 203 69% | 3312 67% | 19 86%~ | 30 65%~ | 27 64%~ | 45 62% | 70 74% | 11 79%~ | 178 70%~ | 1 100%~ | 2 67%~ | 1 100%~ | 3 100%~ | 4 67%~ | 7 44%~ | 11 85%~ | 188 68%~ | 146 73%* | 56 61%* | 72 63% | 130 73%* | |
| YES SOMEWHAT | 73 25% | 1213 25% | 3 14%~ | 13 28%~ | 13 31%~ | 20 27% | 21 22% | 3 21%~ | 62 24%~ | 1 ~ | 33 33%~ | ~ | ~ | 2 ~ | 6 33%~ | 6 38%~ | 1 8%~ | 72 26%~ | 41 21%* | 32 35%* | 33 29% | 40 23% |
| NO | 18 6% | 418 8% | ~ | 3 7%~ | 2 5%~ | 8 11% | 4 4% | ~ | 14 6%~ | ~ | ~ | ~ | ~ | ~ | 3 19%~ | 1 8%~ | 16 6%~ | 13 7% | 4 4% | 10 9% | 7 4% | |
| NOT ANSWERED | 30 | 511 | 2 | 6 | 2 | 7 | 1 | 16 | 2 | 17 | 12 | 6 | 9 | 9 | | | | | | | | |
| VALID CASES | 294 | 4942 | 22 | 46 | 42 | 73 | 95 | 14 | 254 | 1 | 3 | 1 | 3 | 6 | 16 | 13 | 276 | 200 | 92 | 115 | 177 | |
| NUMBER OF RESPONDENTS | 324 100% | 5453 100% | 24 100% | 46 100% | 48 100% | 75 100% | 102 100% | 15 100% | 270 100% | 1 100% | 3 100% | 1 100% | 3 100% | 8 100% | 16 100% | 14 100% | 293 100% | 212 100% | 98 100% | 124 100% | 186 100% | |

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?

| | | AGE | | | | | | | RACE | | | | | | ETHNICITY | | HEALTH STATUS | | GENDER | | |
|-----------------------|---------------|--------------|------------|------------|------------|------------|-------------|-------------|-------------|------------|------------|-------------|-----------|------------------|------------------------------|-------------|---------------|-------------|------------|-------------|-------------|
| COPA TOT ADULT | OHP TOT ADULT | 18 TO 24 | 25 TO 34 | 35 TO 44 | 45 TO 54 | 55 TO 64 | 65 AND OVER | BLK OR AFR- | AS- IAN | NATV ILND | AMER ALSK | MUL- TI | HIS- IC | NOT HIS- PAN- IC | EX & VERY GOOD & FAIR & POOR | MALE | FE- MALE | | | | |
| Q35Q YES | 162 52% | 2643 53% | 14 58%~ | 27 59%~ | 29 60%~ | 42 56% | 45 45% | 5 33%~ | 144 54%~ | 1 100%~ | 3 100%~ | 1 ~ | 5 33%~ | 4 63%~ | 9 25%~ | 151 64%~ | 41 52%~ | 121 58%* | 41 42%* | 59 48% | 103 56% |
| NO | 148 48% | 2382 47% | 10 42%~ | 19 41%~ | 19 40%~ | 33 44% | 55 55% | 10 67%~ | 124 46%~ | ~ | ~ | 1 ~100%~ | 2 67%~ | 3 38%~ | 12 75%~ | 5 36%~ | 140 48%~ | 89 42%* | 57 58%* | 65 52% | 81 44% |
| NOT ANSWERED | 14 | 428 | | | | | 2 | | 2 | | | | | | 2 | | 2 | | | | 2 |
| VALID CASES | 310 | 5025 | 24 | 46 | 48 | 75 | 100 | 15 | 268 | 1 | 3 | 1 | 3 | 8 | 16 | 14 | 291 | 210 | 98 | 124 | 184 |
| NUMBER OF RESPONDENTS | 324 100% | 5453 100% | 24 100% | 46 100% | 48 100% | 75 100% | 102 100% | 15 100% | 270 100% | 1 100% | 3 100% | 1 100% | 3 100% | 8 100% | 16 100% | 14 100% | 293 100% | 212 100% | 98 100% | 124 100% | 186 100% |

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?

| | COPA TOT ADLT | OHP TOT ADLT | AGE | | | | | | RACE | | | | | | ETHNIC- ITY | | HEALTH STATUS | | GENDER | | |
|--|---------------------|--------------------|----------------|----------------|----------------|----------------|----------------|-------------------|--------------------|------------|--------------|------------------------------|-----------|------------|----------------|---------------------------|--|---------------------|------------|-------------|-------------|
| | | | 18 TO 24 | 25 TO 34 | 35 TO 44 | 45 TO 54 | 55 TO 64 | 65 AND OVER | BLCK OR AFR- | AS- IAN | NATV ILND | AMER HAW/ IND/ ALSK | OTH- | MUL- TI | HIS- IC | NOT HIS- PAN- IC | EX & VERY GOOD & FAIR & GOOD POOR | FE- MALE MALE | | | |
| Q35R NEVER | 52 38% | 799 36% | 3 27% | 15 56% | 6 21% | 12 39% | 14 39% | 2 67% | 44 39% | ~ | ~ | ~100% | 1 29% | 2 30% | 3 30% | 51 40% | 31 34% | 21 48% | 23 41% | 29 37% | |
| SOMETIMES | 25 18% | 439 20% | 1 9% | 7 26% | 8 29% | 4 13% | 5 14% | ~ | 20 18% | ~ | ~ | ~ | ~ | 4 40% | 1 17% | 23 18% | 16 17% | 9 20% | 11 20% | 14 18% | |
| USUALLY | 32 24% | 421 19% | 3 27% | 4 15% | 5 18% | 12 39% | 7 19% | 1 33% | 24 21% | 1 100% | ~ | ~ | ~ | 4 57% | 3 30% | 3 67% | 4 21% | 27 25% | 9 20% | 14 25% | 18 23% |
| ALWAYS | 27 20% | 564 25% | 4 36% | 1 4% | 9 32% | 3 10% | 10 28% | ~ | 26 23% | ~ | ~ | ~ | 1 14% | ~ | 1 17% | 26 20% | 22 24% | 5 11% | 8 14% | 18 23% | |
| #ALWAYS + USUALLY (NET) | 59 43% | 985 44% | 7 64% | 5 19% | 14 50% | 15 48% | 17 47% | 1 33% | 50 44% | 1 100% | ~ | ~ | ~ | 5 71% | 3 30% | 3 83% | 5 42% | 53 49% | 14 32% | 22 39% | 36 46% |
| TOP BOX SCORE | 27 20% | 564 25% | 4 36% | 1 4% | 9 32% | 3 10% | 10 28% | ~ | 26 23% | ~ | ~ | ~ | 1 14% | ~ | 1 17% | 26 20% | 22 24% | 5 11% | 8 14% | 18 23% | |
| I DID NOT HAVE A DENTAL EMERGENCY IN THE LAST 6 MONTHS | 170 | 2730 | 13 | 18 | 20 | 42 | 64 | 11 | 151 | 3 | 1 | 2 | 1 | 5 | 8 | 160 | 117 | 51 | 67 | 102 | |
| NOT ANSWERED | 18 | 500 | 1 | | | 2 | 2 | 1 | 5 | | | | | 1 | | 6 | 3 | 3 | 1 | 5 | |
| VALID CASES | 136 | 2223 | 11 | 27 | 28 | 31 | 36 | 3 | 114 | 1 | | 1 | 7 | 10 | 6 | 127 | 92 | 44 | 56 | 79 | |
| NUMBER OF RESPONDENTS | 324 100% | 5453 100% | 24 100% | 46 100% | 48 100% | 75 100% | 102 100% | 15 100% | 270 100% | 1 100% | 3 100% | 1 100% | 3 100% | 8 100% | 16 100% | 14 100% | 293 100% | 212 100% | 98 100% | 124 100% | 186 100% |

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

| | COPA TOT ADLT | OHP TOT ADLT | AGE | | | | | | RACE | | | | | | ETHNIC- ITY | | HEALTH STATUS | | GENDER | | |
|--|---------------------|--------------------|----------------|----------------|----------------|----------------|----------------|-------------------|--------------------|-------------|---------------------|----------------------|--------------|-----------|----------------|-------------------|----------------------|-------------------|------------|-------------|-------------|
| | | | 18 TO 24 | 25 TO 34 | 35 TO 44 | 45 TO 54 | 55 TO 64 | 65 AND OVER | BLCK OR AFR- | AS- IAN | NATV HAW/ PAC | AMER IND/ ALSK | MUL- OTHR | TI | HIS- IC | NOT HIS- IC | EX & VERY GOOD | FAIR & POOR | MALE | FE- MALE | |
| | | | % | % | % | % | % | % | % | % | % | % | % | % | % | % | % | % | % | % | % |
| Q36 | | | | | | | | | | | | | | | | | | | | | |
| EXCELLENT | 23 7% | 477 9% | 3 13%~ | 5 11%~ | 2 4%~ | 4 5% | 8 8% | 18 7%~ | 1 ~ 33%~ | | | | | 1 6%~ | 1 7%~ | 20 7%~ | 23 11%~ | 9 7% | 14 8% | | |
| VERY GOOD | 63 20% | 1176 23% | 8 33%~ | 15 33%~ | 14 29%~ | 12 16% | 13 13%* | 7 7%~ | 55 20%~ | | | | | 3 38%~ | 5 31%~ | 4 29%~ | 58 20%~ | 63 30%~ | 18 15%* | 45 24%* | |
| GOOD | 126 41% | 1761 35%* | 10 42%~ | 17 37%~ | 22 46%~ | 29 39% | 40 53%~ | 8 42%~ | 1 100%~ | | 1 100%~ | 1 33%~ | 3 38%~ | 4 25%~ | 6 43%~ | 120 41%~ | 126 59%~ | 58 47% | 67 36% | | |
| FAIR | 70 23% | 1244 25% | 3 13%~ | 8 17%~ | 5 10%~ | 23 31% | 27 26% | 4 27%~ | 58 22%~ | 2 ~ 67%~ | | 2 ~ 67%~ | 2 25%~ | 2 13%~ | 3 21%~ | 66 23%~ | 70 ~ 71%* | 29 23% | 41 22% | | |
| POOR | 28 9% | 405 8% | | 1 2%~ | 5 10%~ | 6 8% | 14 14% | 2 13%~ | 24 9%~ | | | | | 4 25%~ | | 28 10%~ | 28 ~ 29%~ | 10 8% | 18 10% | | |
| #EXCELLENT + VERY GOOD + GOOD (NET) | 212 68% | 3415 67% | 21 88%~ | 37 80%~ | 38 79%~ | 45 61% | 61 60%* | 9 60%~ | 187 70%~ | 1 100%~ | 1 33%~ | 1 100%~ | 1 33%~ | 6 75%~ | 10 63%~ | 11 79%~ | 198 68%~ | 212 100%~ | 85 69% | 126 68% | |
| NOT ANSWERED | 14 | 389 | | | | 1 | | | 1 | | | | | | | 1 | | | 1 | | |
| VALID CASES | 310 | 5064 | 24 | 46 | 48 | 74 | 102 | 15 | 269 | 1 | 3 | 1 | 3 | 8 | 16 | 14 | 292 | 212 | 98 | 124 | 185 |
| NUMBER OF RESPONDENTS | 324 100% | 5453 100% | 24 100% | 46 100% | 48 100% | 75 100% | 102 100% | 15 100% | 270 100% | 1 100% | 3 100% | 1 100% | 3 100% | 8 100% | 16 100% | 14 100% | 293 100% | 212 100% | 98 100% | 124 100% | 186 100% |

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

| | COPA TOT ADLT | OHP TOT ADLT | AGE | | | | | | RACE | | | | | | ETHNIC- ITY | | HEALTH STATUS | | GENDER | | |
|--|---------------------|--------------------|----------------|----------------|----------------|----------------|----------------|-------------------|----------------------------|------------|-----------------------------|----------------------|-----------|------------|----------------|---------------------------|----------------------|-------------------|------------|-------------|-------------|
| | | | 18 TO 24 | 25 TO 34 | 35 TO 44 | 45 TO 54 | 55 TO 64 | 65 AND OVER | BLCK OR AFR- WHTE | AS- IAN | NATV HAW/ PAC ILND | AMER IND/ ALSK | OTHR | MUL- TI | HIS- IC | NOT HIS- PAN- IC | EX & VERY GOOD | FAIR & POOR | MALE | FE- MALE | |
| Q37 EXCELLENT | 53 17% | 895 18% | 8 35%~ | 10 22%~ | 5 10%~ | 6 8%* | 19 19% | 4 27%~ | 46 17%~ | 1 ~ | 33%~ | ~ | ~ | 14%~ | 13%~ | 2 14%~ | 49 17%~ | 46 22%* | 7 7%* | 22 18% | 31 17% |
| VERY GOOD | 71 23% | 1258 25% | 6 26%~ | 14 30%~ | 12 25%~ | 16 22% | 20 20% | 3 20%~ | 60 22%~ | ~ | 100%~ | ~ | ~ | 43%~ | 27%~ | 4 36%~ | 65 22%~ | 61 29%* | 10 10%* | 29 24% | 42 23% |
| GOOD | 111 36% | 1533 30%* | 6 26%~ | 15 33%~ | 20 42%~ | 30 41% | 35 35% | 5 33%~ | 99 37%~ | 1 100%~ | 2 67%~ | ~ | ~ | 33%~ | 14%~ | 6 40%~ | 103 36%~ | 80 38% | 30 31% | 47 38% | 64 35% |
| FAIR | 46 15% | 1027 20%* | 3 13%~ | 6 13%~ | 7 15%~ | 12 16% | 17 17% | 1 7%~ | 39 14%~ | ~ | ~ | ~ | ~ | 67%~ | 14%~ | 3 20%~ | 46 ~ | 20 9%* | 26 27%* | 14 11% | 31 17% |
| POOR | 27 9% | 363 7% | ~ | 1 2%~ | 4 8%~ | 10 14% | 10 10% | 2 13%~ | 25 9%~ | ~ | ~ | ~ | ~ | 14%~ | ~ | 1 ~ | 27 9%~ | 4 2%* | 23 24%* | 11 9% | 16 9% |
| #EXCELLENT + VERY GOOD + GOOD (NET) | 235 76% | 3685 73% | 20 87%~ | 39 85%~ | 37 77%~ | 52 70% | 74 73% | 12 80%~ | 205 76%~ | 1 100%~ | 3 100%~ | 1 100%~ | 1 33%~ | 5 71%~ | 12 80%~ | 14 100%~ | 217 75%~ | 187 89%* | 47 49%* | 98 80% | 137 74% |
| NOT ANSWERED | 16 | 378 | 1 | | | 1 | 1 | | 1 | | | | | | 1 | 1 | 3 | 1 | 2 | 1 | 2 |
| VALID CASES | 308 | 5075 | 23 | 46 | 48 | 74 | 101 | 15 | 269 | 1 | 3 | 1 | 3 | 7 | 15 | 14 | 290 | 211 | 96 | 123 | 184 |
| NUMBER OF RESPONDENTS | 324 100% | 5453 100% | 24 100% | 46 100% | 48 100% | 75 100% | 102 100% | 15 100% | 270 100% | 1 100% | 3 100% | 1 100% | 3 100% | 8 100% | 16 100% | 14 100% | 293 100% | 212 100% | 98 100% | 124 100% | 186 100% |

Q38 HAVE YOU HAD EITHER A FLU SHOT OR FLU SPRAY IN THE NOSE SINCE JULY 1, 2014?

| | COPA TOT ADLT | OHP TOT ADLT | AGE | | | | | | RACE | | | | | | ETHNIC- ITY | | HEALTH STATUS | | GENDER | | |
|-----------------------|---------------------|--------------------|----------------|----------------|----------------|----------------|----------------|-------------------|--------------------|------------|-----------------------------|----------------------|-------------|-------------|----------------|-------------------|--|-------------------|-------------|------------|-------------|
| | | | 18 TO 24 | 25 TO 34 | 35 TO 44 | 45 TO 54 | 55 TO 64 | 65 AND OVER | BLCK OR AFR- | AS- IAN | NATV HAW/ PAC ILND | AMER IND/ ALSK | MUL- TI | OTHR | HIS- IC | NOT PAN- IC | EX & VERY GOOD & FAIR & POOR | GOOD & POOR | FE- MALE | MALE | |
| Q38 #YES | 106 35% | 2160 44%* | 4 17%~ | 12 26%~ | 20 43%~ | 22 30% | 39 39% | 9 60%~ | 97 37%~ | 1 100%~ | 1 33%~ | 1 100%~ | | 2 ~ 25%~ | 1 6%~ | 3 23%~ | 103 36%~ | 67 32% | 39 41% | 25 20%* | 81 44%* |
| NO | 200 65% | 2803 56%* | 19 83%~ | 34 74%~ | 26 57%~ | 52 70% | 62 61% | 6 40%~ | 168 63%~ | | 2 ~ 67%~ | | 3 ~100%~ | 6 75%~ | 15 94%~ | 10 77%~ | 186 64%~ | 142 68% | 57 59% | 97 80%* | 102 56%* |
| DON'T KNOW | 4 | 112 | 1 | | 2 | 1 | | | 4 | | | | | | | 1 | 3 | 2 | 2 | 1 | 3 |
| NOT ANSWERED | 14 | 379 | | | | | 1 | | 1 | | | | | | | | 1 | 1 | | 1 | |
| VALID CASES | 306 | 4963 | 23 | 46 | 46 | 74 | 101 | 15 | 265 | 1 | 3 | 1 | 3 | 8 | 16 | 13 | 289 | 209 | 96 | 122 | 183 |
| NUMBER OF RESPONDENTS | 324 | 5453 | 24 | 46 | 48 | 75 | 102 | 15 | 270 | 1 | 3 | 1 | 3 | 8 | 16 | 14 | 293 | 212 | 98 | 124 | 186 |
| | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |

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

| | COPA TOT ADLT | OHP TOT ADLT | AGE | | | | | | RACE | | | | | | ETHNIC- ITY | | HEALTH STATUS | | GENDER | | |
|-----------------------|---------------------|--------------------|----------------|----------------|----------------|----------------|----------------|-------------------|--------------------|------------|-----------------------------|----------------------|--------------|-----------|----------------|-------------------|--|-------------|------------|------------|-------------|
| | | | 18 TO 24 | 25 TO 34 | 35 TO 44 | 45 TO 54 | 55 TO 64 | 65 AND OVER | BLCK OR AFR- | AS- IAN | NATV HAW/ PAC ILND | AMER IND/ ALSK | MUL- OTHR | TI | HIS- IC | NOT HIS- IC | EX & VERY GOOD & FAIR & POOR | FE- MALE | MALE | | |
| Q39 EVERY DAY | 89 29% | 1063 21%* | 6 25%~ | 13 29%~ | 14 29%~ | 28 37% | 24 24% | 4 29%~ | 74 28%~ | ~ | ~ | 1 ~100%~ | 1 33%~ | 2 25%~ | 7 44%~ | 1 7%~ | 86 30%~ | 49 23%* | 40 42%* | 43 35% | 46 25% |
| SOME DAYS | 31 10% | 463 9% | 1 4%~ | 5 11%~ | 3 6%~ | 12 16% | 10 10% | ~ | 28 11%~ | ~ | ~ | ~ | 1 ~33%~ | 1 13%~ | 1 6%~ | 3 21%~ | 28 10%~ | 18 9% | 12 13% | 16 13% | 14 8% |
| NOT AT ALL | 187 61% | 3502 70%* | 17 71%~ | 27 60%~ | 31 65%~ | 35 47%* | 66 66% | 10 71%~ | 164 62%~ | 1 100%~ | 3 100%~ | ~ | 1 ~33%~ | 5 63%~ | 8 50%~ | 10 71%~ | 175 61%~ | 143 68%* | 44 46%* | 64 52%* | 123 67%* |
| DON'T KNOW | 4 | 42 | ~ | 1 | ~ | ~ | 2 | 1 | 4 | ~ | ~ | ~ | ~ | ~ | ~ | 4 | 2 | 2 | 1 | 3 | |
| NOT ANSWERED | 13 | 383 | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | |
| VALID CASES | 307 | 5028 | 24 | 45 | 48 | 75 | 100 | 14 | 266 | 1 | 3 | 1 | 3 | 8 | 16 | 14 | 289 | 210 | 96 | 123 | 183 |
| NUMBER OF RESPONDENTS | 324 | 5453 | 24 | 46 | 48 | 75 | 102 | 15 | 270 | 1 | 3 | 1 | 3 | 8 | 16 | 14 | 293 | 212 | 98 | 124 | 186 |
| | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |

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

| | COPA TOT ADULT | OHP TOT ADULT | AGE | | | | | | RACE | | | | | | ETHNICITY | | HEALTH STATUS | | GENDER | | |
|-------------------------|----------------|---------------|-----------|-----------|------------|------------|------------|-------------|-------------|---------|----------------|----------------|-----------|------------|------------------|------------------------------|---------------|------------|------------|------------|------|
| | | | 18 TO 24 | 25 TO 34 | 35 TO 44 | 45 TO 54 | 55 TO 64 | 65 AND OVER | BLK OR AFR- | AS- IAN | NATV HAW/ ILND | AMER IND/ ALSK | MUL- TI | HIS- IC | NOT HIS- PAN- IC | EX & VERY GOOD & FAIR & POOR | MALE MALE | | | | |
| Q40 NEVER | 34 29% | 435 26% | 3 43%~ | 8 44%~ | 4 24%~ | 10 25%~ | 9 28%~ | 27 27%~ | 1 ~ | 1 ~ | 1 ~ | 4 50%~ | 3 75%~ | 31 28%~ | 24 36%* | 10 20% | 21 36% | 13 22% | | | |
| SOMETIMES | 16 14% | 355 21%* | ~ | 1 6%~ | 3 18%~ | 9 23%~ | 2 6%~ | 1 25%~ | 15 15%~ | ~ | ~ | ~ | ~ | ~ | 16 ~ | 9 13% | 7 14% | 10 17% | 6 10% | | |
| USUALLY | 29 25% | 280 17% | 2 29%~ | 5 28%~ | 3 18%~ | 13 33%~ | 5 16%~ | 1 25%~ | 26 26%~ | ~ | ~ | ~ | 1 33%~ | 1 13%~ | 1 25%~ | 27 24%~ | 18 27% | 10 20% | 12 21% | 17 29% | |
| ALWAYS | 39 33% | 589 35% | 2 29%~ | 4 22%~ | 7 41%~ | 8 20%~ | 16 50%~ | 2 50%~ | 32 32%~ | ~ | ~ | 1 50%~ | 1 33%~ | 3 38%~ | ~ | 38 34%~ | 16 24%* | 23 46%* | 15 26% | 23 39% | |
| #ALWAYS + USUALLY (NET) | 68 58% | 869 52% | 4 57%~ | 9 50%~ | 10 59%~ | 21 53%~ | 21 66%~ | 3 75%~ | 58 58%~ | ~ | ~ | 1 50%~ | 2 67%~ | 4 50%~ | 1 25%~ | 65 58%~ | 34 51% | 33 66% | 27 47%* | 40 68%* | |
| TOP BOX SCORE | 39 33% | 589 35% | 2 29%~ | 4 22%~ | 7 41%~ | 8 20%~ | 16 50%~ | 2 50%~ | 32 32%~ | ~ | ~ | 1 50%~ | 1 33%~ | 3 38%~ | ~ | 38 34%~ | 16 24%* | 23 46%* | 15 26% | 23 39% | |
| NOT ANSWERED | 2 | 31 | | | | | 2 | 2 | | | | | | | 2 | | 2 | 1 | 1 | | |
| VALID CASES | 118 | 1659 | 7 | 18 | 17 | 40 | 32 | 4 | 100 | | | 1 | 2 | 3 | 8 | 4 | 112 | 67 | 50 | 58 | 59 |
| NUMBER OF RESPONDENTS | 120 | 1690 | 7 | 18 | 17 | 40 | 34 | 4 | 102 | | | 1 | 2 | 3 | 8 | 4 | 114 | 67 | 52 | 59 | 60 |
| | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | | | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |

[ASKED IF Q39 = EVERY DAY OR SOME DAYS]

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

| | COPA TOT ADLT | OHP TOT ADLT | AGE | | | | | | RACE | | | | | | ETHNIC- ITY | | HEALTH STATUS | | GENDER | | |
|-------------------------|---------------------|--------------------|----------------|----------------|----------------|----------------|----------------|-------------------|--------------------|------------|----------------------|----------------------|------------|-----------|----------------|-------------------|--|-------------------|------------|-------------|-----------|
| | | | 18 TO 24 | 25 TO 34 | 35 TO 44 | 45 TO 54 | 55 TO 64 | 65 AND OVER | BLCK OR AFR- | AS- IAN | NATV HAW/ ILND | AMER IND/ ALSK | MUL- TI | OTH | HIS- IC | NOT HIS- IC | EX & VERY GOOD & FAIR & POOR | GOOD & POOR | MALE | FE- MALE | |
| Q41 NEVER | 64 54% | 750 46% | 6 86% | 12 67% | 6 35% | 22 55% | 15 47% | 3 75% | 53 53% | | | 1 ~100% | 2 ~100% | 1 33% | 5 63% | 4 ~100% | 59 53% | 43 64%* | 21 42%* | 36 62% | 28 47% |
| SOMETIMES | 23 19% | 380 23% | | 4 ~22% | 7 41% | 7 18% | 5 16% | | 18 18% | | | | | 2 ~67% | 2 25% | | 23 ~21% | 11 16% | 11 22% | 11 19% | 12 20% |
| USUALLY | 19 16% | 243 15% | | 1 ~6% | 3 18% | 9 23% | 5 16% | 1 25% | 19 19% | | | | | | | | 19 ~17% | 9 13% | 10 20% | 7 12% | 12 20% |
| ALWAYS | 12 10% | 267 16%* | 1 14% | 1 6% | 1 6% | 2 5% | 7 22% | | 10 10% | | | | | | 1 ~13% | | 11 ~10% | 4 6% | 8 16% | 4 7% | 7 12% |
| #ALWAYS + USUALLY (NET) | 31 26% | 510 31% | 1 14% | 2 11% | 4 24% | 11 28% | 12 38% | 1 25% | 29 29% | | | | | | 1 ~13% | | 30 ~27% | 13 19% | 18 36%* | 11 19% | 19 32% |
| TOP BOX SCORE | 12 10% | 267 16%* | 1 14% | 1 6% | 1 6% | 2 5% | 7 22% | | 10 10% | | | | | | 1 ~13% | | 11 ~10% | 4 6% | 8 16% | 4 7% | 7 12% |
| NOT ANSWERED | 2 | 51 | | | | | 2 | | 2 | | | | | | | | 2 | | 2 | 1 | 1 |
| VALID CASES | 118 | 1639 | 7 | 18 | 17 | 40 | 32 | 4 | 100 | | | 1 | 2 | 3 | 8 | 4 | 112 | 67 | 50 | 58 | 59 |
| NUMBER OF RESPONDENTS | 120 | 1690 | 7 | 18 | 17 | 40 | 34 | 4 | 102 | | | 1 | 2 | 3 | 8 | 4 | 114 | 67 | 52 | 59 | 60 |
| | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | | | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |

[ASKED IF Q39 = EVERY DAY OR SOME DAYS]

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

| | COPA TOT ADLT | OHP TOT ADLT | AGE | | | | | | RACE | | | | | | ETHNIC- ITY | | HEALTH STATUS | | GENDER | | | |
|-------------------------|---------------------|--------------------|----------------|----------------|----------------|----------------|----------------|-------------------|-------------------|------------|----------------------|----------------------|--------------|----------|----------------|-------------------|--|--------------------------------|-----------|-------------|-----------|-----------|
| | | | 18 TO 24 | 25 TO 34 | 35 TO 44 | 45 TO 54 | 55 TO 64 | 65 AND OVER | BLK OR AFR- | AS- IAN | NATV HAW/ ILND | AMER IND/ ALSK | MUL- OTHR | TI | HIS- IC | NOT HIS- IC | EX & VERY GOOD & FAIR & POOR | GOOD & FAIR & POOR | MALE | FE- MALE | | |
| Q42 NEVER | 75 64% | 864 53%* | 6 86% | 11 61% | 10 59% | 24 60% | 22 71% | 2 50% | 61 62% | ~ | ~ | ~ | 1 100% | 1 50% | 2 67% | 8 100% | 4 100% | 70 63% | 47 71% | 28 56% | 41 72% | 34 58% |
| SOMETIMES | 17 15% | 340 21% | ~ | 4 22% | 4 24% | 7 18% | 2 6% | ~ | 15 15% | ~ | ~ | ~ | ~ | 1 33% | ~ | ~ | 17 15% | 8 12% | 8 16% | 6 11% | 11 19% | |
| USUALLY | 12 10% | 207 13% | ~ | 2 11% | 2 12% | 5 13% | 3 10% | ~ | 12 12% | ~ | ~ | ~ | ~ | ~ | ~ | ~ | 12 11% | 5 8% | 7 14% | 7 12% | 5 8% | |
| ALWAYS | 13 11% | 215 13% | 1 14% | 1 6% | 1 6% | 4 10% | 4 13% | 2 50% | 11 11% | ~ | ~ | ~ | 1 50% | ~ | ~ | ~ | 12 11% | 6 9% | 7 14% | 3 5%* | 9 15% | |
| #ALWAYS + USUALLY (NET) | 25 21% | 422 26% | 1 14% | 3 17% | 3 18% | 9 23% | 7 23% | 2 50% | 23 23% | ~ | ~ | ~ | 1 50% | ~ | ~ | ~ | 24 22% | 11 17% | 14 28% | 10 18% | 14 24% | |
| TOP BOX SCORE | 13 11% | 215 13% | 1 14% | 1 6% | 1 6% | 4 10% | 4 13% | 2 50% | 11 11% | ~ | ~ | ~ | 1 50% | ~ | ~ | ~ | 12 11% | 6 9% | 7 14% | 3 5%* | 9 15% | |
| NOT ANSWERED | 3 | 64 | | | | | 3 | | 3 | | | | | | | | 3 | 1 | 2 | 2 | 1 | |
| VALID CASES | 117 | 1626 | 7 | 18 | 17 | 40 | 31 | 4 | 99 | | | | 1 | 2 | 3 | 8 | 4 | 111 | 66 | 50 | 57 | 59 |
| NUMBER OF RESPONDENTS | 120 | 1690 | 7 | 18 | 17 | 40 | 34 | 4 | 102 | | | | 1 | 2 | 3 | 8 | 4 | 114 | 67 | 52 | 59 | 60 |
| | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | | | | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |

[ASKED IF Q39 = EVERY DAY OR SOME DAYS]

Q43 DO YOU TAKE ASPIRIN DAILY OR EVERY OTHER DAY?

| | | AGE | | | | | | | RACE | | | | | | ETHNICITY | | HEALTH STATUS | | GENDER | | |
|-----------------------|-------------|--------------|------------|------------|------------|------------|-------------|------------|--------------|------------|----------------|----------------|-----------|-----------|------------------|------------------|---------------|-------------|------------|-------------|-------------|
| | | 18 TO 24 | 25 TO 34 | 35 TO 44 | 45 TO 54 | 55 TO 64 | 65 AND OVER | WHITE | BLCK OR AFR- | AS- IAN | NATV HAW/ ILND | AMER IND/ ALSK | MUL- TI | HIS- IC | NOT HIS- PAN- IC | EX & VERY GOOD & | FAIR & POOR | MALE | FE- MALE | | |
| Q43 | | | | | | | | | | | | | | | | | | | | | |
| YES | 71 23% | 1180 23% | 3 13%~ | 1 2%~ | 5 11%~ | 18 24% | 36 35%* | 8 53%~ | 63 24%~ | ~ | ~ | ~ | 1 33%~ | 1 13%~ | 4 25%~ | 1 7%~ | 69 24%~ | 41 20%* | 30 31%* | 30 24% | 40 22% |
| NO | 237 77% | 3848 77% | 20 87%~ | 45 98%~ | 42 89%~ | 56 76% | 66 65%* | 7 47%~ | 204 76%~ | 1 100%~ | 3 100%~ | 1 100%~ | 2 67%~ | 7 88%~ | 12 75%~ | 13 93%~ | 221 76%~ | 169 80%* | 67 69%* | 94 76% | 143 78% |
| DON'T KNOW | 2 | 55 | | | 1 | 1 | | | 2 | | | | | | | 2 | 1 | 1 | | | 2 |
| NOT ANSWERED | 14 | 370 | 1 | | | | | | 1 | | | | | | | 1 | 1 | | | | 1 |
| VALID CASES | 308 | 5028 | 23 | 46 | 47 | 74 | 102 | 15 | 267 | 1 | 3 | 1 | 3 | 8 | 16 | 14 | 290 | 210 | 97 | 124 | 183 |
| NUMBER OF RESPONDENTS | 324 100% | 5453 100% | 24 100% | 46 100% | 48 100% | 75 100% | 102 100% | 15 100% | 270 100% | 1 100% | 3 100% | 1 100% | 3 100% | 8 100% | 16 100% | 14 100% | 293 100% | 212 100% | 98 100% | 124 100% | 186 100% |

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

| | | AGE | | | | | | | RACE | | | | | | ETHNICITY | | HEALTH STATUS | | GENDER | | |
|-----------------------|-------------|--------------|------------|------------|------------|------------|-------------|------------|--------------|-----------|--------------------|----------------|-----------|-----------|------------|-------------|------------------|-------------|------------|-------------|-------------|
| | | 18 TO 24 | 25 TO 34 | 35 TO 44 | 45 TO 54 | 55 TO 64 | 65 AND OVER | WHITE | BLCK OR AFR- | AS- IAN | NATV HAW/ PAC ILND | AMER IND/ ALSK | OTHR | MUL- TI | HIS- IC | NOT HIS- IC | EX & VERY GOOD & | FAIR & POOR | MALE | FE- MALE | |
| Q44 | | | | | | | | | | | | | | | | | | | | | |
| YES | 33 12% | 460 10% | 2 8% | 1 2% | 8 21% | 8 12% | 12 14% | 2 15% | 28 12% | ~ | ~ | ~ | ~ | 2 29% | 1 8% | 1 8% | 32 12% | 13 7%* | 20 24%* | 6 5%* | 27 17%* |
| NO | 244 88% | 4154 90% | 22 92% | 43 98% | 31 79% | 60 88% | 76 86% | 11 85% | 215 88% | 1 100% | 2 100% | 1 100% | 3 100% | 5 71% | 11 92% | 12 92% | 228 88% | 178 93%* | 65 76%* | 109 95%* | 135 83%* |
| DON'T KNOW | 34 | 459 | | 2 | 9 | 7 | 14 | 2 | 27 | | 1 | | | 1 | 4 | 1 | 33 | 21 | 13 | 9 | 24 |
| NOT ANSWERED | 13 | 380 | | | | | | | | | | | | | | | | | | | |
| VALID CASES | 277 | 4614 | 24 | 44 | 39 | 68 | 88 | 13 | 243 | 1 | 2 | 1 | 3 | 7 | 12 | 13 | 260 | 191 | 85 | 115 | 162 |
| NUMBER OF RESPONDENTS | 324 100% | 5453 100% | 24 100% | 46 100% | 48 100% | 75 100% | 102 100% | 15 100% | 270 100% | 1 100% | 3 100% | 1 100% | 3 100% | 8 100% | 16 100% | 14 100% | 293 100% | 212 100% | 98 100% | 124 100% | 186 100% |

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

| | COPA TOT ADLT | OHP TOT ADLT | AGE | | | | | RACE | | | | | | ETHNIC- ITY | | HEALTH STATUS | | GENDER | | | |
|-----------------------|---------------------|--------------------|----------------|----------------|----------------|----------------|----------------|-------------------|--------------------|------------|---------------------|----------------------|------------|----------------|------------|-------------------|--|-------------|------------|-------------|-------------|
| | | | 18 TO 24 | 25 TO 34 | 35 TO 44 | 45 TO 54 | 55 TO 64 | 65 AND OVER | BLCK OR AFR- | AS- IAN | NATV HAW/ PAC | AMER IND/ ALSK | MUL- TI | OTH- | HIS- IC | NOT HIS- IC | EX & VERY GOOD & FAIR & POOR | FE- MALE | MALE | | |
| Q45 YES | 122 39% | 1742 35% | 3 13%~ | 11 24%~ | 16 33%~ | 30 41% | 52 51%* | 10 67%~ | 108 40%~ | 2 ~ | 1 67%~ | 2 ~ | 7 33%~ | 2 25%~ | 4 44%~ | 3 21%~ | 118 41%~ | 69 33%* | 53 55%* | 42 34% | 80 43% |
| NO | 187 61% | 3293 65% | 21 87%~ | 35 76%~ | 32 67%~ | 44 59% | 49 49%* | 5 33%~ | 160 60%~ | 1 100%~ | 1 33%~ | 1 100%~ | 2 67%~ | 6 75%~ | 9 56%~ | 11 79%~ | 173 59%~ | 142 67%* | 44 45%* | 81 66% | 106 57% |
| NOT ANSWERED | 15 | 417 | | | | 1 | 1 | | 2 | | | | | | | 2 | 1 | 1 | 1 | | |
| VALID CASES | 309 | 5036 | 24 | 46 | 48 | 74 | 101 | 15 | 268 | 1 | 3 | 1 | 3 | 8 | 16 | 14 | 291 | 211 | 97 | 123 | 186 |
| NUMBER OF RESPONDENTS | 324 100% | 5453 100% | 24 100% | 46 100% | 48 100% | 75 100% | 102 100% | 15 100% | 270 100% | 1 100% | 3 100% | 1 100% | 3 100% | 8 100% | 16 100% | 14 100% | 293 100% | 212 100% | 98 100% | 124 100% | 186 100% |

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

| | | AGE | | | | | | | RACE | | | | | | | ETHNICITY | | HEALTH STATUS | | GENDER | | |
|-----------------------|---------------|----------|----------|----------|----------|----------|-------------|-------------|---------|---------------|----------------|-----------|-------|---------|-------------|------------------|-------------|---------------|------|--------|------|------|
| | | 18 TO 24 | 25 TO 34 | 35 TO 44 | 45 TO 54 | 55 TO 64 | 65 AND OVER | BLK OR AFR- | AS- IAN | NATV HAW/ PAC | AMER IND/ ALSK | MUL- OTHR | TI | HIS- IC | NOT HIS- IC | EX & VERY GOOD & | FAIR & POOR | FE- MALE | MALE | | | |
| Q46.1 | | | | | | | | | | | | | | | | | | | | | | |
| YES | COPA TOT ADLT | 92 | 1316 | 1 | 6 | 12 | 26 | 38 | 9 | 85 | 1 | 1 | 3 | 3 | 88 | 55 | 37 | 33 | 59 | | | |
| | OHP TOT ADLT | 28% | 24% | 4%~ | 13%~ | 25%~ | 35% | 37%* | 60%~ | 31%* | ~ | 33%~ | ~ | ~ | 13%~ | 19%~ | 21%~ | 30%~ | 26% | 38%* | 27% | 32% |
| NO | | 232 | 4137 | 23 | 40 | 36 | 49 | 64 | 6 | 185 | 1 | 2 | 1 | 3 | 7 | 13 | 11 | 205 | 157 | 61 | 91 | 127 |
| | OHP TOT ADLT | 72% | 76% | 96%~ | 87%~ | 75%~ | 65% | 63%* | 40%~ | 69%* | 100%~ | 67%~ | 100%~ | 100%~ | 88%~ | 81%~ | 79%~ | 70%~ | 74% | 62%* | 73% | 68% |
| VALID CASES | | 324 | 5453 | 24 | 46 | 48 | 75 | 102 | 15 | 270 | 1 | 3 | 1 | 3 | 8 | 16 | 14 | 293 | 212 | 98 | 124 | 186 |
| NUMBER OF RESPONDENTS | | 324 | 5453 | 24 | 46 | 48 | 75 | 102 | 15 | 270 | 1 | 3 | 1 | 3 | 8 | 16 | 14 | 293 | 212 | 98 | 124 | 186 |
| | | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |

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

| | | AGE | | | | | | | RACE | | | | | | | ETHNICITY | | HEALTH STATUS | | GENDER | | |
|-----------------------|---------------|----------|----------|----------|----------|----------|-------------|-------|---------------|-------|----------------|----------------|-----------|------|---------|-------------|------------------|---------------|------|----------|------|------|
| | | 18 TO 24 | 25 TO 34 | 35 TO 44 | 45 TO 54 | 55 TO 64 | 65 AND OVER | WHITE | BLACK OR AFR- | ASIAN | NATV HAW/ ILND | AMER IND/ ALSK | MUL- OTHR | TI | HIS- IC | NOT HIS- IC | EX & VERY GOOD & | FAIR & POOR | MALE | FE- MALE | | |
| Q46.2 | | | | | | | | | | | | | | | | | | | | | | |
| YES | COPA TOT ADLT | 108 | 1635 | 2 | 11 | 12 | 29 | 43 | 11 | 98 | 1 | 2 | 1 | 1 | 4 | 2 | 105 | 57 | 51 | 44 | 64 | |
| | | 33% | 30% | 8%~ | 24%~ | 25%~ | 39% | 42%* | 73%~ | 36%* | 100%~ | 67%~ | ~ | 33%~ | 13%~ | 25%~ | 14%~ | 36%~ | 27%* | 52%* | 35% | 34% |
| NO | | 216 | 3818 | 22 | 35 | 36 | 46 | 59 | 4 | 172 | 1 | 1 | 2 | 7 | 12 | 12 | 188 | 155 | 47 | 80 | 122 | |
| | | 67% | 70% | 92%~ | 76%~ | 75%~ | 61% | 58%* | 27%~ | 64%* | ~ | 33%~ | 100%~ | 67%~ | 88%~ | 75%~ | 86%~ | 64%~ | 73%* | 48%* | 65% | 66% |
| VALID CASES | | 324 | 5453 | 24 | 46 | 48 | 75 | 102 | 15 | 270 | 1 | 3 | 1 | 3 | 8 | 14 | 293 | 212 | 98 | 124 | 186 | |
| NUMBER OF RESPONDENTS | | 324 | 5453 | 24 | 46 | 48 | 75 | 102 | 15 | 270 | 1 | 3 | 1 | 3 | 8 | 14 | 293 | 212 | 98 | 124 | 186 | |
| | | 100% | 100% | 100% | 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

| | COPA TOT ADLT | OHP TOT ADLT | AGE | | | | | | RACE | | | | | | ETHNIC- ITY | | HEALTH STATUS | | GENDER | | |
|-----------------------|---------------------|--------------------|----------------|----------------|----------------|----------------|----------------|-------------------|--------------------|-------------|---------------------|----------------------|--------------|-----------|----------------|---------------------------|--|--------------------------------|-------------|-------------|-------------|
| | | | 18 TO 24 | 25 TO 34 | 35 TO 44 | 45 TO 54 | 55 TO 64 | 65 AND OVER | BLCK OR AFR- | AS- IAN | NATV HAW/ PAC | AMER IND/ ALSK | MUL- OTHR | TI | HIS- IC | NOT HIS- PAN- IC | EX & VERY GOOD & FAIR & POOR | GOOD & FAIR & POOR | FE- MALE | FE- MALE | |
| Q46.3 YES | 77 24% | 862 16%* | 5 21%~ | 9 20%~ | 12 25%~ | 24 32% | 26 25% | 1 7%~ | 62 23% | 1 ~ 33%~ | 1 ~ 33%~ | 2 25%~ | 7 44%~ | 4 29%~ | 72 25%~ | 43 20% | 33 34%* | 32 26% | 45 24% | | |
| NO | 247 76% | 4591 84%* | 19 79%~ | 37 80%~ | 36 75%~ | 51 68% | 76 75% | 14 93%~ | 208 77% | 1 100%~ | 2 67%~ | 1 100%~ | 2 67%~ | 6 75%~ | 9 56%~ | 10 71%~ | 221 75%~ | 169 80% | 65 66%* | 92 74% | 141 76% |
| VALID CASES | 324 | 5453 | 24 | 46 | 48 | 75 | 102 | 15 | 270 | 1 | 3 | 1 | 3 | 8 | 16 | 14 | 293 | 212 | 98 | 124 | 186 |
| NUMBER OF RESPONDENTS | 324 100% | 5453 100% | 24 100% | 46 100% | 48 100% | 75 100% | 102 100% | 15 100% | 270 100% | 1 100% | 3 100% | 1 100% | 3 100% | 8 100% | 16 100% | 14 100% | 293 100% | 212 100% | 98 100% | 124 100% | 186 100% |

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

| | COPA TOT ADLT | OHP TOT ADLT | AGE | | | | | | RACE | | | | | | ETHNIC- ITY | | HEALTH STATUS | | GENDER | | |
|-----------------------|---------------------|--------------------|----------------|----------------|----------------|----------------|----------------|-------------------|--------------------|------------|-----------------------------|----------------------|------------|-----------|----------------|-------------------|--|-------------------|-------------|-------------|-------------|
| | | | 18 TO 24 | 25 TO 34 | 35 TO 44 | 45 TO 54 | 55 TO 64 | 65 AND OVER | BLCK OR AFR- | AS- IAN | NATV HAW/ PAC ILND | AMER IND/ ALSK | MUL- TI | OTHR | HIS- IC | NOT HIS- IC | EX & VERY GOOD & FAIR & POOR | GOOD & POOR | FE- MALE | MALE | |
| Q47.1 YES | 22 7% | 281 5% | ~ | ~ | 2% | 7% | 9% | 33% | 18 7% | ~ | ~ | ~ | 33% | 13% | 6% | ~ | 22 8% | 11 5% | 11 11% | 8 6% | 14 8% |
| NO | 302 93% | 5172 95% | 24 100% | 46 100% | 47 98% | 68 91% | 93 91% | 10 67% | 252 93% | 1 100% | 3 100% | 1 100% | 2 67% | 7 88% | 15 94% | 14 100% | 271 92% | 201 95% | 87 89% | 116 94% | 172 92% |
| VALID CASES | 324 | 5453 | 24 | 46 | 48 | 75 | 102 | 15 | 270 | 1 | 3 | 1 | 3 | 8 | 16 | 14 | 293 | 212 | 98 | 124 | 186 |
| NUMBER OF RESPONDENTS | 324 100% | 5453 100% | 24 100% | 46 100% | 48 100% | 75 100% | 102 100% | 15 100% | 270 100% | 1 100% | 3 100% | 1 100% | 3 100% | 8 100% | 16 100% | 14 100% | 293 100% | 212 100% | 98 100% | 124 100% | 186 100% |

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

| | COPA TOT ADLT | OHP TOT ADLT | AGE | | | | | | RACE | | | | | | ETHNIC- ITY | | HEALTH STATUS | | GENDER | | | | |
|-----------------------|---------------------|--------------------|----------------|----------------|----------------|----------------|----------------|-------------------|--------------------|------------|-----------------------------|----------------------|------------|------|----------------|-------------------|--|-------------------|-------------|------|------|------|------|
| | | | 18 TO 24 | 25 TO 34 | 35 TO 44 | 45 TO 54 | 55 TO 64 | 65 AND OVER | BLCK OR AFR- | AS- IAN | NATV HAW/ PAC ILND | AMER IND/ ALSK | MUL- TI | OTHR | HIS- IC | NOT HIS- IC | EX & VERY GOOD & FAIR & POOR | GOOD & POOR | FE- MALE | MALE | | | |
| Q47.2 YES | 9 3% | 284 5%* | ~ | ~ | 2%~ | 3% | 5% | 7%~ | 3% | ~ | ~ | ~ | ~ | 13%~ | 6%~ | 7%~ | 3%~ | 1% | 6% | 7% | 2% | 6%* | 1%* |
| NO | 315 97% | 5169 95%* | 100%~ | 100%~ | 98%~ | 97% | 95% | 93%~ | 97% | 100%~ | 100%~ | 100%~ | 100%~ | 88%~ | 94%~ | 93%~ | 97%~ | 99% | 94% | 117 | 184 | 94%* | 99%* |
| VALID CASES | 324 | 5453 | 24 | 46 | 48 | 75 | 102 | 15 | 270 | 1 | 3 | 1 | 3 | 8 | 16 | 14 | 293 | 212 | 98 | 124 | 186 | | |
| NUMBER OF RESPONDENTS | 324 | 5453 | 24 | 46 | 48 | 75 | 102 | 15 | 270 | 1 | 3 | 1 | 3 | 8 | 16 | 14 | 293 | 212 | 98 | 124 | 186 | | |
| | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |

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

| | COPA TOT ADLT | OHP TOT ADLT | AGE | | | | | | RACE | | | | | | | ETHNIC- ITY | | HEALTH STATUS | | GENDER | |
|-----------------------|---------------------|--------------------|----------------|----------------|----------------|----------------|----------------|-------------------|--------------------|------------|---------------------|----------------------|------------|-------|------------|-------------------|--|------------------|-------------|-------------|-------------|
| | | | 18 TO 24 | 25 TO 34 | 35 TO 44 | 45 TO 54 | 55 TO 64 | 65 AND OVER | BLCK OR AFR- | AS- IAN | NATV HAW/ PAC | AMER IND/ ALSK | MUL- TI | OTH- | HIS- IC | NOT HIS- IC | EX & VERY GOOD & FAIR & POOR | FE- MALE | FE- MALE | | |
| Q47.3 YES | 15 5% | 221 4% | ~ | ~ | 4%~ | 5%~ | 7%~ | 7%~ | 13 5% | 1 ~ | 33%~ | ~ | ~ | ~ | 6%~ | 15 ~ | 5%~ | 7 3% | 8 8% | 6 5% | 9 5% |
| NO | 309 95% | 5232 96% | 100%~ | 100%~ | 96%~ | 93%~ | 93%~ | 95%~ | 100%~ | 67%~ | 100%~ | 100%~ | 100%~ | 100%~ | 94%~ | 100%~ | 95%~ | 205 97% | 90 92% | 118 95% | 177 95% |
| VALID CASES | 324 | 5453 | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 212 100% | 98 100% | 124 100% | 186 100% |
| NUMBER OF RESPONDENTS | 324 | 5453 | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 212 100% | 98 100% | 124 100% | 186 100% |

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

| | COPA TOT ADLT | OHP TOT ADLT | AGE | | | | | | RACE | | | | | | ETHNIC- ITY | | HEALTH STATUS | | GENDER | | |
|-----------------------|---------------------|--------------------|----------------|----------------|----------------|----------------|----------------|-------------------|--------------------|--------------------|-------------------------------------|------------------|-----------|------------|---------------------------|--|--------------------------------|-------------|-------------|-------------|-------------|
| | | | 18 TO 24 | 25 TO 34 | 35 TO 44 | 45 TO 54 | 55 TO 64 | 65 AND OVER | BLCK OR AFR- | NATV AS- IAN | AMER HAW/ IND/ PAC ALSK | MUL- OTH R | TI | HIS- IC | NOT HIS- PAN- IC | EX & VERY GOOD & FAIR & POOR | GOOD & FAIR & POOR | FE- MALE | FE- MALE | | |
| Q47.4 YES | 54 17% | 1002 18% | 1 4%~ | 2 4%~ | 4 8%~ | 19 25%* | 22 22% | 6 40%~ | 49 18% | 2 ~ 67%~ | 1 ~ 33%~ | 1 ~ 6%~ | 1 7%~ | 53 18%~ | 28 13%* | 25 26%* | 21 17% | 33 18% | | | |
| NO | 270 83% | 4451 82% | 23 96%~ | 44 96%~ | 44 92%~ | 56 75%* | 80 78% | 9 60%~ | 221 82% | 1 100%~ | 1 33%~ | 1 100%~ | 2 67%~ | 8 100%~ | 15 94%~ | 13 93%~ | 240 82%~ | 184 87%* | 73 74%* | 103 83% | 153 82% |
| VALID CASES | 324 | 5453 | 24 | 46 | 48 | 75 | 102 | 15 | 270 | 1 | 3 | 1 | 3 | 8 | 16 | 14 | 293 | 212 | 98 | 124 | 186 |
| NUMBER OF RESPONDENTS | 324 100% | 5453 100% | 24 100% | 46 100% | 48 100% | 75 100% | 102 100% | 15 100% | 270 100% | 1 100% | 3 100% | 1 100% | 3 100% | 8 100% | 16 100% | 14 100% | 293 100% | 212 100% | 98 100% | 124 100% | 186 100% |

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

| | | AGE | | | | | | | RACE | | | | | | | ETHNICITY | | HEALTH STATUS | | GENDER | | |
|-----------------------|---------------|----------|-----------|----------|----------|----------|-------------|----------|--------------|----------|---------------|----------------|--------|---------|---------|-------------|------------------|---------------|----------|----------|----------|----------|
| | | 18 TO 24 | 25 TO 34 | 35 TO 44 | 45 TO 54 | 55 TO 64 | 65 AND OVER | WHITE | BLCK OR AFR- | AS- IAN | NATV HAW/ PAC | AMER IND/ ALSK | OTHR | MUL- TI | HIS- IC | NOT HIS- IC | EX & VERY GOOD & | FAIR & POOR | MALE | FE- MALE | | |
| Q48 | | | | | | | | | | | | | | | | | | | | | | |
| YES | COPA TOT ADLT | 103 34% | 1692 34% | 3 13% | 11 24% | 16 34% | 29 40% | 35 34% | 9 60% | 90 34% | 1 100% | ~ | ~ | 2 67% | 2 29% | 6 38% | 3 23% | 99 34% | 51 24%* | 52 54%* | 41 33% | 62 34% |
| NO | | 204 66% | 3335 66% | 20 87% | 35 76% | 31 66% | 44 60% | 67 66% | 6 40% | 177 66% | 3 100% | 1 100% | 1 33% | 5 71% | 10 62% | 10 77% | 191 66% | 158 76%* | 45 46%* | 83 67% | 120 66% | |
| NOT ANSWERED | | 17 | 426 | 1 | 1 | 2 | | 3 | | | | | 1 | | | 1 | 3 | 3 | 1 | | 4 | |
| VALID CASES | | 307 | 5027 | 23 | 46 | 47 | 73 | 102 | 15 | 267 | 1 | 3 | 1 | 3 | 7 | 16 | 13 | 290 | 209 | 97 | 124 | 182 |
| NUMBER OF RESPONDENTS | | 324 100% | 5453 100% | 24 100% | 46 100% | 48 100% | 75 100% | 102 100% | 15 100% | 270 100% | 1 100% | 3 100% | 1 100% | 3 100% | 8 100% | 16 100% | 14 100% | 293 100% | 212 100% | 98 100% | 124 100% | 186 100% |

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

| | COPA TOT ADLT | OHP TOT ADLT | AGE | | | | | | RACE | | | | | | ETHNIC- ITY | | HEALTH STATUS | | GENDER | | |
|-----------------------|---------------------|--------------------|----------------|----------------|----------------|----------------|----------------|-------------------|--------------------|------------|---------------------|----------------------|-------------|------------|----------------|-------------------|--|-------------|-------------|------------|------------|
| | | | 18 TO 24 | 25 TO 34 | 35 TO 44 | 45 TO 54 | 55 TO 64 | 65 AND OVER | BLCK OR AFR- | AS- IAN | NATV HAW/ PAC | AMER IND/ ALSK | MUL- TI | OTH- | HIS- IC | NOT HIS- IC | EX & VERY GOOD & FAIR & POOR | FE- MALE | FE- MALE | | |
| Q49 YES | 90 89% | 1394 85% | 3 100%~ | 7 64%~ | 14 88%~ | 27 96%~ | 31 91%~ | 8 89%~ | 79 90%~ | ~ | ~ | ~ | 2 ~100%~ | 2 100%~ | 5 83%~ | 1 33%~ | 88 91%~ | 42 82%* | 48 96%* | 35 90%~ | 55 89%~ |
| NO | 11 11% | 240 15% | ~ | 4 36%~ | 2 13%~ | 1 4%~ | 3 9%~ | 1 11%~ | 9 10%~ | 1 100%~ | ~ | ~ | ~ | ~ | 1 17%~ | 2 67%~ | 9 9%~ | 9 18%* | 2 4%* | 4 10%~ | 7 11%~ |
| NOT ANSWERED | 2 | 62 | | | | 1 | 1 | | 2 | | | | | | | | 2 | | 2 | | 2 |
| VALID CASES | 101 | 1633 | 3 | 11 | 16 | 28 | 34 | 9 | 88 | 1 | | | 2 | 2 | 6 | 3 | 97 | 51 | 50 | 39 | 62 |
| NUMBER OF RESPONDENTS | 103 | 1695 | 3 | 11 | 16 | 29 | 35 | 9 | 90 | 1 | | | 2 | 2 | 6 | 3 | 99 | 51 | 52 | 41 | 62 |
| | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | | | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |

[ASKED IF Q48 = YES]

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

| | COPA TOT ADLT | OHP TOT ADLT | AGE | | | | | | RACE | | | | | | ETHNIC- ITY | | HEALTH STATUS | | GENDER | | |
|-----------------------|---------------------|--------------------|----------------|----------------|----------------|----------------|----------------|-------------------|--------------------|------------|---------------------|----------------------|------------|------------|----------------|-------------------|--|-------------|-------------|-------------|-------------|
| | | | 18 TO 24 | 25 TO 34 | 35 TO 44 | 45 TO 54 | 55 TO 64 | 65 AND OVER | BLCK OR AFR- | AS- IAN | NATV HAW/ PAC | AMER IND/ ALSK | MUL- TI | OTH- | HIS- IC | NOT HIS- IC | EX & VERY GOOD & FAIR & POOR | FE- MALE | FE- MALE | | |
| Q50 YES | 200 65% | 3255 65% | 12 52%~ | 22 48%~ | 30 63%~ | 51 69%~ | 73 72%~ | 12 80%~ | 173 65%~ | 1 100%~ | 3 100%~ | 2 ~ | 5 67%~ | 10 63%~ | 62%~ | 7 50%~ | 190 65%~ | 117 56%* | 82 84%* | 69 56%* | 130 71%* |
| NO | 109 35% | 1781 35% | 11 48%~ | 24 52%~ | 18 38%~ | 23 31%~ | 29 28%~ | 3 20%~ | 95 35%~ | ~ | ~ | 1 ~100%~ | 1 33%~ | 3 38%~ | 6 38%~ | 7 50%~ | 101 35%~ | 93 44%* | 16 16%* | 55 44%* | 54 29%* |
| NOT ANSWERED | 15 | 417 | 1 | | | 1 | | | 2 | | | | | | | 2 | 2 | | | | 2 |
| VALID CASES | 309 | 5036 | 23 | 46 | 48 | 74 | 102 | 15 | 268 | 1 | 3 | 1 | 3 | 8 | 16 | 14 | 291 | 210 | 98 | 124 | 184 |
| NUMBER OF RESPONDENTS | 324 100% | 5453 100% | 24 100% | 46 100% | 48 100% | 75 100% | 102 100% | 15 100% | 270 100% | 1 100% | 3 100% | 1 100% | 3 100% | 8 100% | 16 100% | 14 100% | 293 100% | 212 100% | 98 100% | 124 100% | 186 100% |

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

| | COPA TOT ADLT | OHP TOT ADLT | AGE | | | | | | RACE | | | | | | ETHNIC- ITY | | HEALTH STATUS | | GENDER | | |
|-----------------------|---------------------|--------------------|----------------|----------------|----------------|----------------|----------------|-------------------|--------------------|-------------|---------------------|----------------------|--------------|-----------|----------------|-------------------|--|-------------------|------------|-------------|-------------|
| | | | 18 TO 24 | 25 TO 34 | 35 TO 44 | 45 TO 54 | 55 TO 64 | 65 AND OVER | BLCK OR AFR- | AS- IAN | NATV HAW/ PAC | AMER IND/ ALSK | MUL- TI | OTH- | HIS- IC | NOT PAN- IC | EX & VERY GOOD & FAIR & POOR | GOOD & POOR | MALE | FE- MALE | |
| Q51 YES | 182 92% | 2975 94% | 11 92%~ | 18 82%~ | 26 87%~ | 47 94% | 69 96% | 11 92%~ | 157 92%~ | 3 ~100%~ | 2 ~100%~ | 5 ~100%~ | 10 ~100%~ | 6 86%~ | 173 92%~ | 103 89%* | 78 96%* | 65 96% | 117 91% | | |
| NO | 16 8% | 176 6% | 1 8%~ | 4 18%~ | 4 13%~ | 3 6% | 3 4% | 1 8%~ | 14 8%~ | 1 100%~ | ~ | ~ | ~ | ~ | 1 14%~ | 15 8%~ | 13 11%* | 3 4%* | 3 4% | 12 9% | |
| NOT ANSWERED | 2 | 127 | | | | 1 | 1 | | 2 | | | | | | 2 | 1 | 1 | 1 | 1 | | |
| VALID CASES | 198 | 3151 | 12 | 22 | 30 | 50 | 72 | 12 | 171 | 1 | 3 | | 2 | 5 | 10 | 7 | 188 | 116 | 81 | 68 | 129 |
| NUMBER OF RESPONDENTS | 200 100% | 3278 100% | 12 100% | 22 100% | 30 100% | 51 100% | 73 100% | 12 100% | 173 100% | 1 100% | 3 100% | | 2 100% | 5 100% | 10 100% | 7 100% | 190 100% | 117 100% | 82 100% | 69 100% | 130 100% |

[ASKED IF Q50 = YES]

NQ52 WHAT IS YOUR AGE?

| | AGE | | | | | | | RACE | | | | | | | ETHNICITY | | HEALTH STATUS | | GENDER | | |
|-----------------------|---------------------|--------------------|----------------|----------------|----------------|----------------|----------------|-------------------|--------------------|------------|---------------------|----------------------|--------------|-----------|------------|-------------------|--|-------------------|------------|-------------|-------------|
| | COPA TOT ADLT | OHP TOT ADLT | 18 TO 24 | 25 TO 34 | 35 TO 44 | 45 TO 54 | 55 TO 64 | 65 AND OVER | BLCK OR AFR- | AS- IAN | NATV HAW/ PAC | AMER IND/ ALSK | MUL- OTHR | TI | HIS- IC | NOT HIS- IC | EX & VERY GOOD & FAIR & POOR | GOOD & POOR | MALE | FE- MALE | |
| | NQ52 | | | | | | | | | | | | | | | | | | | | |
| 18 TO 24 | 26 8% | 547 10% | 24 100% | ~ | ~ | ~ | ~ | ~ | 22 8% | ~ | ~ | 1 33% | 1 13% | ~ | 2 14% | 22 8% | 21 10% | 3 3%* | 9 7% | 15 8% | |
| 25 TO 34 | 47 15% | 870 16% | ~ | 46 ~100% | ~ | ~ | ~ | ~ | 34 13% | 1 100% | 1 ~100% | 1 33% | 2 25% | 6 38% | 7 50% | 39 13% | 37 17%* | 9 9%* | 19 15% | 27 15% | |
| 35 TO 44 | 52 16% | 802 15% | ~ | ~ | 48 ~100% | ~ | ~ | ~ | 38 14% | 1 33% | ~ | ~ | 4 50% | 4 25% | 1 7% | 47 16% | 38 18% | 10 10%* | 18 15% | 30 16% | |
| 45 TO 54 | 78 24% | 1153 21% | ~ | ~ | ~ | 75 ~100% | ~ | ~ | 70 26%* | ~ | ~ | ~ | ~ | 4 25% | 2 14% | 73 25% | 45 21% | 29 30% | 29 23% | 46 25% | |
| 55 TO 64 | 106 33% | 1412 26%* | ~ | ~ | ~ | 102 ~100% | ~ | ~ | 93 34% | 2 67% | ~ | ~ | 1 13% | 2 13% | 2 14% | 97 33% | 62 29% | 41 42%* | 44 35% | 58 31% | |
| 65 TO 74 | 13 4% | 405 7%* | ~ | ~ | ~ | ~ | 13 87% | 11 4% | ~ | ~ | ~ | 1 33% | ~ | ~ | ~ | 13 4% | 8 4% | 5 5% | 4 3% | 9 5% | |
| 75 OR OLDER | 2 0.6% | 264 5%* | ~ | ~ | ~ | ~ | 2 13% | 2 0.7% | ~ | ~ | ~ | ~ | ~ | ~ | 2 ~0.7% | 1 0.5% | 1 1% | 1 0.8% | 1 0.5% | | |
| VALID CASES | 324 | 5453 | 24 | 46 | 48 | 75 | 102 | 15 | 270 | 1 | 3 | 1 | 3 | 8 | 16 | 14 | 293 | 212 | 98 | 124 | 186 |
| NUMBER OF RESPONDENTS | 324 100% | 5453 100% | 24 100% | 46 100% | 48 100% | 75 100% | 102 100% | 15 100% | 270 100% | 1 100% | 3 100% | 1 100% | 3 100% | 8 100% | 16 100% | 14 100% | 293 100% | 212 100% | 98 100% | 124 100% | 186 100% |

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

NQ53 ARE YOU MALE OR FEMALE?

| | | AGE | | | | | | | RACE | | | | | | ETHNICITY | | HEALTH STATUS | | GENDER | | | |
|-----------------------|---------------|----------|----------|----------|----------|----------|-------------|-------|-------------|---------|---------------|----------------|-----------|------|-----------|-------------|------------------|-------------|--------|----------|--------|------|
| | | 18 TO 24 | 25 TO 34 | 35 TO 44 | 45 TO 54 | 55 TO 64 | 65 AND OVER | WHITE | BLK OR AFR- | AS- IAN | NATV HAW/ PAC | AMER IND/ ALSK | MUL- OTHR | TI | HIS- IC | NOT HIS- IC | EX & VERY GOOD & | FAIR & POOR | MALE | FE- MALE | | |
| NQ53 | | | | | | | | | | | | | | | | | | | | | | |
| MALE | COPA TOT ADLT | 180 | 2159 | 9 | 19 | 18 | 29 | 44 | 5 | 106 | | | 1 | 1 | 4 | 9 | 4 | 118 | 86 | 39 | 124 | |
| | | 40% | 40% | 38%~ | 41%~ | 38%~ | 39% | 43% | 33%~ | 39% | ~ | ~100%~ | 33%~ | 50%~ | 56%~ | 29%~ | 40%~ | 41% | 40% | 100%~ | ~ | |
| FEMALE | | | | | | | | | | | | | | | | | | | | | | |
| | COPA TOT ADLT | 194 | 3294 | 15 | 27 | 30 | 46 | 58 | 10 | 164 | 1 | 3 | | 2 | 4 | 7 | 10 | 175 | 126 | 59 | 186 | |
| | | 60% | 60% | 63%~ | 59%~ | 63%~ | 61% | 57% | 67%~ | 61% | 100%~ | 100%~ | ~ | 67%~ | 50%~ | 44%~ | 71%~ | 60%~ | 59% | 60% | ~100%~ | |
| VALID CASES | | 324 | 5453 | 24 | 46 | 48 | 75 | 102 | 15 | 270 | 1 | 3 | 1 | 3 | 8 | 16 | 14 | 293 | 212 | 98 | 124 | 186 |
| NUMBER OF RESPONDENTS | | 324 | 5453 | 24 | 46 | 48 | 75 | 102 | 15 | 270 | 1 | 3 | 1 | 3 | 8 | 16 | 14 | 293 | 212 | 98 | 124 | 186 |
| | | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |

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

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

| | COPA TOT ADLT | OHP TOT ADLT | AGE | | | | | | | RACE | | | | | | | ETHNIC- ITY | | HEALTH STATUS | | GENDER | |
|--|---------------------|--------------------|----------------|----------------|----------------|----------------|----------------|-------------------|--------------------|------------|---------------------|----------------------|-----------|------------|------------|-------------------|--|-------------|------------------|------------|------------|--|
| | | | 18 TO 24 | 25 TO 34 | 35 TO 44 | 45 TO 54 | 55 TO 64 | 65 AND OVER | BLCK OR AFR- | AS- IAN | NATV HAW/ PAC | AMER IND/ ALSK | OTHR | MUL- TI | HIS- IC | NOT HIS- IC | EX & VERY GOOD & FAIR & POOR | FE- MALE | FE- MALE | | | |
| Q54 8TH GRADE OR LESS | 9 3% | 312 6%* | 2 8%~ | ~ | ~ | 3 4% | 3 3% | 1 7%~ | 7 3%~ | ~ | ~ | ~ | 1 33%~ | ~ | 1 6%~ | ~ | 9 3%~ | 7 3% | 2 2% | 3 2% | 5 3% | |
| SOME HIGH SCHOOL BUT DID NOT GRADUATE | 46 15% | 755 15% | 4 17%~ | 9 20%~ | 4 9%~ | 9 12% | 15 15% | 5 33%~ | 38 14%~ | ~ | ~ | ~ | ~ | 3 43%~ | 2 13%~ | 5 38%~ | 40 14%~ | 28 13% | 18 18% | 17 14% | 29 16% | |
| HIGH SCHOOL GRADUATE OR GED | 113 36% | 1615 32% | 8 33%~ | 21 46%~ | 21 45%~ | 26 35% | 32 31% | 5 33%~ | 96 36%~ | 1 100%~ | 1 33%~ | 1 100%~ | 2 67%~ | 4 57%~ | 6 38%~ | 6 46%~ | 105 36%~ | 75 36% | 37 38% | 55 44%* | 58 31%* | |
| SOME COLLEGE OR 2-YEAR DEGREE | 113 36% | 1732 34% | 10 42%~ | 13 28%~ | 17 36%~ | 31 41% | 40 39% | 1 7%~ | 104 39%~ | ~ | ~ | ~ | ~ | ~ | 6 38%~ | ~ | 112 38%~ | 77 36% | 36 37% | 36 29%* | 77 42%* | |
| 4-YEAR COLLEGE GRADUATE | 19 6% | 415 8% | ~ | 3 7%~ | 4 9%~ | 3 4% | 6 6% | 3 20%~ | 17 6%~ | ~ | 1 33%~ | ~ | ~ | ~ | ~ | 2 15%~ | 17 6%~ | 17 8%* | 2 2%* | 8 6% | 11 6% | |
| MORE THAN 4-YEAR COLLEGE DEGREE | 10 3% | 214 4% | ~ | ~ | 1 2%~ | 3 4% | 6 6% | ~ | 8 3%~ | ~ | 1 33%~ | ~ | ~ | ~ | 1 6%~ | ~ | 10 3%~ | 7 3% | 3 3% | 5 4% | 5 3% | |
| NOT ANSWERED | 14 | 410 | | | 1 | | | | | | | | | 1 | | 1 | | 1 | | | 1 | |
| VALID CASES | 310 | 5043 | 24 | 46 | 47 | 75 | 102 | 15 | 270 | 1 | 3 | 1 | 3 | 7 | 16 | 13 | 293 | 211 | 98 | 124 | 185 | |
| NUMBER OF RESPONDENTS | 324 | 5453 | 24 | 46 | 48 | 75 | 102 | 15 | 270 | 1 | 3 | 1 | 3 | 8 | 16 | 14 | 293 | 212 | 98 | 124 | 186 | |
| | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | |

Q55 ARE YOU OF HISPANIC OR LATINO ORIGIN OR DESCENT?

| | COPA TOT ADLT | OHP TOT ADLT | AGE | | | | | RACE | | | | | | ETHNIC- ITY | | HEALTH STATUS | | GENDER | | | | |
|-------------------------------|---------------------|--------------------|----------------|----------------|----------------|----------------|----------------|-------------------|--------------------|------------|-----------------------------|----------------------|--------------|----------------|-------------|-------------------|--|-------------|------------|-------------|-------------|------------|
| | | | 18 TO 24 | 25 TO 34 | 35 TO 44 | 45 TO 54 | 55 TO 64 | 65 AND OVER | BLCK OR AFR- | AS- IAN | NATV HAW/ PAC ILND | AMER IND/ ALSK | MUL- OTHR | TI | HIS- IC | NOT HIS- IC | EX & VERY GOOD & FAIR & POOR | FE- MALE | MALE | | | |
| Q55 YES HISPANIC OR LATINO | 14 5% | 610 12%* | 2 8%~ | 7 15%~ | 1 2%~ | 2 3% | 2 2% | 6 2%~ | 1 100%~ | | | | 1 33%~ | 4 50%~ | | 14 100%~ | | 11 5% | 3 3% | 4 3% | 10 5% | |
| NO NOT HISPANIC OR LATINO | 293 95% | 4367 88%* | 22 92%~ | 39 85%~ | 47 98%~ | 73 97% | 97 98% | 15 100%~ | 263 98%~ | | 3 100%~ | 1 100%~ | 2 67%~ | 4 50%~ | 16 100%~ | | 293 100%~ | | 198 95% | 94 97% | 117 97% | 175 95% |
| NOT ANSWERED | 17 | 476 | | | | | 3 | | 1 | | | | | | | | | 3 | 1 | 3 | 1 | |
| VALID CASES | 307 | 4977 | 24 | 46 | 48 | 75 | 99 | 15 | 269 | 1 | 3 | 1 | 3 | 8 | 16 | 14 | 293 | 209 | 97 | 121 | 185 | |
| NUMBER OF RESPONDENTS | 324 100% | 5453 100% | 24 100% | 46 100% | 48 100% | 75 100% | 102 100% | 15 100% | 270 100% | 1 100% | 3 100% | 1 100% | 3 100% | 8 100% | 16 100% | 14 100% | 293 100% | 212 100% | 98 100% | 124 100% | 186 100% | |

Q56.1 WHAT IS YOUR RACE? RESPONSE: WHITE

| | | AGE | | | | | | | RACE | | | | | | | ETHNICITY | | HEALTH STATUS | | GENDER | | |
|-----------------------|---------------|----------|----------|----------|----------|----------|-------------|--------------|---------|---------------|----------------|-----------|--------|---------|-------------|------------------|------------------|---------------|----------|--------|------|------|
| | | 18 TO 24 | 25 TO 34 | 35 TO 44 | 45 TO 54 | 55 TO 64 | 65 AND OVER | BLCK OR AFR- | AS- IAN | NATV HAW/ PAC | AMER IND/ ALSK | MUL- OTHR | TI | HIS- IC | NOT HIS- IC | EX & VERY GOOD & | FAIR & POOR | FE- MALE | MALE | | | |
| Q56.1 | | | | | | | | | | | | | | | | | | | | | | |
| YES | COPA TOT ADLT | 18 TO 24 | 25 TO 34 | 35 TO 44 | 45 TO 54 | 55 TO 64 | 65 AND OVER | WHTE | AMER | IAN | ILND | NATV | OTHR | TI | HIS- IC | NOT HIS- IC | EX & VERY GOOD & | FAIR & POOR | FE- MALE | MALE | | |
| | OHP TOT ADLT | 22 | 40 | 42 | 73 | 95 | 13 | 270 | | | | | | 15 | 6 | 278 | 196 | 88 | 114 | 170 | | |
| | | 88% | 78%* | 92%~ | 87%~ | 87%~ | 97%* | 93%* | 87%~ | 100%~ | ~ | ~ | ~ | ~ | 94%~ | 43%~ | 95%~ | 92%* | 90% | 92% | 91%* | |
| NO | | | | | | | | | | | | | | | | | | | | | | |
| | OHP TOT ADLT | 2 | 6 | 6 | 2 | 7 | 2 | 1 | 3 | 1 | 3 | 8 | 1 | 8 | 15 | 16 | 10 | 10 | 16 | 16 | | |
| | | 12% | 22%* | 8%~ | 13%~ | 13%~ | 3%* | 7%* | 13%~ | ~100%~ | ~100%~ | ~100%~ | ~100%~ | ~100%~ | 6%~ | 57%~ | 5%~ | 8%* | 10% | 8% | 9%* | |
| VALID CASES | | | | | | | | | | | | | | | | | | | | | | |
| NUMBER OF RESPONDENTS | | 324 | 5453 | 24 | 46 | 48 | 75 | 102 | 15 | 270 | 1 | 3 | 1 | 3 | 8 | 16 | 14 | 293 | 212 | 98 | 124 | 186 |
| | | 324 | 5453 | 24 | 46 | 48 | 75 | 102 | 15 | 270 | 1 | 3 | 1 | 3 | 8 | 16 | 14 | 293 | 212 | 98 | 124 | 186 |
| | | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |

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

| | | AGE | | | | | | | RACE | | | | | | | ETHNICITY | | HEALTH STATUS | | GENDER | |
|-----------------------|---------------|----------|----------|----------|----------|----------|-------------|-------------|---------|----------------|----------------|-----------|-------|---------|-------------|------------------|-------------|---------------|-------|--------|------|
| | | 18 TO 24 | 25 TO 34 | 35 TO 44 | 45 TO 54 | 55 TO 64 | 65 AND OVER | BLK OR AFR- | AS- IAN | NATV HAW/ ILND | AMER IND/ ALSK | MUL- OTHR | TI | HIS- IC | NOT HIS- IC | EX & VERY GOOD & | FAIR & POOR | FE- MALE | MALE | | |
| Q56.2 | | | | | | | | | | | | | | | | | | | | | |
| YES | COPA TOT ADLT | 2 | 133 | 1 | 1 | | | 1 | | | | | 1 | 1 | 2 | | | 2 | | | |
| | | 0.6% | 2%* | ~ 2%~ | ~ 1%~ | ~ | ~ | ~100%~ | ~ | ~ | ~ | ~ | 6%~ | 7%~ | 0.3%~ | 0.9%~ | ~ | ~ | 1% | | |
| NO | | 322 | 5320 | 24 | 45 | 48 | 74 | 102 | 15 | 270 | 3 | 1 | 3 | 8 | 15 | 13 | 292 | 210 | 98 | 124 | 184 |
| | | 99% | 98%* | 100%~ | 98%~ | 100%~ | 99% | 100%~ | 100%~ | 100%~ | 100%~ | 100%~ | 100%~ | 94%~ | 93%~ | 100%~ | 99% | 100% | 100%~ | 100%~ | 99% |
| VALID CASES | | 324 | 5453 | 24 | 46 | 48 | 75 | 102 | 15 | 270 | 1 | 3 | 1 | 3 | 8 | 14 | 293 | 212 | 98 | 124 | 186 |
| NUMBER OF RESPONDENTS | | 324 | 5453 | 24 | 46 | 48 | 75 | 102 | 15 | 270 | 1 | 3 | 1 | 3 | 8 | 14 | 293 | 212 | 98 | 124 | 186 |
| | | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |

Q56.3 WHAT IS YOUR RACE? RESPONSE: ASIAN

| | | AGE | | | | | | | RACE | | | | | | | ETHNICITY | | HEALTH STATUS | | GENDER | |
|-----------------------|-------------|--------------|-------------|------------|------------|------------|-------------|-------------|--------------|----------------|----------------|-----------|-----------|------------|------------|----------------------|-------------|---------------|------------|-------------|-------------|
| | | 18 TO 24 | 25 TO 34 | 35 TO 44 | 45 TO 54 | 55 TO 64 | 65 AND OVER | BLK OR AFR- | AS- IAN | NATV HAW/ ILND | AMER IND/ ALSK | MUL- OTHR | TI | HIS- IC | HIS- IC | NOT VERY GOOD & POOR | FAIR & POOR | FE- MALE | MALE | | |
| Q56.3 | | | | | | | | | | | | | | | | | | | | | |
| YES | 6 2% | 225 4%* | 1 ~ | 2 2%~ | 1 4%~ | 2 1% | 2 2% | ~ | ~ | 3 ~100%~ | ~ | ~ | 3 ~ | 19%~ | 6 ~ | 2%~ | 3 1% | 3 3% | 2 2% | 4 2% | |
| NO | 318 98% | 5228 96%* | 24 100%~ | 45 98%~ | 46 96%~ | 74 99% | 100 98% | 15 100% | 270 100%~ | 1 100% | 1 100% | 3 100% | 8 100% | 13 81%~ | 14 100% | 287 98%~ | 209 99% | 95 97% | 122 98% | 182 98% | |
| VALID CASES | 324 | 5453 | 24 | 46 | 48 | 75 | 102 | 15 | 270 | 1 | 3 | 1 | 3 | 8 | 16 | 14 | 293 | 212 | 98 | 124 | 186 |
| NUMBER OF RESPONDENTS | 324 100% | 5453 100% | 24 100% | 46 100% | 48 100% | 75 100% | 102 100% | 15 100% | 270 100% | 1 100% | 3 100% | 1 100% | 3 100% | 8 100% | 16 100% | 14 100% | 293 100% | 212 100% | 98 100% | 124 100% | 186 100% |

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

| | | AGE | | | | | | | RACE | | | | | | | ETHNICITY | | HEALTH STATUS | | GENDER | |
|-----------------------|---------------|----------|----------|----------|----------|----------|-------------|-------------|---------|--------------------|----------------|------|---------|---------|-------------|------------------|------------------|---------------|----------|--------|--|
| | | 18 TO 24 | 25 TO 34 | 35 TO 44 | 45 TO 54 | 55 TO 64 | 65 AND OVER | BLK OR AFR- | AS- IAN | NATV HAW/ PAC ILND | AMER IND/ ALSK | OTHR | MUL- TI | HIS- IC | NOT HIS- IC | EX & VERY GOOD & | FAIR & POOR | FE- MALE | MALE | | |
| Q56.4 | COPA TOT ADLT | 18 | 25 | 35 | 45 | 55 | 65 | | | | | | | | | | | | | | |
| | OHP TOT ADLT | 24 | 34 | 44 | 54 | 64 | OVER | WHTE | AMER | IAN | ILND | NATV | OTHR | TI | HIS- IC | HIS- IC | EX & VERY GOOD & | FAIR & POOR | FE- MALE | | |
| YES | 3 | | 3 | | | | | | | | 1 | | | 2 | | 3 | 3 | | 2 | 1 | |
| | 0.9% | | 7% | | | | | | | | 100% | | | 13% | | 1% | 1% | | 2% | 0.5% | |
| NO | 321 | 24 | 43 | 48 | 75 | 102 | 15 | 270 | 1 | 3 | | 3 | 8 | 14 | 14 | 290 | 209 | 98 | 122 | 185 | |
| | 99% | 100% | 93% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | | 100% | 100% | 88% | 100% | 99% | 99% | 100% | 98% | 99% | |
| VALID CASES | 324 | 24 | 46 | 48 | 75 | 102 | 15 | 270 | 1 | 3 | 1 | 3 | 8 | 16 | 14 | 293 | 212 | 98 | 124 | 186 | |
| NUMBER OF RESPONDENTS | 324 | 24 | 46 | 48 | 75 | 102 | 15 | 270 | 1 | 3 | 1 | 3 | 8 | 16 | 14 | 293 | 212 | 98 | 124 | 186 | |
| | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | |

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

| | | AGE | | | | | | | RACE | | | | | | | ETHNICITY | | HEALTH STATUS | | GENDER | |
|-----------------------|-------------|--------------|------------|------------|------------|------------|-------------|-------------|-------------|----------------|----------------|------------|------------|-----------|-------------|------------------|-------------|---------------|------------|-------------|-------------|
| | | 18 TO 24 | 25 TO 34 | 35 TO 44 | 45 TO 54 | 55 TO 64 | 65 AND OVER | BLK OR AFR- | AS- IAN | NATV HAW/ ILND | AMER IND/ ALSK | MUL- OTHR | TI | HIS- IC | NOT HIS- IC | EX & VERY GOOD & | FAIR & POOR | FE- MALE | MALE | | |
| Q56.5 | | | | | | | | | | | | | | | | | | | | | |
| YES | 15 5% | 314 6% | 1 4% | 6 13% | 3 6% | 3 4% | 1 1%* | 1 7% | | | | 3 ~100% | 12 ~75% | 1 7% | 14 5% | 9 4% | 6 6% | 8 6% | 7 4% | | |
| NO | 309 95% | 5139 94% | 23 96% | 40 87% | 45 94% | 72 96% | 101 99%* | 14 93% | 270 100% | 1 100% | 3 100% | 1 100% | 8 ~100% | 4 25% | 13 93% | 279 95% | 203 96% | 92 94% | 116 94% | 179 96% | |
| VALID CASES | 324 | 5453 | 24 | 46 | 48 | 75 | 102 | 15 | 270 | 1 | 3 | 1 | 3 | 8 | 16 | 14 | 293 | 212 | 98 | 124 | 186 |
| NUMBER OF RESPONDENTS | 324 100% | 5453 100% | 24 100% | 46 100% | 48 100% | 75 100% | 102 100% | 15 100% | 270 100% | 1 100% | 3 100% | 1 100% | 3 100% | 8 100% | 16 100% | 14 100% | 293 100% | 212 100% | 98 100% | 124 100% | 186 100% |

Q56.6 WHAT IS YOUR RACE? RESPONSE: OTHER

| | | AGE | | | | | | | RACE | | | | | | | ETHNICITY | | HEALTH STATUS | | GENDER | |
|-----------------------|---------------|----------|----------|----------|----------|----------|-------------|--------------|---------|----------------|----------------|-----------|------|---------|-------------|------------------|-------------|---------------|------|--------|--|
| | | 18 TO 24 | 25 TO 34 | 35 TO 44 | 45 TO 54 | 55 TO 64 | 65 AND OVER | BLCK OR AFR- | AS- IAN | NATV HAW/ ILND | AMER IND/ ALSK | MUL- OTHR | TI | HIS- IC | NOT HIS- IC | EX & VERY GOOD & | FAIR & POOR | FE- MALE | MALE | | |
| Q56.6 | | | | | | | | | | | | | | | | | | | | | |
| YES | COPA TOT ADLT | 13 | 4 | 5 | 1 | 2 | | | | | | 8 | 5 | 4 | 9 | 9 | 4 | 7 | 6 | | |
| | OHP TOT ADLT | 300 | 5 | 10 | 1 | 2 | | | | | | 100 | 31 | 29 | 3 | 4 | 4 | 6 | 3 | | |
| | | 4% | 4% | 9% | 10% | 1% | 2% | ~ | ~ | ~ | ~ | ~ | ~ | 100% | 31% | 29% | 3% | 4% | 4% | | |
| NO | | 311 | 42 | 43 | 74 | 100 | 15 | 270 | 1 | 3 | 1 | 3 | 11 | 10 | 284 | 203 | 94 | 117 | 180 | | |
| | OHP TOT ADLT | 5153 | 95 | 91 | 90 | 99 | 98 | 100 | 100 | 100 | 100 | 100 | 69 | 71 | 97 | 96 | 96 | 94 | 97 | | |
| | | 96% | 96% | 91% | 90% | 99% | 98% | 100% | 100% | 100% | 100% | 100% | 69% | 71% | 97% | 96% | 96% | 94% | 97% | | |
| VALID CASES | | 324 | 46 | 48 | 75 | 102 | 15 | 270 | 1 | 3 | 1 | 3 | 8 | 14 | 293 | 212 | 98 | 124 | 186 | | |
| NUMBER OF RESPONDENTS | | 324 | 46 | 48 | 75 | 102 | 15 | 270 | 1 | 3 | 1 | 3 | 8 | 14 | 293 | 212 | 98 | 124 | 186 | | |
| | | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | | |

Q57 DID SOMEONE HELP YOU COMPLETE THIS SURVEY?

| | | AGE | | | | | | | RACE | | | | | | | ETHNICITY | | HEALTH STATUS | | GENDER | |
|-----------------------|------------|--------------|------------|------------|------------|-----------|-------------|-----------|---------------|-------------|-------------|------------|------------|-----------|-----------|-------------|-------------|----------------|-------------|------------|----------|
| | | 18 TO 24 | 25 TO 34 | 35 TO 44 | 45 TO 54 | 55 TO 64 | 65 AND OVER | WHITE | BLACK OR AFR- | ASIAN | NATV ILND | AMER PAC | IND/ ALSK | MUL- OTHR | TI | HIS- IC | NOT HIS- IC | EX & VERY GOOD | FAIR & POOR | MALE | FE- MALE |
| Q57 | | | | | | | | | | | | | | | | | | | | | |
| YES | 25 10% | 652 16%* | 2 15%~ | 4 13%~ | 6 16%~ | 4 6% | 5 6% | 4 31%~ | 21 9%~ | 1 100%~ | 1 ~100%~ | 1 50%~ | 1 ~ | ~ | 1 10%~ | 24 10%~ | 15 9% | 10 12% | 12 12% | 13 9% | |
| NO | 227 90% | 3488 84%* | 11 85%~ | 28 88%~ | 32 84%~ | 62 94% | 85 94% | 9 69%~ | 207 91%~ | 3 ~100%~ | 1 ~50%~ | 6 100%~ | 4 100%~ | 4 ~ | 9 90%~ | 216 90%~ | 155 91% | 71 88% | 89 88% | 137 91% | |
| NOT ANSWERED | 7 | 78 | | 1 | | 3 | | 2 | | | | | 1 | | | 3 | 3 | 1 | 2 | 2 | |
| VALID CASES | 252 | 4141 | 13 | 32 | 38 | 66 | 90 | 13 | 228 | 1 | 3 | 1 | 2 | 6 | 4 | 10 | 240 | 170 | 81 | 101 | 150 |
| NUMBER OF RESPONDENTS | 259 | 4219 | 13 | 32 | 39 | 66 | 93 | 13 | 230 | 1 | 3 | 1 | 2 | 7 | 4 | 10 | 243 | 173 | 82 | 103 | 152 |
| | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |

[ASKED IF SURVEY COMPLETED BY MAIL]

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

| | COPA TOT ADLT | OHP TOT ADLT | AGE | | | | | | RACE | | | | | | ETHNIC- ITY | | HEALTH STATUS | | GENDER | |
|-----------------------|---------------------|--------------------|----------------|----------------|----------------|----------------|----------------|-------------------|--------------------|------------|-----------------------------|----------------------|------------|------------|---------------------------|--|-------------------|-------------|------------|--|
| | | | 18 TO 24 | 25 TO 34 | 35 TO 44 | 45 TO 54 | 55 TO 64 | 65 AND OVER | BLCK OR AFR- | AS- IAN | NATV HAW/ PAC ILND | AMER IND/ ALSK | MUL- TI | HIS- IC | NOT HIS- PAN- IC | EX & VERY GOOD & FAIR & POOR | GOOD & POOR | FE- MALE | MALE | |
| Q58.1 YES | 12 48% | 253 47% | 2 ~ | 3 50% | 2 50% | 4 80% | 1 25% | 10 48% | 1 100% | ~ | ~ | ~ | ~ | 1 100% | 11 46% | 5 33% | 7 70% | 4 33% | 8 62% | |
| NO | 13 52% | 289 53% | 2 100% | 2 50% | 3 50% | 2 20% | 1 75% | 3 52% | ~ | ~ | 1 100% | 1 100% | ~ | ~ | 13 54% | 10 67% | 3 30% | 8 67% | 5 38% | |
| VALID CASES | 25 | 542 | 2 | 4 | 6 | 4 | 5 | 4 | 21 | 1 | 1 | 1 | 1 | 1 | 24 | 15 | 10 | 12 | 13 | |
| NUMBER OF RESPONDENTS | 25 100% | 542 100% | 2 100% | 4 100% | 6 100% | 4 100% | 5 100% | 4 100% | 21 100% | 1 100% | 1 100% | 1 100% | 1 100% | 1 100% | 24 100% | 15 100% | 10 100% | 12 100% | 13 100% | |

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

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

| | COPA TOT ADLT | OHP TOT ADLT | AGE | | | | | | RACE | | | | | | ETHNIC- ITY | | HEALTH STATUS | | GENDER | |
|-----------------------|---------------------|--------------------|----------------|----------------|----------------|----------------|----------------|-------------------|--------------------|------------|-----------------------------|----------------------|--------------|-----------|----------------|-------------------|--|-------------------|-------------|-----------|
| | | | 18 TO 24 | 25 TO 34 | 35 TO 44 | 45 TO 54 | 55 TO 64 | 65 AND OVER | BLCK OR AFR- | AS- IAN | NATV HAW/ PAC ILND | AMER IND/ ALSK | MUL- OTHR | TI | HIS- IC | NOT HIS- IC | EX & VERY GOOD & FAIR & POOR | GOOD & POOR | FE- MALE | MALE |
| Q58.2 YES | 9 36% | 188 35% | 1 ~25% | 4 67% | 2 50% | 2 40% | 8 38% | ~ | ~ | ~ | ~ | ~ | ~ | ~ | 9 38% | 6 40% | 3 30% | 7 58% | 2 15% | |
| NO | 16 64% | 354 65% | 2 100% | 3 75% | 2 33% | 2 50% | 3 60% | 4 100% | 13 62% | 1 100% | 1 100% | 1 100% | ~ | ~ | 1 100% | 15 63% | 9 60% | 7 70% | 5 42% | 11 85% |
| VALID CASES | 25 | 542 | 2 | 4 | 6 | 4 | 5 | 4 | 21 | 1 | 1 | 1 | 1 | 1 | 24 | 15 | 10 | 12 | 13 | |
| NUMBER OF RESPONDENTS | 25 100% | 542 100% | 2 100% | 4 100% | 6 100% | 4 100% | 5 100% | 4 100% | 21 100% | 1 100% | 1 100% | 1 100% | 1 100% | 1 100% | 24 100% | 15 100% | 10 100% | 12 100% | 13 100% | |

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

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

| | COPA TOT ADLT | OHP TOT ADLT | AGE | | | | | RACE | | | | | ETHNIC- ITY | | HEALTH STATUS | | GENDER | | |
|-----------------------|---------------------|--------------------|----------------|----------------|----------------|----------------|----------------|-------------------|--------------------|------------|-----------------------------|----------------------|----------------|------------|---------------------------|--|-------------------|------------|-------------|
| | | | 18 TO 24 | 25 TO 34 | 35 TO 44 | 45 TO 54 | 55 TO 64 | 65 AND OVER | BLCK OR AFR- | AS- IAN | NATV HAW/ PAC ILND | AMER IND/ ALSK | MUL- TI | HIS- IC | NOT HIS- PAN- IC | EX & VERY GOOD & FAIR & POOR | GOOD & POOR | MALE | FE- MALE |
| Q58.3 YES | 9 36% | 197 36% | 2 100% | 1 25% | 1 17% | 1 25% | 4 ~100% | 7 33% | ~ | 1 ~100% | 1 100% | ~ | ~ | 9 ~38% | 6 40% | 3 30% | 4 33% | 5 38% | |
| NO | 16 64% | 345 64% | ~ | 3 75% | 5 83% | 3 75% | 5 100% | 14 67% | 1 100% | ~ | ~ | ~ | ~ | 1 100% | 15 63% | 9 60% | 7 70% | 8 67% | 8 62% |
| VALID CASES | 25 | 542 | 2 | 4 | 6 | 4 | 5 | 4 | 21 | 1 | 1 | 1 | 1 | 1 | 24 | 15 | 10 | 12 | 13 |
| NUMBER OF RESPONDENTS | 25 100% | 542 100% | 2 100% | 4 100% | 6 100% | 4 100% | 5 100% | 4 100% | 21 100% | 1 100% | 1 100% | 1 100% | 1 100% | 1 100% | 24 100% | 15 100% | 10 100% | 12 100% | 13 100% |

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

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

| | COPA TOT ADLT | OHP TOT ADLT | AGE | | | | | | RACE | | | | | | ETHNIC- ITY | | HEALTH STATUS | | GENDER | | |
|-----------------------|---------------------|--------------------|----------------|----------------|----------------|----------------|----------------|-------------------|--------------------|------------|---------------------|----------------------|------------|------|----------------|---------------------------|--|-------------------|-------------|------|------|
| | | | 18 TO 24 | 25 TO 34 | 35 TO 44 | 45 TO 54 | 55 TO 64 | 65 AND OVER | BLCK OR AFR- | AS- IAN | NATV HAW/ PAC | AMER IND/ ALSK | MUL- TI | OTH- | HIS- IC | NOT HIS- PAN- IC | EX & VERY GOOD & FAIR & POOR | GOOD & POOR | FE- MALE | MALE | |
| Q58.4 YES | 1 4% | 81 15% | ~ | ~ | ~ | 25% | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | 4% | 7% | ~ | ~ | 8% |
| NO | 24 96% | 461 85% | 100% | 100% | 100% | 75% | 100% | 100% | 95% | 100% | ~ | 100% | 100% | ~ | 100% | 96% | 93% | 100% | 100% | 100% | 92% |
| VALID CASES | 25 | 542 | 2 | 4 | 6 | 4 | 5 | 4 | 21 | 1 | 1 | 1 | 1 | 1 | 1 | 24 | 15 | 10 | 12 | 13 | |
| NUMBER OF RESPONDENTS | 25 | 542 | 2 | 4 | 6 | 4 | 5 | 4 | 21 | 1 | 1 | 1 | 1 | 1 | 1 | 24 | 15 | 10 | 12 | 13 | |
| | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |

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

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

| | COPA TOT ADLT | OHP TOT ADLT | AGE | | | | | | RACE | | | | | | ETHNIC- ITY | | HEALTH STATUS | | GENDER | |
|-----------------------|---------------------|--------------------|----------------|----------------|----------------|----------------|----------------|-------------------|--------------------|------------|-----------------------------|----------------------|--------------|-------|----------------|-------------------|--|-------------------|--------|-------------|
| | | | 18 TO 24 | 25 TO 34 | 35 TO 44 | 45 TO 54 | 55 TO 64 | 65 AND OVER | BLCK OR AFR- | AS- IAN | NATV HAW/ PAC ILND | AMER IND/ ALSK | MUL- OTHR | TI | HIS- IC | NOT HIS- IC | EX & VERY GOOD & FAIR & POOR | GOOD & POOR | MALE | FE- MALE |
| Q58.5 YES | 1 | 44 | | | | | 1 | 1 | | | | | | | 1 | 1 | | | 1 | |
| | 4% | 8% | ~ | ~ | ~ | ~ | 20% | 5% | ~ | ~ | ~ | ~ | ~ | ~ | 4% | 7% | ~ | ~ | 8% | |
| NO | 24 | 498 | 2 | 4 | 6 | 4 | 4 | 20 | 1 | 1 | 1 | | | 1 | 23 | 14 | 10 | 12 | 12 | |
| | 96% | 92% | ~100% | ~100% | ~100% | ~100% | 80% | 95% | ~100% | ~100% | ~100% | ~ | ~ | ~100% | 96% | 93% | ~100% | ~100% | 92% | |
| VALID CASES | 25 | 542 | 2 | 4 | 6 | 4 | 5 | 21 | 1 | 1 | 1 | | | 1 | 24 | 15 | 10 | 12 | 13 | |
| NUMBER OF RESPONDENTS | 25 | 542 | 2 | 4 | 6 | 4 | 5 | 21 | 1 | 1 | 1 | | | 1 | 24 | 15 | 10 | 12 | 13 | |
| | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | | | 100% | 100% | 100% | 100% | 100% | 100% | |

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

NQ13 RATING OF ALL HEALTH CARE

| | COPA TOT ADLT | OHP TOT ADLT | AGE | | | | | RACE | | | | | | ETHNIC- ITY | | HEALTH STATUS | | GENDER | | | |
|-------------------------|---------------------|--------------------|----------------|----------------|----------------|----------------|----------------|-------------------|--------------------|------------|---------------------|----------------------|------------|----------------|-------------------|--|-------------------|-------------|-------------|------------|-------------|
| | | | 18 TO 24 | 25 TO 34 | 35 TO 44 | 45 TO 54 | 55 TO 64 | 65 AND OVER | BLCK OR AFR- | AS- IAN | NATV HAW/ PAC | AMER IND/ ALSK | MUL- TI | HIS- IC | NOT PAN- IC | EX & VERY GOOD & FAIR & POOR | GOOD & POOR | MALE | FE- MALE | | |
| NQ13 0-6 | 46 21% | 759 20% | 1 7% | 8 29% | 10 27% | 15 27% | 11 16% | 39 21% | 1 33% | | | | 3 30% | 1 13% | 44 22% | 21 15%* | 24 31%* | 16 23% | 28 20% | | |
| 7-8 | 76 35% | 1267 34% | 7 50% | 9 32% | 13 35% | 22 40% | 19 28% | 5 38% | 67 36% | 1 33% | | 1 50% | 1 20% | 5 50% | 2 25% | 73 36% | 47 35% | 28 36% | 26 37% | 49 35% | |
| 9-10 | 96 44% | 1714 46% | 6 43% | 11 39% | 14 38% | 18 33%* | 37 55%* | 8 62% | 80 43% | 1 100% | 1 33% | | 1 50% | 4 80% | 2 20% | 5 63% | 86 42% | 68 50%* | 25 32%* | 29 41% | 65 46% |
| VALID CASES | 218 | 3741 | 14 | 28 | 37 | 55 | 67 | 13 | 186 | 1 | 3 | | 2 | 5 | 10 | 8 | 203 | 136 | 77 | 71 | 142 |
| NUMBER OF RESPONDENTS | 218 100% | 3741 100% | 14 100% | 28 100% | 37 100% | 55 100% | 67 100% | 13 100% | 186 100% | 1 100% | 3 100% | | 2 100% | 5 100% | 10 100% | 8 100% | 203 100% | 136 100% | 77 100% | 71 100% | 142 100% |
| MEAN | 2.23 | 2.26 | 2.36 | 2.11 | 2.11 | 2.05 | 2.39 | 2.62 | 2.22 | 3.00 | 2.00 | | 2.50 | 2.80 | 1.90 | 2.50 | 2.21 | 2.35 | 2.01 | 2.18 | 2.26 |
| p stat_(*=Sig @ p<=.05) | | .623 | ~ | ~ | ~.054 | .043* | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~.006* | .003* | .544 | .426 | |

[ASKED IF Q7 >= 1 TIME]

NQ23 RATING OF PERSONAL DOCTOR

| | COPA TOT ADLT | OHP TOT ADLT | AGE | | | | | | RACE | | | | | | ETHNIC- ITY | | HEALTH STATUS | | GENDER | | |
|-------------------------|---------------------|--------------------|----------------|----------------|----------------|----------------|----------------|-------------------|--------------------|------------|---------------------|----------------------|------------|-----------|----------------|-------------------|--|-------------------|------------|-------------|-------------|
| | | | 18 TO 24 | 25 TO 34 | 35 TO 44 | 45 TO 54 | 55 TO 64 | 65 AND OVER | BLCK OR AFR- | AS- IAN | NATV HAW/ PAC | AMER IND/ ALSK | MUL- TI | OTH- | HIS- IC | NOT HIS- IC | EX & VERY GOOD & FAIR & POOR | GOOD & POOR | MALE | FE- MALE | |
| NQ23 0-6 | 38 17% | 617 16% | 2 14% | 8 32% | 7 19% | 12 22% | 7 9%* | 2 15% | 32 17% | ~ | ~ | ~ | ~ | ~ | 4 33% | 1 17% | 37 18% | 22 16% | 16 20% | 17 22% | 20 14% |
| 7-8 | 58 26% | 999 25% | 6 43% | 5 20% | 8 22% | 17 31% | 18 24% | 3 23% | 53 28% | ~ | ~ | ~ | 1 33% | 1 33% | 2 17% | ~ | 57 27% | 34 25% | 23 28% | 22 29% | 35 25% |
| 9-10 | 124 56% | 2342 59% | 6 43% | 12 48% | 21 58% | 26 47% | 49 66%* | 8 62% | 103 55% | 1 100% | 2 100% | 1 100% | 2 67% | 2 67% | 6 50% | 5 83% | 114 55% | 79 59% | 42 52% | 38 49% | 84 60% |
| VALID CASES | 220 | 3959 | 14 | 25 | 36 | 55 | 74 | 13 | 188 | 1 | 2 | 1 | 3 | 3 | 12 | 6 | 208 | 135 | 81 | 77 | 139 |
| NUMBER OF RESPONDENTS | 220 100% | 3959 100% | 14 100% | 25 100% | 36 100% | 55 100% | 74 100% | 13 100% | 188 100% | 1 100% | 2 100% | 1 100% | 3 100% | 3 100% | 12 100% | 6 100% | 208 100% | 135 100% | 81 100% | 77 100% | 139 100% |
| MEAN | 2.39 | 2.44 | 2.29 | 2.16 | 2.39 | 2.25 | 2.57 | 2.46 | 2.38 | 3.00 | 3.00 | 3.00 | 2.67 | 2.67 | 2.17 | 2.67 | 2.37 | 2.42 | 2.32 | 2.27 | 2.46 |
| p stat_(*=Sig @ p<=.05) | | .378 | ~ | ~ | ~ | .129 | .010* | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | .452 | .310 | .103 | .088 |

[ASKED IF Q15 = YES]

NQ27 RATING OF SPECIALIST SEEN MOST OFTEN

| | COPA TOT ADLT | OHP TOT ADLT | AGE | | | | | RACE | | | | | | ETHNIC- ITY | | HEALTH STATUS | | GENDER | | | |
|-------------------------|---------------------|--------------------|----------------|----------------|----------------|----------------|----------------|-------------------|--------------------|------------|---------------------|----------------------|-------------|----------------|-------------|-------------------|--|-------------------|------------|-------------|------------|
| | | | 18 TO 24 | 25 TO 34 | 35 TO 44 | 45 TO 54 | 55 TO 64 | 65 AND OVER | BLCK OR AFR- | AS- IAN | NATV HAW/ PAC | AMER IND/ ALSK | MUL- TI | OTH- | HIS- IC | NOT HIS- IC | EX & VERY GOOD & FAIR & POOR | GOOD & POOR | MALE | FE- MALE | |
| NQ27 0-6 | 20 17% | 257 14% | 3 ~ 27% | 4 ~ 19% | 4 ~ 13% | 7 ~ 16% | 2 ~ 25% | 15 15% | 1 ~ 33% | | | 1 ~ 25% | 3 50% | 1 25% | 19 17% | 10 15% | 10 20% | 7 17% | 13 17% | | |
| 7-8 | 33 28% | 429 23% | 3 ~ 27% | 6 ~ 29% | 14 ~ 45% | 10 ~ 23% | | 32 33% | | | | | 1 ~ 17% | | 33 ~ 29% | 18 28% | 15 29% | 13 31% | 20 27% | | |
| 9-10 | 64 55% | 1164 63% | 3 100% | 5 ~ 45% | 11 ~ 52% | 13 ~ 42% | 26 ~ 60% | 6 75% | 51 52% | 1 100% | 2 67% | | 2 ~ 100% | 3 75% | 2 33% | 3 75% | 60 54% | 37 57% | 26 51% | 22 52% | 42 56% |
| VALID CASES | 117 | 1850 | 3 | 11 | 21 | 31 | 43 | 8 | 98 | 1 | 3 | | 2 | 4 | 6 | 4 | 112 | 65 | 51 | 42 | 75 |
| NUMBER OF RESPONDENTS | 117 100% | 1850 100% | 3 100% | 11 100% | 21 100% | 31 100% | 43 100% | 8 100% | 98 100% | 1 100% | 3 100% | | 2 100% | 4 100% | 6 100% | 4 100% | 112 100% | 65 100% | 51 100% | 42 100% | 75 100% |
| MEAN | 2.38 | 2.49 | 3.00 | 2.18 | 2.33 | 2.29 | 2.44 | 2.50 | 2.37 | 3.00 | 2.33 | | 3.00 | 2.50 | 1.83 | 2.50 | 2.37 | 2.42 | 2.31 | 2.36 | 2.39 |
| p stat_(*=Sig @ p<=.05) | | .094 | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | .539 | .443 | ~ | ~ |

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

NQ35 RATING OF HEALTH PLAN

| | | AGE | | | | | | | RACE | | | | | | ETHNICITY | | HEALTH STATUS | | GENDER | | |
|-------------------------|---------------|--------------|------------|------------|------------|------------|-------------|--------------|-------------|---------------|----------------|-----------|-----------|-----------|-----------------------------|------------------------------|---------------|-------------|------------|-------------|-------------|
| | | 18 TO 24 | 25 TO 34 | 35 TO 44 | 45 TO 54 | 55 TO 64 | 65 AND OVER | BLCK OR AFR- | AS- IAN | NATV HAW/ PAC | AMER IND/ ALSK | MUL- TI | HIS- IC | HIS- IC | NOT VERY GOOD & FAIR & POOR | EX & VERY GOOD & FAIR & POOR | MALE | FE- MALE | | | |
| NQ35 | COPA TOT ADLT | | | | | | | | | | | | | | | | | | | | |
| 0-6 | 71 24% | 1116 23% | 5 24% | 9 20% | 13 30% | 23 32% | 20 21% | 1 8% | 62 25% | 1 ~ | 33% ~ | 3 ~ | 4 27% | 2 14% | 69 25% | 40 21%* | 31 33%* | 32 28% | 38 22% | | |
| 7-8 | 97 33% | 1551 32% | 7 33% | 19 42% | 15 34% | 24 33% | 27 29% | 3 23% | 88 35% | ~ | ~100% ~ | 1 ~ | 1 13% | 5 33% | 2 14% | 93 34% | 65 34% | 30 32% | 38 33% | 57 33% | |
| 9-10 | 123 42% | 2193 45% | 9 43% | 17 38% | 16 36% | 25 35% | 47 50% | 9 69% | 101 40% | 1 100% | 2 67% | 3 ~ | 4 100% | 6 50% | 10 40% | 111 71% | 89 41% | 33 46% | 45 35% | 78 45% | |
| VALID CASES | 291 | 4860 | 21 | 45 | 44 | 72 | 94 | 13 | 251 | 1 | 3 | 1 | 3 | 8 | 15 | 14 | 273 | 194 | 94 | 115 | 173 |
| NUMBER OF RESPONDENTS | 291 100% | 4860 100% | 21 100% | 45 100% | 44 100% | 72 100% | 94 100% | 13 100% | 251 100% | 1 100% | 3 100% | 1 100% | 3 100% | 8 100% | 15 100% | 14 100% | 273 100% | 194 100% | 94 100% | 115 100% | 173 100% |
| MEAN | 2.18 | 2.22 | 2.19 | 2.18 | 2.07 | 2.03 | 2.29 | 2.62 | 2.16 | 3.00 | 2.33 | 2.00 | 3.00 | 2.13 | 2.13 | 2.57 | 2.15 | 2.25 | 2.02 | 2.11 | 2.23 |
| p stat_(*=Sig @ p<=.05) | .361 | | ~ | ~ | ~.065 | .111 | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~.030* | .020* | .262 | .176 | | |

GETTING NEEDED CARE

| | COPA TOT ADLT | OHP TOT ADLT | AGE | | | | | | RACE | | | | | | ETHNIC- ITY | | HEALTH STATUS | | GENDER | | |
|-------------------------|---------------------|--------------------|----------------|----------------|----------------|----------------|----------------|-------------------|--------------------|------------|---------------------|----------------------|------------|-------|----------------|-------------------|-----------------------------------|-------------------|-------------|------|------|
| | | | 18 TO 24 | 25 TO 34 | 35 TO 44 | 45 TO 54 | 55 TO 64 | 65 AND OVER | BLCK OR AFR- | AS- IAN | NATV HAW/ PAC | AMER IND/ ALSK | MUL- TI | OTHER | HIS- IC | NOT HIS- IC | EX & VERY GOOD & GOOD | FAIR & POOR | FE- MALE | MALE | |
| NPRBSEE4 NQ25 | 2.21 | 2.25 | 2.00 | 2.45 | 1.95 | 2.00 | 2.40 | 2.43 | 2.22 | 2.00 | 2.33 | 2.00 | 2.00 | 1.83 | 2.00 | 2.21 | 2.28 | 2.09 | 2.21 | 2.19 | |
| p stat_(*=Sig @ p<=.05) | .513 | | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | .253 | .186 | ~ | ~ | |
| NCARNES4 NQ14 | 2.28 | 2.30 | 2.36 | 1.96 | 2.30 | 2.13 | 2.45 | 2.69 | 2.28 | 3.00 | 2.33 | 2.00 | 2.40 | 2.10 | 2.13 | 2.29 | 2.39 | 2.09 | 2.25 | 2.30 | |
| p stat_(*=Sig @ p<=.05) | .709 | | ~ | ~ | ~.087 | .033* | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~.008* | .008* | .724 | .709 | |
| COMPOSITE | 2.24 | 2.28 | 2.18 | 2.21 | 2.12 | 2.06 | 2.42 | 2.56 | 2.25 | 2.50 | 2.33 | x | 2.00 | 2.20 | 1.97 | 2.06 | 2.25 | 2.34 | 2.09 | 2.23 | 2.25 |
| p stat_(*=Sig @ p<=.05) | .791 | | ~ | ~ | ~.397 | .385 | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~.349 | .392 | .946 | .988 | |

GETTING CARE QUICKLY

| | COPA TOT ADLT | OHP TOT ADLT | AGE | | | | | | RACE | | | | | | ETHNIC- ITY | | HEALTH STATUS | | GENDER | | |
|-------------------------|---------------------|--------------------|----------------|----------------|----------------|----------------|----------------|-------------------|--------------------|------------|---------------------|----------------------|------------|-------|----------------|-------------------|--|-------------------|-------------|-------------|------|
| | | | 18 TO 24 | 25 TO 34 | 35 TO 44 | 45 TO 54 | 55 TO 64 | 65 AND OVER | BLCK OR AFR- | AS- IAN | NATV HAW/ PAC | AMER IND/ ALSK | MUL- TI | OTHER | HIS- IC | NOT HIS- IC | EX & VERY GOOD & FAIR & POOR | GOOD & POOR | FE- MALE | FE- MALE | |
| NCARSN4 NQ4 | 2.40 | 2.38 | 2.60 | 2.29 | 2.46 | 2.14 | 2.64 | 2.25 | 2.39 | 3.00 | | | 2.00 | 2.67 | 2.20 | 2.83 | 2.39 | 2.53 | 2.26 | 2.57 | 2.34 |
| p stat_(*=Sig @ p<=.05) | | .747 | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~.049* | ~ | ~ | ~ |
| NAPGET4 NQ6 | 2.28 | 2.32 | 2.27 | 2.09 | 2.45 | 2.20 | 2.32 | 2.36 | 2.28 | 3.00 | 2.00 | | 3.00 | 2.00 | 2.44 | 2.38 | 2.28 | 2.28 | 2.29 | 2.16 | 2.34 |
| p stat_(*=Sig @ p<=.05) | | .493 | ~ | ~ | ~ | ~.710 | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~.845 | .992 | .112 | .183 |
| COMPOSITE | 2.34 | 2.35 | 2.44 | 2.19 | 2.46 | 2.17 | 2.48 | 2.31 | 2.34 | 3.00 | 2.00 | x | 2.50 | 2.33 | 2.32 | 2.60 | 2.34 | 2.40 | 2.27 | 2.36 | 2.34 |
| p stat_(*=Sig @ p<=.05) | | .954 | ~ | ~ | ~.478 | .563 | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~.605 | .708 | .926 | 1.00 |

HOW WELL DOCTORS COMMUNICATE

| | COPA TOT ADLT | OHP TOT ADLT | AGE | | | | | | RACE | | | | | | ETHNIC- ITY | | HEALTH STATUS | | GENDER | |
|-------------------------|---------------------|--------------------|----------------|----------------|----------------|----------------|----------------|-------------------|--------------------|------------|---------------------|----------------------|------------|-------|----------------|---------------------------|--|-------------------|-------------|-------------|
| | | | 18 TO 24 | 25 TO 34 | 35 TO 44 | 45 TO 54 | 55 TO 64 | 65 AND OVER | BLCK OR AFR- | AS- IAN | NATV HAW/ PAC | AMER IND/ ALSK | MUL- TI | OTHER | HIS- IC | NOT HIS- PAN- IC | EX & VERY GOOD & FAIR & POOR | GOOD & POOR | FE- MALE | FE- MALE |
| NDREXPL4 NQ17 | 2.60 | 2.62 | 2.57 | 2.35 | 2.84 | 2.41 | 2.66 | 2.64 | 2.59 | 3.00 | 3.00 | 1.50 | 3.00 | 2.75 | 2.50 | 2.59 | 2.69 | 2.46 | 2.63 | 2.58 |
| p stat_(*=Sig @ p<=.05) | | .625 | ~ | ~ | ~ | ~.347 | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~.027* | .008* | .684 | .473 |
| NDRLSTN4 NQ18 | 2.60 | 2.59 | 2.71 | 2.35 | 2.69 | 2.50 | 2.64 | 2.67 | 2.57 | 3.00 | 3.00 | 3.00 | 3.00 | 2.50 | 2.75 | 2.58 | 2.65 | 2.51 | 2.58 | 2.60 |
| p stat_(*=Sig @ p<=.05) | | .923 | ~ | ~ | ~ | ~.457 | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~.219 | .102 | .745 | .988 |
| NDRESPU4 NQ19 | 2.68 | 2.65 | 3.00 | 2.38 | 2.75 | 2.52 | 2.78 | 2.75 | 2.67 | 3.00 | 3.00 | 3.00 | 2.50 | 2.63 | 2.75 | 2.67 | 2.76 | 2.56 | 2.59 | 2.72 |
| p stat_(*=Sig @ p<=.05) | | .399 | ~ | ~ | ~ | ~.064 | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~.032* | .012* | .146 | .227 |
| NDRTMEN4 NQ20 | 2.55 | 2.49 | 2.57 | 2.35 | 2.59 | 2.37 | 2.73 | 2.50 | 2.56 | 2.00 | 3.00 | 2.50 | 2.00 | 2.63 | 2.25 | 2.55 | 2.59 | 2.49 | 2.54 | 2.56 |
| p stat_(*=Sig @ p<=.05) | | .214 | ~ | ~ | ~ | ~.014* | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~.400 | .306 | .866 | .924 |
| COMPOSITE | 2.61 | 2.59 | 2.71 | 2.36 | 2.72 | 2.45 | 2.70 | 2.64 | 2.60 | 2.75 | 3.00 | x 2.50 | 2.63 | 2.63 | 2.56 | 2.60 | 2.67 | 2.50 | 2.58 | 2.61 |
| p stat_(*=Sig @ p<=.05) | | .918 | ~ | ~ | ~ | ~.748 | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~.725 | .664 | .934 | .977 |

CUSTOMER SERVICE

| | COPA TOT ADLT | OHP TOT ADLT | AGE | | | | | | RACE | | | | | | ETHNIC- ITY | | HEALTH STATUS | | GENDER | | | |
|-------------------------|---------------------|--------------------|----------------|----------------|----------------|----------------|----------------|-------------------|--------------------|------------|---------------------|----------------------|------------|------|----------------|-------------------|--|-------------------|-------------|-------------|------|------|
| | | | 18 TO 24 | 25 TO 34 | 35 TO 44 | 45 TO 54 | 55 TO 64 | 65 AND OVER | BLCK OR AFR- | AS- IAN | NATV HAW/ PAC | AMER IND/ ALSK | MUL- TI | OTHR | HIS- IC | NOT HIS- IC | EX & VERY GOOD & FAIR & POOR | GOOD & POOR | FE- MALE | FE- MALE | | |
| NPBCLCS4 NQ31 | 2.21 | 2.23 | 2.67 | 2.17 | 2.50 | 2.00 | 2.15 | 3.00 | 2.20 | 2.00 | | | | | 3.00 | 2.50 | 1.83 | 2.26 | 2.29 | 2.00 | 2.14 | 2.23 |
| p stat_(*=Sig @ p<=.05) | | .840 | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ |
| NCSRESP NQ32 | 2.64 | 2.63 | 2.83 | 2.33 | 2.75 | 2.56 | 2.73 | 3.00 | 2.61 | 3.00 | | | | | 3.00 | 3.00 | 2.83 | 2.62 | 2.68 | 2.58 | 2.62 | 2.65 |
| p stat_(*=Sig @ p<=.05) | | .820 | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ |
| COMPOSITE | 2.43 | 2.43 | 2.75 | 2.25 | 2.63 | 2.28 | 2.44 | 3.00 | 2.41 | 2.50 | x | x | x | 3.00 | 2.75 | 2.33 | 2.44 | 2.48 | 2.29 | 2.38 | 2.44 | |
| p stat_(*=Sig @ p<=.05) | | 1.00 | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ |

SHARED DECISION MAKING

| | COPA TOT ADLT | OHP TOT ADLT | AGE | | | | | | RACE | | | | | | ETHNIC- ITY | | HEALTH STATUS | | GENDER | | |
|-------------------------|---------------------|--------------------|----------------|----------------|----------------|----------------|----------------|-------------------|--------------------|------------|---------------------|----------------------|------------|------|----------------|-------------------|--|-------------------|-------------|-------------|------|
| | | | 18 TO 24 | 25 TO 34 | 35 TO 44 | 45 TO 54 | 55 TO 64 | 65 AND OVER | BLCK OR AFR- | AS- IAN | NATV HAW/ PAC | AMER IND/ ALSK | MUL- TI | OTHR | HIS- IC | NOT HIS- IC | EX & VERY GOOD & FAIR & POOR | GOOD & POOR | FE- MALE | FE- MALE | |
| NNRXWHY NQ10 | 2.86 | 2.84 | 2.43 | 2.56 | 2.90 | 3.00 | 2.95 | 2.67 | 2.89 | 1.00 | | | 1.00 | 2.33 | 3.00 | 2.20 | 2.88 | 2.81 | 2.92 | 2.91 | 2.83 |
| p stat_(*=Sig @ p<=.05) | | .658 | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | .159 | .217 | ~ | ~ |
| NNRXWYNT NQ11 | 2.34 | 2.45 | 1.86 | 2.22 | 2.60 | 2.35 | 2.35 | 2.67 | 2.38 | 1.00 | | | 1.00 | 1.67 | 3.00 | 1.40 | 2.39 | 2.25 | 2.50 | 2.35 | 2.37 |
| p stat_(*=Sig @ p<=.05) | | .178 | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | .206 | .124 | ~ | ~ |
| NRXBST NQ12 | 2.50 | 2.50 | 2.14 | 2.56 | 2.40 | 2.58 | 2.45 | 2.67 | 2.52 | 3.00 | | | 1.00 | 2.33 | 2.33 | 2.60 | 2.47 | 2.47 | 2.49 | 2.58 | 2.43 |
| p stat_(*=Sig @ p<=.05) | | .961 | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | .728 | .951 | ~ | ~ |
| COMPOSITE | 2.57 | 2.60 | 2.14 | 2.44 | 2.63 | 2.64 | 2.58 | 2.67 | 2.59 | 1.67 | x | x | 1.00 | 2.11 | 2.78 | 2.07 | 2.58 | 2.51 | 2.64 | 2.61 | 2.54 |
| p stat_(*=Sig @ p<=.05) | | .911 | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | .821 | .837 | ~ | ~ |

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

| | COPA TOT ADLT | OHP TOT ADLT | AGE | | | | | | RACE | | | | | | ETHNIC- ITY | | HEALTH STATUS | | GENDER | | |
|-------------|---------------------|--------------------|----------------|----------------|----------------|----------------|----------------|-------------------|----------------------------|------------|-----------------------------|------------------------------|------|------------|--------------------|---------------------------|-----------------------------------|-------------------|--------|-------------|-------|
| | | | 18 TO 24 | 25 TO 34 | 35 TO 44 | 45 TO 54 | 55 TO 64 | 65 AND OVER | BLCK OR AFR- 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 | MALE | FE- MALE | |
| PRBSEE4 Q25 | 75% | 78% | 60% | 82% | 62% | 69% | 84% | 86% | 77% | 100% | 67% | | 50% | 75% | 50% | 75% | 75% | 78% | 72% | 79% | 73% |
| CARNES4 Q14 | 81% | 82% | 79% | 68% | 84% | 75% | 87% | 92% | 81% | 100% | 67% | | 50% | 80% | 80% | 63% | 81% | 85% | 73% | 76% | 82% |
| AVERAGE | 77.93 | 80.02 | 69.29 | 74.84 | 72.84 | 71.65 | 85.51 | 89.01 | 78.67 | x | 66.67 | x | x | 77.50 | 65.00 | 68.75 | 77.89 | 81.09 | 72.21 | 77.56 | 77.56 |

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

| | COPA TOT ADLT | OHP TOT ADLT | AGE | | | | | | RACE | | | | | | ETHNIC- ITY | | HEALTH STATUS | | GENDER | | |
|-----------|---------------------|--------------------|----------------|----------------|----------------|----------------|----------------|-------------------|----------------------------|------------|-----------------------------|------------------------------|------|------------|--------------------|---------------------------|-----------------------------------|-------------------|--------|-------------|-------|
| | | | 18 TO 24 | 25 TO 34 | 35 TO 44 | 45 TO 54 | 55 TO 64 | 65 AND OVER | BLCK OR AFR- 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 | MALE | FE- MALE | |
| CARSN4 Q4 | 82% | 83% | 80% | 79% | 83% | 75% | 92% | 75% | 82% | 100% | | | 50% | 100% | 80% | 100% | 82% | 88% | 77% | 91% | 79% |
| APGET4 Q6 | 79% | 80% | 64% | 70% | 88% | 80% | 80% | 82% | 80% | 100% | 67% | | 100% | 67% | 89% | 75% | 79% | 78% | 81% | 73% | 82% |
| AVERAGE | 80.66 | 81.23 | 71.82 | 74.07 | 85.61 | 77.30 | 85.83 | 78.41 | 80.83 | x | 66.67 | x | x | 83.33 | 84.44 | 87.50 | 80.41 | 82.54 | 79.01 | 82.43 | 80.46 |

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

| | COPA TOT ADLT | OHP TOT ADLT | AGE | | | | | | RACE | | | | | | ETHNIC- ITY | | HEALTH STATUS | | GENDER | | |
|-------------|---------------------|--------------------|----------------|----------------|----------------|----------------|----------------|-------------------|--------------------|------------|---------------------|----------------------|------------|------|----------------|---------------------------|--|-------------|-------------|------|------|
| | | | 18 TO 24 | 25 TO 34 | 35 TO 44 | 45 TO 54 | 55 TO 64 | 65 AND OVER | BLCK OR AFR- | AS- IAN | NATV HAW/ PAC | AMER IND/ ALSK | MUL- TI | OTH- | HIS- IC | NOT HIS- PAN- IC | EX & VERY GOOD & FAIR & POOR | FE- MALE | FE- MALE | | |
| DREXPL4 Q17 | 94% | 92% | 100% | 88% | 100% | 91% | 95% | 91% | 95% | 100% | 100% | | 50% | 100% | 100% | 75% | 95% | 96% | 92% | 93% | 95% |
| DRLSTN4 Q18 | 93% | 90% | 100% | 88% | 87% | 93% | 97% | 92% | 92% | 100% | 100% | | 100% | 100% | 100% | 100% | 93% | 93% | 93% | 92% | 94% |
| DRESPU4 Q19 | 95% | 91% | 100% | 94% | 91% | 91% | 100% | 100% | 95% | 100% | 100% | | 100% | 100% | 100% | 100% | 95% | 96% | 94% | 95% | 95% |
| DRTMEN4 Q20 | 90% | 88% | 100% | 82% | 88% | 88% | 93% | 92% | 91% | 100% | 100% | | 100% | 50% | 100% | 75% | 90% | 91% | 89% | 86% | 92% |
| AVERAGE | 93.2 | 90.4 | 100 | 88.1 | 91.4 | 90.8 | 96.2 | 93.6 | 93.0 | x | x | x | x | x | 100 | 87.5 | 93.2 | 93.8 | 92.1 | 91.5 | 93.9 |

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

| | COPA TOT ADLT | OHP TOT ADLT | AGE | | | | | | RACE | | | | | | ETHNIC- ITY | | HEALTH STATUS | | GENDER | | | |
|-------------|---------------------|--------------------|----------------|----------------|----------------|----------------|----------------|-------------------|----------------------------|------------|-----------------------------|------------------------------|------------|------|--------------------|---------------------------|-----------------------------------|-------------------|--------|-------------|-------|-------|
| | | | 18 TO 24 | 25 TO 34 | 35 TO 44 | 45 TO 54 | 55 TO 64 | 65 AND OVER | BLCK OR AFR- AMER | AS- IAN | NATV HAW/ PAC ILND | AMER IND/ ALSK NATV | MUL- TI | OTHR | HIS- PAN- IC | NOT HIS- PAN- IC | EX & VERY GOOD & GOOD | FAIR & POOR | MALE | FE- MALE | | |
| PBCLCS4 Q31 | 76% | 76% | 83% | 83% | 88% | 69% | 73% | 100% | 75% | 100% | | | | | 100% | 100% | 67% | 78% | 82% | 60% | 77% | 75% |
| CSRESP Q32 | 92% | 92% | 100% | 75% | 100% | 94% | 94% | 100% | 91% | 100% | | | | | 100% | 100% | 100% | 91% | 93% | 89% | 95% | 91% |
| AVERAGE | 84.21 | 84.03 | 91.67 | 79.17 | 93.75 | 81.25 | 83.33 | x | 83.33 | x | x | x | x | x | x | x | 83.33 | 84.78 | 87.34 | 74.74 | 86.26 | 83.11 |

SHARED DECISION MAKING (YES) -- GLOBAL PROPORTION COMPOSITE

| | COPA TOT ADLT | OHP TOT ADLT | AGE | | | | | | RACE | | | | | | ETHNIC- ITY | | HEALTH STATUS | | GENDER | | |
|-------------|---------------------|--------------------|----------------|----------------|----------------|----------------|----------------|-------------------|--------------------|------------|-----------------------------|----------------------|--------------------|------------|---------------------------|--|------------------|-------------|--------|------|------|
| | | | 18 TO 24 | 25 TO 34 | 35 TO 44 | 45 TO 54 | 55 TO 64 | 65 AND OVER | BLCK OR AFR- | AS- IAN | NATV HAW/ PAC ILND | AMER IND/ ALSK | MUL- OTHR TI | HIS- IC | NOT HIS- PAN- IC | EX & VERY GOOD & FAIR & POOR | FE- MALE | FE- MALE | | | |
| NRXWHY Q10 | 93% | 92% | 71% | 78% | 95% | 100% | 98% | 83% | 94% | 0% | | | 0% | 67% | 100% | 60% | 94% | 90% | 96% | 95% | 91% |
| NRXWYNT Q11 | 67% | 73% | 43% | 61% | 80% | 68% | 68% | 83% | 69% | 0% | | | 0% | 33% | 100% | 20% | 70% | 63% | 75% | 67% | 68% |
| RXBST Q12 | 75% | 75% | 57% | 78% | 70% | 79% | 73% | 83% | 76% | 100% | | | 0% | 67% | 67% | 80% | 74% | 74% | 75% | 79% | 72% |
| AVERAGE | 78.3 | 79.8 | 57.1 | 72.2 | 81.7 | 82.1 | 79.2 | 83.3 | 79.7 | x | x | x | x | 55.6 | 88.9 | 53.3 | 79.2 | 75.5 | 81.9 | 80.6 | 77.1 |

Q1 OUR RECORDS SHOW THAT YOUR CHILD IS NOW IN <COLUMBIA PACIFIC CCO>. IS THAT RIGHT?

| | | | AGE | | | | | RACE | | | | | ETHNICITY | | HEALTH STATUS | | CCC SCREENER | | | |
|-----------------------|---------------|--------------|------|------|------|------|-------------|-------------|-----------|---------|-----------|----------------|-----------|------|---------------|-------------|------------------|-------------|--------|------|
| | COPA TOT CHLD | OHP TOT CHLD | <1 | 1-3 | 4-7 | 8-12 | 13 AND OVER | BLCK OR WHT | AFR- AMER | AS- IAN | NATV ILND | AMER IND/ ALSK | MUL- OTHR | TI | HIS- IC | NOT HIS- IC | EX & VERY GOOD & | FAIR & POOR | NO CCC | CCC |
| Q1 YES | 290 | 5304 | 3 | 54 | 82 | 75 | 76 | 204 | 1 | 3 | 1 | 3 | 11 | 29 | 75 | 201 | 262 | 14 | 211 | 79 |
| | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |
| NOT ANSWERED | 5 | 59 | | | 3 | 2 | | 5 | | | | | | | 5 | 5 | | | 3 | 2 |
| VALID CASES | 290 | 5304 | 3 | 54 | 82 | 75 | 76 | 204 | 1 | 3 | 1 | 3 | 11 | 29 | 75 | 201 | 262 | 14 | 211 | 79 |
| NUMBER OF RESPONDENTS | 295 | 5363 | 3 | 54 | 85 | 77 | 76 | 209 | 1 | 3 | 1 | 3 | 11 | 29 | 75 | 206 | 267 | 14 | 214 | 81 |
| | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |

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

| | COPA TOT CHLD | OHP TOT CHLD | AGE | | | | | RACE | | | | | | | ETHNIC- ITY | | HEALTH STATUS | | CCC SCREENER | |
|-----------------------|---------------------|--------------------|------------|------------|------------|------------|-------------------|-------------|-------------------|-----------|---------------------|----------------------|------------|------------|----------------|---------------------------|-----------------------------------|-------------------|-----------------|------------|
| | | | <1 | 1-3 | 4-7 | 8-12 | 13 AND OVER | WHT | BLK OR AFR- | AS- | NATV HAW/ PAC | AMER IND/ ALSK | MUL- TI | OTH | HIS- IC | NOT HIS- PAN- IC | EX & VERY GOOD & FAIR | GOOD & POOR | NO CCC | CCC |
| Q3 YES | 107 37% | 1687 32% | 3 100%~ | 23 43% | 31 36% | 20 28% | 30 41% | 81 39% | 1 100% | 2 67%~ | 1 100% | 1 33%~ | 3 27%~ | 8 29%~ | 22 30% | 81 40% | 95 36%~ | 8 57%~ | 61 29%* | 46 60%* |
| NO | 179 63% | 3541 68% | ~ | 31 57% | 54 64% | 51 72% | 43 59% | 125 61% | 1 ~ | 33%~ | 2 ~ | 8 67%~ | 20 73%~ | 71%~ | 52 70% | 121 60% | 167 64%~ | 6 43%~ | 148 71%* | 31 40%* |
| NOT ANSWERED | 9 | 135 | | | | 6 3 | 3 | | | | | | | 1 | 1 | 4 | 5 | | 5 | 4 |
| VALID CASES | 286 | 5228 | 3 | 54 | 85 | 71 | 73 | 206 | 1 | 3 | 1 | 3 | 11 | 28 | 74 | 202 | 262 | 14 | 209 | 77 |
| NUMBER OF RESPONDENTS | 295 100% | 5363 100% | 3 100% | 54 100% | 85 100% | 77 100% | 76 100% | 209 100% | 1 100% | 3 100% | 1 100% | 3 100% | 11 100% | 29 100% | 75 100% | 206 100% | 267 100% | 14 100% | 214 100% | 81 100% |

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

| | | | AGE | | | | | RACE | | | | | ETHNICITY | | HEALTH STATUS | | CCC SCREENER | | | | |
|-------------------------|---------------|--------------|-------|-----------|------------|------------|-------------|--------------|------------|---------------|----------------|------------|------------|------------------|-----------------------|-------------|--------------|------------|------------|------------|------------|
| | COPA TOT CHLD | OHP TOT CHLD | <1 | 1-3 | 4-7 | 8-12 | 13 AND OVER | BLCK OR AFR- | AS- IAN | NATV HAW/ PAC | AMER IND/ ALSK | MUL- TI | HIS- IC | NOT HIS- PAN- IC | EX & VERY GOOD & FAIR | GOOD & POOR | NO CCC | CCC | | | |
| Q4 NEVER | 2 2% | 18 1% | ~ | ~ | ~ | ~ | 7%~ | 3%~ | ~ | ~ | ~ | ~ | ~ | ~ | 2 2% | 2 2% | 1 2% | 1 2% | | | |
| SOMETIMES | 9 9% | 148 9% | ~ | 1 5%~ | 1 4%~ | 5 29%~ | 2 7%~ | 5 7%~ | ~ | 1 100%~ | ~ | 1 33%~ | ~ | 3 15%~ | 5 7%~ | 5 6%~ | 3 43%~ | 7 13%~ | 2 5%~ | | |
| USUALLY | 17 17% | 323 20% | ~ | 3 14%~ | 8 29%~ | ~ | 6 21%~ | 16 22%~ | ~ | ~ | ~ | ~ | ~ | 3 15%~ | 14 19%~ | 16 18%~ | 1 14%~ | 8 14%~ | 9 21%~ | | |
| ALWAYS | 70 71% | 1151 70% | 100%~ | 3 82%~ | 18 68%~ | 19 71%~ | 12 64%~ | 18 69%~ | 1 100%~ | 2 100%~ | ~ | 1 100%~ | 2 67%~ | 7 100%~ | 14 70%~ | 53 72%~ | 64 74%~ | 3 43%~ | 40 71%~ | 30 71%~ | |
| #ALWAYS + USUALLY (NET) | 87 89% | 1475 90% | 100%~ | 3 95%~ | 21 96%~ | 27 96%~ | 12 71%~ | 24 86%~ | 67 91%~ | 1 100%~ | 2 100%~ | ~ | 1 100%~ | 2 67%~ | 7 100%~ | 17 85%~ | 67 91%~ | 80 92%~ | 4 57%~ | 48 86%~ | 39 93%~ |
| TOP BOX SCORE | 70 71% | 1151 70% | 100%~ | 3 82%~ | 18 68%~ | 19 71%~ | 12 64%~ | 18 69%~ | 1 100%~ | 2 100%~ | ~ | 1 100%~ | 2 67%~ | 7 100%~ | 14 70%~ | 53 72%~ | 64 74%~ | 3 43%~ | 40 71%~ | 30 71%~ | |
| NOT ANSWERED | 9 | 142 | | 1 | 3 | 3 | 2 | 7 | | | | | 1 | 2 | 7 | 8 | 1 | 5 | 4 | | |
| VALID CASES | 98 | 1641 | 3 | 22 | 28 | 17 | 28 | 74 | 1 | 2 | 1 | 1 | 3 | 7 | 20 | 74 | 87 | 7 | 56 | 42 | |
| NUMBER OF RESPONDENTS | 107 | 1783 | 3 | 23 | 31 | 20 | 30 | 81 | 1 | 2 | 1 | 1 | 3 | 8 | 22 | 81 | 95 | 8 | 61 | 46 | |
| | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | |

[ASKED IF Q3 = YES]

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

| | | | AGE | | | | | RACE | | | | | ETHNICITY | | HEALTH STATUS | | CCC SCREENER | | | |
|-----------------------|---------------|--------------|------------|-------------|------------|------------|-------------|-------------|--------------|-------------|-------------|----------------|------------|------------|---------------|------------------|-----------------------|-------------|-------------|------------|
| | COPA TOT CHLD | OHP TOT CHLD | <1 | 1-3 | 4-7 | 8-12 | 13 AND OVER | WHITE | BLCK OR AFR- | AMER IAN | NATV ILND | AMER IND/ ALSK | MUL- OTHR | TI | HIS- IC | NOT HIS- PAN- IC | EX & VERY GOOD & FAIR | GOOD & POOR | NO CCC | CCC |
| Q5 YES | 178 62% | 3345 65% | 3 100%~ | 45 83%* | 61 72%* | 33 46%* | 36 49%* | 132 63% | 1 100%~ | | | 2 ~ | 8 ~ | 18 67%~ | 42 57% | 129 63% | 164 62%~ | 7 50%~ | 115 55%* | 63 80%* |
| Q5 NO | 110 38% | 1824 35% | | 9 ~ 17%* | 24 28%* | 39 54%* | 38 51%* | 76 37% | | 3 ~100%~ | 1 ~100%~ | 1 33%~ | 3 27%~ | 11 38%~ | 32 43% | 76 37% | 100 38%~ | 7 50%~ | 94 45%* | 16 20%* |
| NOT ANSWERED | 7 | 194 | | | | 5 | 2 | 1 | | | | | | 1 | 1 | 3 | | 5 | 2 | |
| VALID CASES | 288 | 5169 | 3 | 54 | 85 | 72 | 74 | 208 | 1 | 3 | 1 | 3 | 11 | 29 | 74 | 205 | 264 | 14 | 209 | 79 |
| NUMBER OF RESPONDENTS | 295 100% | 5363 100% | 3 100% | 54 100% | 85 100% | 77 100% | 76 100% | 209 100% | 1 100% | 3 100% | 1 100% | 3 100% | 11 100% | 29 100% | 75 100% | 206 100% | 267 100% | 14 100% | 214 100% | 81 100% |

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

| | | | AGE | | | | | RACE | | | | | ETHNICITY | | HEALTH STATUS | | CCC SCREENER | | | |
|-------------------------|---------------|--------------|------|------|------|------|-------------|------|--------------|---------|-----------|----------------|-----------|---------|------------------|-----------------------|--------------|--------|------|------|
| | COPA TOT CHLD | OHP TOT CHLD | <1 | 1-3 | 4-7 | 8-12 | 13 AND OVER | WHTE | BLCK OR AFR- | AS- IAN | NATV ILND | AMER IND/ ALSK | MUL- TI | HIS- IC | NOT HIS- PAN- IC | EX & VERY GOOD & FAIR | GOOD & POOR | NO CCC | CCC | |
| Q6 NEVER | 5 3% | 35 1% | ~ | ~ | 3% | 10% | ~ | 3% | ~ | ~ | ~ | ~ | ~ | 3% | 2% | 2 | 2 | 3 | 2 | |
| SOMETIMES | 23 14% | 451 14% | 33%~ | 22%~ | 12% | 7%~ | 9%~ | 10%~ | ~ | ~ | ~ | ~ | 14%~ | 24%~ | 18%~ | 11%~ | 12%~ | 14%~ | 14% | 13% |
| USUALLY | 52 31% | 814 26% | 33%~ | 29%~ | 31% | 17%~ | 44%~ | 34%~ | 100%~ | ~ | ~ | 50%~ | 29%~ | 12%~ | 20%~ | 35%~ | 32%~ | 14%~ | 24%* | 43%* |
| ALWAYS | 89 53% | 1829 58% | 33%~ | 49%~ | 53% | 66%~ | 47%~ | 52%~ | ~ | ~ | 50%~ | 57%~ | 65%~ | 60%~ | 52%~ | 54%~ | 43%~ | 59%* | 41%* | |
| #ALWAYS + USUALLY (NET) | 141 83% | 2643 84% | 67%~ | 78%~ | 84% | 83%~ | 91%~ | 87%~ | 100%~ | ~ | ~ | 100%~ | 86%~ | 76%~ | 80%~ | 87%~ | 87%~ | 57%~ | 83% | 84% |
| TOP BOX SCORE | 89 53% | 1829 58% | 33%~ | 49%~ | 53% | 66%~ | 47%~ | 52%~ | ~ | ~ | 50%~ | 57%~ | 65%~ | 60%~ | 52%~ | 54%~ | 43%~ | 59%* | 41%* | |
| NOT ANSWERED | 9 | 215 | | | 3 | 4 | 2 | 4 | | | | 1 | 1 | 2 | 6 | 8 | | 7 | 2 | |
| VALID CASES | 169 | 3129 | 3 | 45 | 58 | 29 | 34 | 128 | 1 | | 2 | 7 | 17 | 40 | 123 | 156 | 7 | 108 | 61 | |
| NUMBER OF RESPONDENTS | 178 | 3344 | 3 | 45 | 61 | 33 | 36 | 132 | 1 | | 2 | 8 | 18 | 42 | 129 | 164 | 7 | 115 | 63 | |
| | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | |

[ASKED IF Q5 = YES]

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

| | | | AGE | | | | | RACE | | | | | ETHNICITY | | HEALTH STATUS | | CCC SCREENER | | | |
|-----------------------|---------------|--------------|-----------|-----------|-----------|-----------|-------------|--------------|-------------|---------------|----------------|-----------|------------|-----------|------------------|-----------------------|--------------|------------|-----------|------|
| | COPA TOT CHLD | OHP TOT CHLD | <1 | 1-3 | 4-7 | 8-12 | 13 AND OVER | BLCK OR AFR- | AS- IAN | NATV HAW/ PAC | AMER IND/ ALSK | MUL- OTHR | TI | HIS- IC | NOT HIS- PAN- IC | EX & VERY GOOD & FAIR | NO CCC | CCC | | |
| Q7 NONE | 87 31% | 1553 31% | ~ | 21%* | 26% | 40% | 38% | 61 30% | 1 ~ 33%~ | 1 ~ 33%~ | 2 18%~ | 8 28%~ | 28 42%* | 57 28% | 79 31%~ | 5 38%~ | 79 40%* | 8 10%* | | |
| 1 TIME | 77 28% | 1446 28% | ~ | 30% | 25% | 26% | 32% | 58 29% | 1 ~ 33%~ | 1 ~ 33%~ | 4 36%~ | 8 28%~ | 13 19% | 61 30% | 73 28%~ | 2 15%~ | 57 28% | 20 26% | | |
| 2 | 60 22% | 1007 20% | 2 67%~ | 11 21% | 21 26% | 15 21% | 11 15% | 43 21% | ~ | 1 ~100%~ | 3 ~ 27%~ | 9 31%~ | 14 21% | 45 22% | 57 22%~ | 2 15%~ | 40 20% | 20 26% | | |
| 3 | 29 10% | 534 11% | 1 33%~ | 7 13% | 11 14% | 6 9% | 4 6% | 22 11% | 1 ~ 33%~ | 1 ~ 33%~ | 1 9%~ | 2 7%~ | 7 10% | 21 10% | 26 10%~ | 2 15%~ | 14 7%* | 15 19%* | | |
| 4 | 13 5% | 260 5% | ~ | 15%* | 2% | 1%* | 3% | 12 6%* | ~ | ~ | ~ | ~ | 1 3%~ | 3 4% | 10 5% | 12 5%~ | 1 8%~ | 7 3% | 6 8% | |
| 5 TO 9 | 10 4% | 196 4% | ~ | ~ | 6% | 1% | 6% | 5 2% | 1 100%~ | ~ | ~ | 1 9%~ | 1 3%~ | 2 3% | 7 3% | 8 3%~ | 1 8%~ | 2 1%* | 8 10%* | |
| 10 OR MORE TIMES | 2 0.7% | 87 2% | ~ | ~ | ~ | 1% | 1% | 2 1% | ~ | ~ | ~ | ~ | ~ | 2 ~ 1% | 2 0.8%~ | ~ | 1 ~0.5% | 1 1% | | |
| NOT ANSWERED | 17 | 280 | 1 | 5 | 7 | 4 | 6 | 6 | | | | | 8 | 3 | 10 | 1 | 14 | 3 | | |
| VALID CASES | 278 | 5083 | 3 | 53 | 80 | 70 | 72 | 203 | 1 | 3 | 1 | 3 | 11 | 29 | 67 | 203 | 257 | 13 | 200 | 78 |
| NUMBER OF RESPONDENTS | 295 | 5363 | 3 | 54 | 85 | 77 | 76 | 209 | 1 | 3 | 1 | 3 | 11 | 29 | 75 | 206 | 267 | 14 | 214 | 81 |
| | 100% | 100% | 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?

| | | | AGE | | | | | RACE | | | | | ETHNICITY | | HEALTH STATUS | | CCC SCREENER | | | |
|-----------------------|---------------|--------------|-----------|-------------|------------|------------|-------------|-------------|--------------|------------|----------------|----------------|-----------|------------|------------------|-----------------------|--------------|-----------|-------------|------------|
| | COPA TOT CHLD | OHP TOT CHLD | <1 | 1-3 | 4-7 | 8-12 | 13 AND OVER | WHITE | BLCK OR AFR- | AS- IAN | NATV HAW/ ILND | AMER IND/ ALSK | MUL- TI | HIS- IC | NOT HIS- PAN- IC | EX & VERY GOOD & FAIR | GOOD & POOR | NO CCC | CCC | |
| Q8 #YES | 121 64% | 2386 68% | 3 100% | 32 76% | 42 72% | 18 44% | 26 59% | 89 63% | 1 100% | 1 50% | 1 50% | 6 67% | 15 75% | 26 68% | 92 64% | 114 65% | 4 50% | 70 59% | 51 73% | |
| NO | 67 36% | 1113 32% | | 10 ~ 24% | 16 28% | 23 56% | 18 41% | 52 37% | | 1 ~ 50% | 1 100% | 1 50% | 3 33% | 5 25% | 12 32% | 52 36% | 61 35% | 4 50% | 48 41% | 19 27% |
| NOT ANSWERED | 3 | 69 | | | 1 | 1 | 1 | 1 | | | | | 1 | 1 | 2 | 3 | | 3 | | |
| VALID CASES | 188 | 3499 | 3 | 42 | 58 | 41 | 44 | 141 | 1 | 2 | 1 | 2 | 9 | 20 | 38 | 144 | 175 | 8 | 118 | 70 |
| NUMBER OF RESPONDENTS | 191 100% | 3568 100% | 3 100% | 42 100% | 59 100% | 42 100% | 45 100% | 142 100% | 1 100% | 2 100% | 1 100% | 2 100% | 9 100% | 21 100% | 39 100% | 146 100% | 178 100% | 8 100% | 121 100% | 70 100% |

[ASKED IF Q7 >= 1 TIME]

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

| | | | AGE | | | | | RACE | | | | | | ETHNICITY | | HEALTH STATUS | | CCC SCREENER | | |
|-------------------------|---------------|--------------|------|------|------|------|-------------|-------------|-----------|---------|---------------|----------------|------|-----------|--------------|------------------|------------------------------|--------------|------|------|
| | COPA TOT CHLD | OHP TOT CHLD | <1 | 1-3 | 4-7 | 8-12 | 13 AND OVER | BLCK OR WHT | AFR- AMER | AS- IAN | NATV HAW/ PAC | AMER IND/ ALSK | OTHR | MUL- TI | HIS- PAN- IC | NOT HIS- PAN- IC | EX & VERY GOOD & FAIR & POOR | NO CCC | CCC | |
| Q9 NEVER | 6 3% | 78 2% | ~ | 2%~ | 2% | 8%~ | 2%~ | 4%~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | 3%~ | 2%~ | 14%~ | 3% | 3% |
| SOMETIMES | 16 9% | 344 10% | ~ | 10%~ | 7% | 8%~ | 11%~ | 9%~ | ~ | ~ | ~ | ~ | 11%~ | 5%~ | 8%~ | 8%~ | 9%~ | ~ | 8% | 10% |
| USUALLY | 44 24% | 768 22% | 1 | 7 | 14 | 11 | 11 | 35 | ~ | ~ | ~ | 50%~ | 11%~ | 20%~ | 30%~ | 22%~ | 22%~ | 43%~ | 23% | 24% |
| ALWAYS | 120 65% | 2292 66% | 2 | 29 | 39 | 23 | 27 | 87 | 1 | 2 | 1 | 1 | 7 | 15 | 23 | 95 | 115 | 3 | 76 | 44 |
| #ALWAYS + USUALLY (NET) | 164 88% | 3059 88% | 3 | 36 | 53 | 34 | 38 | 122 | 1 | 2 | 1 | 2 | 8 | 19 | 34 | 126 | 154 | 6 | 103 | 61 |
| TOP BOX SCORE | 120 65% | 2292 66% | 2 | 29 | 39 | 23 | 27 | 87 | 1 | 2 | 1 | 1 | 7 | 15 | 23 | 95 | 115 | 3 | 76 | 44 |
| NOT ANSWERED | 5 | 87 | 1 | 1 | 2 | 1 | 3 | | | | | | | 1 | 2 | 3 | 4 | 1 | 5 | |
| VALID CASES | 186 | 3481 | 3 | 41 | 58 | 40 | 44 | 139 | 1 | 2 | 1 | 2 | 9 | 20 | 37 | 143 | 174 | 7 | 116 | 70 |
| NUMBER OF RESPONDENTS | 191 100% | 3568 100% | 3 | 42 | 59 | 42 | 45 | 142 | 1 | 2 | 1 | 2 | 9 | 21 | 39 | 146 | 178 | 8 | 121 | 70 |
| | | | 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?

| | COPA TOT CHLD | OHP TOT CHLD | AGE | | | | | RACE | | | | | | ETHNIC- ITY | | HEALTH STATUS | | CCC SCREENER | | |
|-----------------------|---------------------|--------------------|-----------|------------|------------|------------|-------------------|-------------|-------------------|-------------|--------------|----------------------|------------|----------------|---------------------------|--|-------------|-----------------|-------------|------------|
| | | | <1 | 1-3 | 4-7 | 8-12 | 13 AND OVER | WHT | BLK OR AFR- | AS- IAN | NATV ILND | AMER IND/ ALSK | MUL- TI | HIS- IC | NOT HIS- PAN- IC | EX & VERY GOOD & FAIR & GOOD POOR | NO CCC | CCC | | |
| Q10 YES | 58 31% | 1122 32% | 1 33%~ | 15 37%~ | 15 26% | 7 17%~ | 20 44%~ | 46 33%~ | 1 ~ 50%~ | 1 ~ 50%~ | 1 11%~ | 6 30%~ | 12 32%~ | 45 31%~ | 53 30%~ | 4 50%~ | 21 18%* | 37 53%* | | |
| NO | 129 69% | 2348 68% | 2 67%~ | 26 63%~ | 42 74% | 34 83%~ | 25 56%~ | 94 67%~ | 1 100%~ | 1 50%~ | 1 100%~ | 1 50%~ | 8 89%~ | 14 70%~ | 25 68%~ | 99 69%~ | 121 70%~ | 4 50%~ | 96 82%* | 33 47%* |
| NOT ANSWERED | 4 | 97 | 1 | 2 | 1 | | 2 | | | | | 1 | 2 | 2 | 4 | | 4 | | | |
| VALID CASES | 187 | 3471 | 3 | 41 | 57 | 41 | 45 | 140 | 1 | 2 | 1 | 2 | 9 | 20 | 37 | 144 | 174 | 8 | 117 | 70 |
| NUMBER OF RESPONDENTS | 191 100% | 3568 100% | 3 100% | 42 100% | 59 100% | 42 100% | 45 100% | 142 100% | 1 100% | 2 100% | 1 100% | 2 100% | 9 100% | 21 100% | 39 100% | 146 100% | 178 100% | 8 100% | 121 100% | 70 100% |

[ASKED IF Q7 >= 1 TIME]

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

| | | | AGE | | | | | RACE | | | | | ETHNICITY | | HEALTH STATUS | | CCC SCREENER | | |
|-----------------------|---------------|--------------|-----------|------------|------------|-----------|-------------|-----------|--------------|------------|-----------|----------------|-----------|----------|------------------|----------------|--------------|-----------|-----------|
| | COPA TOT CHLD | OHP TOT CHLD | <1 | 1-3 | 4-7 | 8-12 | 13 AND OVER | WHITE | BLCK OR AFR- | AMER IAN | NATV ILND | AMER IND/ ALSK | MUL- TI | HIS- IC | NOT HIS- PAN- IC | EX & VERY GOOD | FAIR & POOR | NO CCC | CCC |
| Q11 #YES | 54 95% | 947 94% | 1 100% | 14 100% | 15 100% | 6 86% | 18 90% | 43 93% | 1 ~100% | 1 ~100% | 1 100% | 1 100% | 6 100% | 9 82% | 44 98% | 50 94% | 3 100% | 19 95% | 35 95% |
| NO | 3 5% | 63 6% | ~ | ~ | ~ | 14 10% | 2 7% | 3 7% | ~ | ~ | ~ | ~ | ~ | 2 18% | 1 2% | 3 6% | ~ | 1 5% | 2 5% |
| NOT ANSWERED | 22 | 450 | | 3 | 7 | 8 | 4 | 8 | | | | | 1 | 11 | 5 | 14 | 2 | 19 | 3 |
| VALID CASES | 57 | 1010 | 1 | 14 | 15 | 7 | 20 | 46 | 1 | 1 | 1 | 6 | 11 | 45 | 53 | 3 | 20 | 37 | |
| NUMBER OF RESPONDENTS | 79 | 1460 | 1 | 17 | 22 | 15 | 24 | 54 | 1 | 1 | 1 | 7 | 22 | 50 | 67 | 5 | 39 | 40 | |
| | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |

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

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

| | | | AGE | | | | | RACE | | | | | ETHNICITY | | HEALTH STATUS | | CCC SCREENER | | |
|-----------------------|---------------|--------------|-----------|-----------|-----------|----------|-------------|-----------|--------------|---------|------------|----------------|-----------|----------|------------------|-----------------------|--------------|-----------|-----------|
| | COPA TOT CHLD | OHP TOT CHLD | <1 | 1-3 | 4-7 | 8-12 | 13 AND OVER | WHTA | BLCK OR AFR- | AS- IAN | NATV ILND | AMER IND/ ALSK | MUL- TI | HIS- IC | NOT HIS- PAN- IC | EX & VERY GOOD & FAIR | GOOD POOR | NO CCC | CCC |
| Q12 #YES | 43 77% | 718 70% | 1 100% | 11 79% | 13 87% | 3 43% | 15 79% | 33 73% | 1 ~100% | | 1 ~100% | 1 100% | 5 83% | 7 64% | 35 80% | 40 77% | 2 67% | 14 74% | 29 78% |
| NO | 13 23% | 305 30% | | 3 ~21% | 2 13% | 4 57% | 4 21% | 12 27% | ~ | ~ | ~ | ~ | 1 ~17% | 4 36% | 9 20% | 12 23% | 1 33% | 5 26% | 8 22% |
| NOT ANSWERED | 2 | 87 | | 1 | | | 1 | 1 | | | | | | 1 | 1 | 1 | 1 | 2 | |
| VALID CASES | 56 | 1023 | 1 | 14 | 15 | 7 | 19 | 45 | 1 | | 1 | 1 | 6 | 11 | 44 | 52 | 3 | 19 | 37 |
| NUMBER OF RESPONDENTS | 58 | 1110 | 1 | 15 | 15 | 7 | 20 | 46 | 1 | | 1 | 1 | 6 | 12 | 45 | 53 | 4 | 21 | 37 |
| | 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?

| | COPA TOT CHLD | OHP TOT CHLD | AGE | | | | | RACE | | | | | ETHNIC- ITY | | HEALTH STATUS | | CCC SCREENER | | |
|-----------------------|---------------------|--------------------|--------------|------------|-----------|------------|-------------------|-------------|-------------------|------------|----------------------|----------------------|----------------|------------|---------------------------|--|-----------------|------------|------|
| | | | <1 | 1-3 | 4-7 | 8-12 | 13 AND OVER | WHT | BLK OR AFR- | AS- IAN | NATV HAW/ ILND | AMER IND/ ALSK | MUL- TI | HIS- IC | NOT HIS- PAN- IC | EX & VERY GOOD & FAIR & GOOD POOR | NO CCC | CCC | |
| Q13 #YES | 41 72% | 830 78% | 11 ~ 73%~ | 11 73%~ | 5 71%~ | 14 74%~ | 33 73%~ | 1 ~100%~ | | | 1 ~100%~ | 5 83%~ | 9 75%~ | 32 73%~ | 38 73%~ | 3 75%~ | 12 60%~ | 29 78%~ | |
| NO | 16 28% | 241 22% | 1 100%~ | 4 27%~ | 4 27%~ | 2 29%~ | 5 26%~ | 12 27%~ | ~ | ~ | 1 ~100%~ | 1 ~ 17%~ | 3 25%~ | 12 27%~ | 14 27%~ | 1 25%~ | 8 40%~ | 8 22%~ | |
| NOT ANSWERED | 1 | 39 | | | | 1 | 1 | | | | | | 1 | 1 | | 1 | | | |
| VALID CASES | 57 | 1071 | 1 | 15 | 15 | 7 | 19 | 45 | 1 | | 1 | 1 | 6 | 12 | 44 | 52 | 4 | 20 | 37 |
| NUMBER OF RESPONDENTS | 58 | 1110 | 1 | 15 | 15 | 7 | 20 | 46 | 1 | | 1 | 1 | 6 | 12 | 45 | 53 | 4 | 21 | 37 |
| | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |

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

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

| | | | AGE | | | | | RACE | | | | | ETHNICITY | | HEALTH STATUS | | CCC SCREENER | | | |
|--------------------------------|---------------|--------------|----------|-----------|-----------|-----------|-------------|--------------|-----------|---------------|----------------|-----------|-----------|------------------|-----------------------|-------------|--------------|-----------|-----------|-----------|
| | COPA TOT CHLD | OHP TOT CHLD | <1 | 1-3 | 4-7 | 8-12 | 13 AND OVER | BLCK OR AFR- | AS- IAN | NATV HAW/ PAC | AMER IND/ ALSK | MUL- TI | HIS- IC | NOT HIS- PAN- IC | EX & VERY GOOD & POOR | FAIR & POOR | NO CCC | CCC | | |
| Q14 WORST HEALTH CARE POSSIBLE | 1 0.5% | 3 0.1% | ~ | ~ | 1 2% | ~ | 1 0.7% | ~ | ~ | ~ | ~ | ~ | ~ | 1 0.7% | 1 12% | 1 0.8% | 1 | ~ | | |
| 01 | 1 0.5% | 7 0.2% | ~ | ~ | 1 2% | ~ | 1 0.7% | ~ | ~ | ~ | ~ | ~ | ~ | 1 0.7% | 1 0.6% | ~ | ~ | 1 1% | | |
| 02 | 1 0.5% | 9 0.3% | ~ | ~ | ~ | ~ | 1 2% | 1 0.7% | ~ | ~ | ~ | ~ | ~ | 1 0.7% | 1 0.6% | ~ | ~ | 1 1% | | |
| 03 | 2 1% | 25 0.7% | ~ | 1 2% | ~ | 1 3% | 1 0.7% | ~ | ~ | ~ | ~ | ~ | ~ | 1 0.7% | 1 0.6% | ~ | 2 2% | ~ | | |
| 04 | 5 3% | 47 1% | 1 33% | 1 2% | 1 2% | ~ | 2 4% | 4 3% | ~ | ~ | ~ | ~ | ~ | 1 3% | 3 2% | 3 12% | 1 3% | 3 3% | 2 | |
| 05 | 7 4% | 121 3% | ~ | 1 2% | 1 2% | 3 8% | 2 4% | 4 3% | ~ | ~ | ~ | 1 11% | 1 5% | 2 5% | 5 4% | 7 4% | ~ | 2 2% | 5 7% | |
| 06 | 8 4% | 116 3% | ~ | 1 2% | 4 7% | 2 5% | 1 2% | 5 4% | ~ | ~ | ~ | 1 11% | 1 5% | 7 5% | 7 4% | ~ | 6 5% | 2 3% | | |
| 07 | 17 9% | 300 9% | ~ | 3 7% | 5 9% | 5 13% | 4 9% | 13 9% | ~ | 1 100% | ~ | 1 11% | 1 5% | 5 13% | 11 8% | 17 10% | ~ | 11 9% | 6 9% | |
| 08 | 41 22% | 813 23% | ~ | 11 27% | 12 21% | 9 23% | 9 20% | 29 21% | 1 50% | ~ | 1 50% | 2 22% | 7 35% | 7 18% | 33 23% | 37 21% | 3 38% | 30 25% | 11 16% | |
| 09 | 43 23% | 704 20% | 1 33% | 7 17% | 14 25% | 8 20% | 13 29% | 34 24% | 1 100% | ~ | ~ | 2 22% | 5 25% | 9 24% | 34 24% | 43 25% | ~ | 26 22% | 17 25% | |
| BEST HEALTH CARE POSSIBLE | 60 32% | 1323 38% | 1 33% | 16 39% | 18 32% | 12 30% | 13 29% | 46 33% | 1 50% | ~ | 1 50% | 2 22% | 5 25% | 14 37% | 45 32% | 56 32% | 3 38% | 37 31% | 23 34% | |
| #8-10 (NET) | 144 77% | 2841 82% | 2 67% | 34 83% | 44 77% | 29 73% | 35 78% | 109 78% | 1 100% | 2 100% | ~ | 2 100% | 6 67% | 17 85% | 30 79% | 112 79% | 136 79% | 6 75% | 93 79% | 51 75% |

Continued

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

| | | | AGE | | | | | RACE | | | | | ETHNICITY | | HEALTH STATUS | | CCC SCREENER | | | | |
|-------------------------|---------------|--------------|-----------|------------|------------|------------|-------------|-------------|-------------|--------------|-----------|----------------|-----------|------------|------------------|------------------------------|--------------|-----------|-------------|------------|------|
| | COPA TOT CHLD | OHP TOT CHLD | <1 | 1-3 | 4-7 | 8-12 | 13 AND OVER | WHTE | 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 | | | |
| 9-10 (NET) | 103 55% | 2027 58% | 2 67% | 23 56% | 32 56% | 20 50% | 26 58% | 80 58% | 1 100% | 1 50% | 1 ~ | 2 50% | 4 44% | 10 50% | 23 61% | 79 56% | 99 57% | 3 38% | 63 53% | 40 59% | |
| NOT ANSWERED | 5 | 98 | | 1 | 2 | 2 | | 3 | | | | | | 1 | 1 | 4 | 5 | | 3 | 2 | |
| VALID CASES | 186 | 3470 | 3 | 41 | 57 | 40 | 45 | 139 | 1 | 2 | 1 | 2 | 9 | 20 | 38 | 142 | 173 | 8 | 118 | 68 | |
| NUMBER OF RESPONDENTS | 191 100% | 3568 100% | 3 100% | 42 100% | 59 100% | 42 100% | 45 100% | 142 100% | 1 100% | 2 100% | 1 100% | 2 100% | 9 100% | 21 100% | 39 100% | 146 100% | 178 100% | 8 100% | 121 100% | 70 100% | |
| MEAN | 8.31 | 8.58 | 7.67 | 8.54 | 8.26 | 8.23 | 8.29 | 8.35 | 9.00 | 9.00 | 7.00 | 9.00 | 8.00 | 8.45 | 8.58 | 8.32 | 8.42 | 7.25 | 8.35 | 8.25 | |
| p stat_(*=Sig @ p<=.05) | | .054 | ~ | ~ | .826 | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | .746 | .745 |

[ASKED IF Q7 >= 1]

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

| | | | AGE | | | | | RACE | | | | | | ETHNICITY | | HEALTH STATUS | | CCC SCREENER | | |
|-------------------------|---------------|--------------|----------|-----------|-----------|-----------|-------------|------------------|-----------|--------------------|----------------|-----------|-----------|--------------|------------------|-----------------------|----------|--------------|-----------|---------|
| | COPA TOT CHLD | OHP TOT CHLD | <1 | 1-3 | 4-7 | 8-12 | 13 AND OVER | BLCK OR AFR- WHT | AS- IAN | NATV HAW/ PAC ILND | AMER IND/ ALSK | OTHR | MUL- TI | HIS- PAN- IC | NOT HIS- PAN- IC | EX & VERY GOOD & FAIR | POOR | NO CCC | CCC | |
| Q15 NEVER | 9 5% | 64 2% | ~ | ~ | 3 5% | 3 8% | 3 7% | 6 4% | ~ | ~ | ~ | ~ | 1 11% | ~ | 4 11% | 5 3% | 8 5% | 1 13% | 4 3% | 5 7% |
| SOMETIMES | 26 14% | 353 10% | 1 33% | 6 14% | 7 12% | 7 18% | 5 11% | 17 12% | ~ | 1 100% | ~ | 2 22% | 2 10% | 6 16% | 17 12% | 22 13% | 2 25% | 14 12% | 12 17% | |
| USUALLY | 48 26% | 1112 32%* | ~ | 10 24% | 14 25% | 9 23% | 15 33% | 35 25% | 1 100% | 1 50% | ~ | 3 50% | 5 33% | 6 16% | 41 29% | 47 27% | ~ | 28 24% | 20 29% | |
| ALWAYS | 104 56% | 1922 56% | 2 67% | 26 62% | 33 58% | 21 53% | 22 49% | 82 59% | 1 50% | ~ | 1 50% | 3 33% | 13 65% | 22 58% | 80 56% | 97 56% | 5 63% | 71 61% | 33 47% | |
| #ALWAYS + USUALLY (NET) | 152 81% | 3034 88%* | 2 67% | 36 86% | 47 82% | 30 75% | 37 82% | 117 84% | 1 100% | 2 100% | ~ | 6 100% | 18 90% | 28 74% | 121 85% | 144 83% | 5 63% | 99 85% | 53 76% | |
| TOP BOX SCORE | 104 56% | 1922 56% | 2 67% | 26 62% | 33 58% | 21 53% | 22 49% | 82 59% | 1 50% | ~ | 1 50% | 3 33% | 13 65% | 22 58% | 80 56% | 97 56% | 5 63% | 71 61% | 33 47% | |
| NOT ANSWERED | 4 | 117 | | | 2 | 2 | | 2 | | | | | 1 | 1 | 3 | 4 | | 4 | | |
| VALID CASES | 187 | 3451 | 3 | 42 | 57 | 40 | 45 | 140 | 1 | 2 | 1 | 2 | 9 | 20 | 38 | 143 | 174 | 8 | 117 | 70 |
| NUMBER OF RESPONDENTS | 191 | 3568 | 3 | 42 | 59 | 42 | 45 | 142 | 1 | 2 | 1 | 2 | 9 | 21 | 39 | 146 | 178 | 8 | 121 | 70 |
| | 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]

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

| | | | AGE | | | | | RACE | | | | | | ETHNICITY | | HEALTH STATUS | | CCC SCREENER | | |
|-----------------------|---------------|--------------|-------------|------------|------------|------------|-------------|------------------|--------------|----------------|----------------|------------|------------|--------------|------------------|------------------------------|------------|--------------|-----------|------|
| | COPA TOT CHLD | OHP TOT CHLD | <1 | 1-3 | 4-7 | 8-12 | 13 AND OVER | BLCK OR AFR- WHT | AS- IAN | NATV HAW/ ILND | AMER IND/ ALSK | MUL- OTHR | TI | HIS- PAN- IC | NOT HIS- PAN- IC | EX & VERY GOOD & FAIR & POOR | NO CCC | CCC | | |
| Q16 YES | 193 68% | 3643 71% | 9 ~ 17%* | 62 74% | 63 90%* | 59 80%* | 143 69% | 2 ~ 67%* | 1 ~ 100%* | 2 67%* | 6 55%* | 17 59%* | 47 63% | 141 69% | 179 68%* | 9 64%* | 134 65% | 59 74% | | |
| NO | 92 32% | 1481 29% | 3 100%* | 45 83%* | 22 26% | 7 10%* | 15 20%* | 64 31% | 1 100%* | 1 33%* | 1 33%* | 5 45%* | 12 41%* | 28 37% | 63 31% | 86 32%* | 5 36%* | 71 35% | 21 26% | |
| NOT ANSWERED | 10 | 239 | | | 1 | 7 | 2 | 2 | | | | | | | 2 | 2 | | 9 | 1 | |
| VALID CASES | 285 | 5124 | 3 | 54 | 84 | 70 | 74 | 207 | 1 | 3 | 1 | 3 | 11 | 29 | 75 | 204 | 265 | 14 | 205 | 80 |
| NUMBER OF RESPONDENTS | 295 | 5363 | 3 | 54 | 85 | 77 | 76 | 209 | 1 | 3 | 1 | 3 | 11 | 29 | 75 | 206 | 267 | 14 | 214 | 81 |
| | 100% | 100% | 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?

| | | | AGE | | | | | RACE | | | | | ETHNICITY | | HEALTH STATUS | | CCC SCREENER | | | |
|-----------------------|---------------|--------------|-----------|------------|------------|------------|-------------|--------------|-----------|---------------|----------------|------------|------------|------------------|-----------------------|-------------|--------------|-------------|------------|------------|
| | COPA TOT CHLD | OHP TOT CHLD | <1 | 1-3 | 4-7 | 8-12 | 13 AND OVER | BLCK OR AFR- | AMER AS- | NATV HAW/ PAC | AMER IND/ ALSK | MUL- TI | HIS- IC | NOT HIS- PAN- IC | EX & VERY GOOD & FAIR | GOOD & POOR | NO CCC | CCC | | |
| Q17 YES | 20 12% | 403 11% | ~ | 13%~ | 9 16% | 4 7% | 6 12% | 15 11%~ | ~ | ~ | ~ | ~ | 25%~ | 13%~ | 10%~ | 12%~ | 19 12%~ | 1 13%~ | 9 8%* | 11 21%* |
| NO | 152 88% | 3143 89% | ~ | 88%~ | 47 84% | 52 93% | 46 88% | 117 89%~ | ~ | 1 ~100%~ | 1 ~100%~ | 3 75%~ | 14 88%~ | 35 90%~ | 112 88%~ | 140 88%~ | 7 88%~ | 110 92%* | 42 79%* | |
| NOT ANSWERED | 21 | 226 | 1 | 6 | 7 | 7 | 11 | 1 | 1 | 1 | 2 | 1 | 8 | 13 | 20 | 1 | 15 | 6 | | |
| VALID CASES | 172 | 3545 | 8 | 56 | 56 | 52 | 132 | 1 | 1 | 4 | 16 | 39 | 128 | 159 | 8 | 119 | 53 | | | |
| NUMBER OF RESPONDENTS | 193 100% | 3771 100% | 9 100% | 62 100% | 63 100% | 59 100% | 143 100% | 2 100% | 1 100% | 2 100% | 6 100% | 17 100% | 47 100% | 141 100% | 179 100% | 9 100% | 134 100% | 59 100% | | |

[ASKED IF Q16 = YES]

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

| | | | AGE | | | | | RACE | | | | | ETHNICITY | | HEALTH STATUS | | CCC SCREENER | | |
|-----------------------|---------------|--------------|-----------|-----------|-----------|-----------|-------------|------------|--------------|----------|-----------|----------------|-----------|-----------|------------------|------------------|--------------|-----------|------------|
| | COPA TOT CHLD | OHP TOT CHLD | <1 | 1-3 | 4-7 | 8-12 | 13 AND OVER | WHITE | BLCK OR AFR- | AMER IAN | NATV ILND | AMER IND/ ALSK | MUL- TI | HIS- IC | NOT HIS- PAN- IC | EX & VERY GOOD & | FAIR & POOR | NO CCC | CCC |
| Q18 #YES | 19 95% | 349 94%~ | ~100% | 1 100% | 9 100% | 3 75% | 6 100% | 15 100% | ~ | ~ | ~ | ~100% | 1 50% | 1 100% | 4 94% | 15 95% | 1 100% | 8 89% | 11 100% |
| NO | 1 5% | 22 6%~ | ~ | ~ | 1 25% | ~ | ~ | ~ | ~ | ~ | ~ | ~ | 1 50% | 1 6% | 1 5% | ~ | 1 11% | ~ | |
| NOT ANSWERED | | 7 | | | | | | | | | | | | | | | | | |
| VALID CASES | 20 | 371 | 1 | 9 | 4 | 6 | 15 | | | | | 1 | 2 | 4 | 16 | 19 | 1 | 9 | 11 |
| NUMBER OF RESPONDENTS | 20 100% | 378 100% | 1 100% | 9 100% | 4 100% | 6 100% | 15 100% | | | | | 1 100% | 2 100% | 4 100% | 16 100% | 19 100% | 1 100% | 9 100% | 11 100% |

[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?

| | COPA TOT CHLD | OHP TOT CHLD | AGE | | | | | RACE | | | | | | ETHNIC- ITY | | HEALTH STATUS | | CCC SCREENER | | | |
|-----------------------|---------------------|--------------------|-----------|------------|------------|------------|-------------------|-------------|-------------------|------------|--------------|----------------------|-------------|----------------|---------------------------|---|-------------|-----------------|---|-------------|------------|
| | | | <1 | 1-3 | 4-7 | 8-12 | 13 AND OVER | WHT | BLK OR AFR- | AS- IAN | NATV ILND | AMER IND/ ALSK | MUL- TI | HIS- IC | NOT HIS- PAN- IC | EX & VERY GOOD & FAIR POOR | NO CCC | CCC | | | |
| Q19 YES | 13 5% | 175 3% | ~ | 4 7% | 3 4% | 3 4% | 3 4% | 11 5% | 1 100% | ~ | ~ | ~ | ~ | ~ | 1 3% | 1 1% | 12 6% | 13 5% | ~ | 3 1% | 10 12% |
| NO | 274 95% | 4948 97% | 100% | 3 93% | 50 96% | 82 96% | 68 96% | 71 96% | 198 95% | 3 ~100% | 1 ~100% | 3 ~100% | 11 ~100% | 28 97% | 74 99% | 194 94% | 254 95% | 14 100% | ~ | 203 99% | 71 88% |
| NOT ANSWERED | 8 | 240 | | | | 6 | 2 | | | | | | | | | | | | | | 8 |
| VALID CASES | 287 | 5123 | 3 | 54 | 85 | 71 | 74 | 209 | 1 | 3 | 1 | 3 | 11 | 29 | 75 | 206 | 267 | 14 | | 206 | 81 |
| NUMBER OF RESPONDENTS | 295 100% | 5363 100% | 3 100% | 54 100% | 85 100% | 77 100% | 76 100% | 209 100% | 1 100% | 3 100% | 1 100% | 3 100% | 11 100% | 29 100% | 75 100% | 206 100% | 267 100% | 14 100% | | 214 100% | 81 100% |

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

| | | | AGE | | | | | RACE | | | | | ETHNIC- ITY | HEALTH STATUS | CCC SCREENER | | | |
|-------------------------|---------------------|--------------------|-----|------|------|-----------|-------------------|-------------------|--------------|------------|---------------------|----------------------|----------------|------------------|--------------------|---------------------------|--|-----------|
| | COPA TOT CHLD | OHP TOT CHLD | <1 | 1-3 | 4-7 | 8-12 | 13 AND OVER | BLCK OR WHT | AFR- AMER | AS- IAN | NATV HAW/ PAC | AMER IND/ ALSK | MUL- OTHR | TI | HIS- PAN- IC | NOT HIS- PAN- IC | EX & VERY GOOD & FAIR & POOR | NO CCC |
| Q20 NEVER | 3 23% | 23 12% | ~ | 25%~ | 33%~ | 33%~ | 3 27%~ | ~ | ~ | ~ | ~ | ~ | ~ | 1 100%~ | 2 17%~ | 3 23%~ | 1 33%~ | 2 20%~ |
| SOMETIMES | 1 8% | 35 18% | ~ | ~ | 33%~ | ~ | 1 9%~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | 1 8%~ | 1 8%~ | ~ | 1 10%~ |
| USUALLY | 2 15% | 49 25% | ~ | ~ | 33%~ | 33%~ | 2 18%~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | 2 17%~ | 2 15%~ | ~ | 2 20%~ |
| ALWAYS | 7 54% | 87 45% | ~ | 75%~ | ~ | 33%~100%~ | 5 45%~ | 1 100%~ | ~ | ~ | ~ | ~ | 1 100%~ | ~ | 7 58%~ | 7 54%~ | 2 67%~ | 5 50%~ |
| #ALWAYS + USUALLY (NET) | 9 69% | 135 70% | ~ | 75%~ | 33%~ | 67%~100%~ | 7 64%~ | 1 100%~ | ~ | ~ | ~ | ~ | 1 100%~ | ~ | 9 75%~ | 9 69%~ | 2 67%~ | 7 70%~ |
| TOP BOX SCORE | 7 54% | 87 45% | ~ | 75%~ | ~ | 33%~100%~ | 5 45%~ | 1 100%~ | ~ | ~ | ~ | ~ | 1 100%~ | ~ | 7 58%~ | 7 54%~ | 2 67%~ | 5 50%~ |
| NOT ANSWERED | | 3 | | | | | | | | | | | | | | | | |
| VALID CASES | 13 | 193 | | 4 | 3 | 3 | 3 | 11 | 1 | | | | 1 | 1 | 12 | 13 | 3 | 10 |
| NUMBER OF RESPONDENTS | 13 | 196 | | 4 | 3 | 3 | 3 | 11 | 1 | | | | 1 | 1 | 12 | 13 | 3 | 10 |
| | 100% | 100% | | 100% | 100% | 100% | 100% | 100% | 100% | | | | 100% | 100% | 100% | 100% | 100% | 100% |

[ASKED IF Q19 = YES]

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

| | | | AGE | | | | | RACE | | | | | ETHNICITY | | HEALTH STATUS | | CCC SCREENER | | | |
|-----------------------|---------------|--------------|-----|-----------|------------|-----------|-------------|------------|-------------|---------|-----------|----------------|-----------|------------|------------------|------------------|--------------|-----------|------------|-----------|
| | COPA TOT CHLD | OHP TOT CHLD | <1 | 1-3 | 4-7 | 8-12 | 13 AND OVER | WHT | BLK OR AFR- | AS- IAN | NATV ILND | AMER IND/ ALSK | MUL- TI | HIS- IC | NOT HIS- PAN- IC | EX & VERY GOOD & | FAIR & POOR | NO CCC | CCC | |
| Q21 #YES | 10 77% | 157 84%~ | ~ | 2 50%~ | 3 100%~ | 2 67%~ | 3 100%~ | 8 73%~ | 1 100%~ | ~ | ~ | ~ | ~ | 1 100%~ | 1 100%~ | 9 75%~ | 10 77%~ | ~ | 2 67%~ | 8 80%~ |
| NO | 3 23% | 31 16%~ | ~ | 2 50%~ | ~ | 1 33%~ | ~ | 3 27%~ | ~ | ~ | ~ | ~ | ~ | ~ | 3 25%~ | 3 23%~ | ~ | 1 33%~ | 2 20%~ | |
| NOT ANSWERED | | 8 | | | | | | | | | | | | | | | | | | |
| VALID CASES | 13 | 188 | | 4 | 3 | 3 | 3 | 11 | 1 | | | | 1 | 1 | 12 | 13 | | 3 | 10 | |
| NUMBER OF RESPONDENTS | 13 100% | 196 100% | | 4 100% | 3 100% | 3 100% | 3 100% | 11 100% | 1 100% | | | | 1 100% | 1 100% | 12 100% | 13 100% | | 3 100% | 10 100% | |

[ASKED IF Q19 = YES]

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

| | | | AGE | | | | | RACE | | | | | ETHNICITY | | HEALTH STATUS | | CCC SCREENER | | | |
|-----------------------|---------------|--------------|-------|--------|--------|--------|-------------|---------|-------------|---------|-----------|----------------|-----------|---------|------------------|-----------------------|--------------|---------|---------|--------|
| | COPA TOT CHLD | OHP TOT CHLD | <1 | 1-3 | 4-7 | 8-12 | 13 AND OVER | WHT | BLK OR AFR- | AS- IAN | NATV ILND | AMER IND/ ALSK | MUL- TI | HIS- IC | NOT HIS- PAN- IC | EX & VERY GOOD & FAIR | GOOD & POOR | NO CCC | CCC | |
| Q22 YES | 207% | 4469% | ~ | 9% | 12% | 1%* | 5% | 147% | 1100%~ | ~ | ~ | ~ | 9%~ | 7%~ | 45% | 157% | 197%~ | ~ | 94%* | 1114%* |
| NO | 26693% | 465691% | 100%~ | 91% | 88% | 99%* | 95% | 19593% | ~ | 100%~ | 100%~ | 100%~ | 91%~ | 93%~ | 7095% | 19193% | 24793%~ | 14100%~ | 19696%* | 7086%* |
| NOT ANSWERED | 9 | 261 | | | 1 | 6 | 2 | | | | | | | 1 | | 1 | | 9 | | |
| VALID CASES | 286 | 5102 | 3 | 54 | 84 | 71 | 74 | 209 | 1 | 3 | 1 | 3 | 11 | 29 | 74 | 206 | 266 | 14 | 205 | 81 |
| NUMBER OF RESPONDENTS | 295100% | 5363100% | 3100% | 54100% | 85100% | 77100% | 76100% | 209100% | 1100% | 3100% | 1100% | 3100% | 11100% | 29100% | 75100% | 206100% | 267100% | 14100% | 214100% | 81100% |

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

| | | | AGE | | | | | RACE | | | | | ETHNICITY | | HEALTH STATUS | | CCC SCREENER | | | |
|-------------------------|---------------|--------------|-----|------|------|------|-------------|-------------|----------|--------|-----------|---------------|-----------|------|---------------|----------------|-----------------------|------|--------|------|
| | COPA TOT CHLD | OHP TOT CHLD | <1 | 1-3 | 4-7 | 8-12 | 13 AND OVER | BLCK OR WHT | AFR-AMER | AS-IAN | NATV ILND | AMER PAC ALSK | MUL-OTHR | TI | HIS-PAN-IC | NOT HIS-PAN-IC | EX & VERY GOOD & FAIR | POOR | NO CCC | CCC |
| Q23 NEVER | 5 | 62 | | 1 | 3 | | 1 | 3 | | | | | | 2 | 1 | 4 | 5 | | 1 | 4 |
| | 25% | 15% | ~ | 20% | 30% | ~ | 25% | 21% | ~ | ~ | ~ | ~ | ~ | 100% | 25% | 27% | 26% | ~ | 11% | 36% |
| SOMETIMES | 3 | 96 | | | 1 | | 2 | 2 | 1 | | | | | | 1 | 2 | 3 | | 1 | 2 |
| | 15% | 24% | ~ | ~ | 10% | ~ | 50% | 14% | 100% | ~ | ~ | ~ | ~ | ~ | 25% | 13% | 16% | ~ | 11% | 18% |
| USUALLY | 3 | 112 | | 1 | 2 | | | 2 | | | | | | | 1 | 1 | 2 | | 3 | |
| | 15% | 28% | ~ | 20% | 20% | ~ | ~ | 14% | ~ | ~ | ~ | ~ | ~ | ~ | 25% | 7% | 11% | ~ | 33% | ~ |
| ALWAYS | 9 | 135 | | 3 | 4 | 1 | 1 | 7 | | | | | 1 | | 1 | 8 | 9 | | 4 | 5 |
| | 45% | 33% | ~ | 60% | 40% | 100% | 25% | 50% | ~ | ~ | ~ | ~ | 100% | ~ | 25% | 53% | 47% | ~ | 44% | 45% |
| #ALWAYS + USUALLY (NET) | 12 | 247 | | 4 | 6 | 1 | 1 | 9 | | | | | 1 | | 2 | 9 | 11 | | 7 | 5 |
| | 60% | 61% | ~ | 80% | 60% | 100% | 25% | 64% | ~ | ~ | ~ | ~ | 100% | ~ | 50% | 60% | 58% | ~ | 78% | 45% |
| TOP BOX SCORE | 9 | 135 | | 3 | 4 | 1 | 1 | 7 | | | | | 1 | | 1 | 8 | 9 | | 4 | 5 |
| | 45% | 33% | ~ | 60% | 40% | 100% | 25% | 50% | ~ | ~ | ~ | ~ | 100% | ~ | 25% | 53% | 47% | ~ | 44% | 45% |
| NOT ANSWERED | | 14 | | | | | | | | | | | | | | | | | | |
| VALID CASES | 20 | 405 | | 5 | 10 | 1 | 4 | 14 | 1 | | | | 1 | 2 | 4 | 15 | 19 | | 9 | 11 |
| NUMBER OF RESPONDENTS | 20 | 419 | | 5 | 10 | 1 | 4 | 14 | 1 | | | | 1 | 2 | 4 | 15 | 19 | | 9 | 11 |
| | 100% | 100% | | 100% | 100% | 100% | 100% | 100% | 100% | | | | 100% | 100% | 100% | 100% | 100% | | 100% | 100% |

[ASKED IF Q22 = YES]

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

| | AGE | | | | | RACE | | | | | | ETHNICITY | | HEALTH STATUS | | CCC SCREENER | | |
|-----------------------|---------------|--------------|-------|-------|--------|-------|-------------|------------------|---------|----------------|----------------|-----------|--------|---------------|------------------|------------------------------|--------|-------|
| | COPA TOT CHLD | OHP TOT CHLD | <1 | 1-3 | 4-7 | 8-12 | 13 AND OVER | BLCK OR AFR- WHT | AS- IAN | NATV HAW/ ILND | AMER IND/ ALSK | MUL- OTHR | TI | HIS- PAN- IC | NOT HIS- PAN- IC | EX & VERY GOOD & FAIR & POOR | NO CCC | CCC |
| Q24 #YES | 12 | 260 | 3 | 6 | | 3 | 7 | 1 | | | | 1 | 2 | 3 | 9 | 12 | 2 | 10 |
| | 60% | 64% | ~ 60% | ~ 60% | | ~ 75% | 50% | ~ 100% | ~ | ~ | | ~ 100% | ~ 100% | 75% | ~ 60% | 63% | ~ 22% | ~ 91% |
| NO | 8 | 143 | 2 | 4 | 1 | 1 | 7 | | | | | | | 1 | 6 | 7 | 7 | 1 |
| | 40% | 36% | ~ 40% | ~ 40% | ~ 100% | ~ 25% | 50% | ~ | ~ | ~ | ~ | ~ | ~ | ~ 25% | ~ 40% | 37% | ~ 78% | ~ 9% |
| NOT ANSWERED | | 16 | | | | | | | | | | | | | | | | |
| VALID CASES | 20 | 403 | 5 | 10 | 1 | 4 | 14 | 1 | | | | 1 | 2 | 4 | 15 | 19 | 9 | 11 |
| NUMBER OF RESPONDENTS | 20 | 419 | 5 | 10 | 1 | 4 | 14 | 1 | | | | 1 | 2 | 4 | 15 | 19 | 9 | 11 |
| | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | | | | 100% | 100% | 100% | 100% | 100% | 100% | 100% |

[ASKED IF Q22 = YES]

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

| | | | AGE | | | | | RACE | | | | | ETHNICITY | | HEALTH STATUS | | CCC SCREENER | | | | |
|-----------------------|---------------|--------------|-----------|------------|------------|------------|-------------|--------------|-------------|---------------|----------------|-----------|------------|------------------|------------------|-------------|--------------|-------------|-------------|-------------|------------|
| | COPA TOT CHLD | OHP TOT CHLD | <1 | 1-3 | 4-7 | 8-12 | 13 AND OVER | BLCK OR AFR- | AMER AS- | NATV HAW/ PAC | AMER IND/ ALSK | MUL- TI | HIS- IC | NOT HIS- PAN- IC | EX & VERY GOOD & | FAIR & POOR | NO CCC | CCC | | | |
| Q25 YES | 36 13% | 666 13% | ~ | 2 4%* | 9 11% | 7 10% | 18 24%* | 28 14% | ~ | ~ | ~ | ~ | 2 18%~ | 5 17%~ | 9 12% | 27 13% | 34 13%~ | 2 14%~ | 7 3%* | 29 36%* | |
| NO | 249 87% | 4441 87% | 100%~ | 3 96%* | 52 89% | 75 90% | 63 76%* | 56 86% | 179 100% | 1 100% | 3 100% | 1 100% | 3 100% | 9 82%~ | 24 83%~ | 65 88% | 178 87% | 231 87%~ | 12 86%~ | 198 97%* | 51 64%* |
| NOT ANSWERED | 10 | 256 | | | 1 | 7 | 2 | 2 | | | | | | | 1 | 1 | 2 | | 9 | 1 | |
| VALID CASES | 285 | 5107 | 3 | 54 | 84 | 70 | 74 | 207 | 1 | 3 | 1 | 3 | 11 | 29 | 74 | 205 | 265 | 14 | 205 | 80 | |
| NUMBER OF RESPONDENTS | 295 100% | 5363 100% | 3 100% | 54 100% | 85 100% | 77 100% | 76 100% | 209 100% | 1 100% | 3 100% | 1 100% | 3 100% | 11 100% | 29 100% | 75 100% | 206 100% | 267 100% | 14 100% | 214 100% | 81 100% | |

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

| | | | AGE | | | | | RACE | | | | | ETHNICITY | | HEALTH STATUS | | CCC SCREENER | | | |
|-------------------------|---------------|--------------|-----|------|------|------|-------------|-------------|----------|--------|---------------|-------------------|-----------|------|---------------|----------------|-----------------------|-----------|----------|-----------|
| | COPA TOT CHLD | OHP TOT CHLD | <1 | 1-3 | 4-7 | 8-12 | 13 AND OVER | BLCK OR WHT | AFR-AMER | AS-IAN | NATV HAW/ILND | AMER IND/PAC/ALSK | MUL-OTHR | TI | HIS-PAN-IC | NOT HIS-PAN-IC | EX & VERY GOOD & FAIR | POOR | NO CCC | CCC |
| Q26 NEVER | 7 21% | 92 14% | ~ | ~ | 33% | ~ | 25% | 6 23% | ~ | ~ | ~ | ~ | ~ | 20% | 13% | 6 23% | 6 18% | 1 100% | 7 ~ | 24% |
| SOMETIMES | 8 24% | 116 18% | ~ | ~ | 11% | 71% | 13% | 6 23% | ~ | ~ | ~ | ~ | ~ | 40% | 13% | 7 27% | 8 24% | ~ | 3 60% | 5 17% |
| USUALLY | 5 15% | 171 27% | ~ | 50% | 22% | ~ | 13% | 4 15% | ~ | ~ | ~ | ~ | 50% | ~ | 13% | 4 15% | 5 15% | ~ | ~ | 5 17% |
| ALWAYS | 14 41% | 258 41% | ~ | 50% | 33% | 29% | 50% | 10 38% | ~ | ~ | ~ | ~ | 50% | 40% | 5 63% | 9 35% | 14 42% | ~ | 2 40% | 12 41% |
| #ALWAYS + USUALLY (NET) | 19 56% | 429 67% | ~ | 100% | 56% | 29% | 63% | 14 54% | ~ | ~ | ~ | ~ | 100% | 40% | 6 75% | 13 50% | 19 58% | ~ | 2 40% | 17 59% |
| TOP BOX SCORE | 14 41% | 258 41% | ~ | 50% | 33% | 29% | 50% | 10 38% | ~ | ~ | ~ | ~ | 50% | 40% | 5 63% | 9 35% | 14 42% | ~ | 2 40% | 12 41% |
| NOT ANSWERED | 2 | 17 | | | | | 2 | 2 | | | | | | | 1 | 1 | 1 | 1 | 2 | |
| VALID CASES | 34 | 636 | | 2 | 9 | 7 | 16 | 26 | | | | | 2 | 5 | 8 | 26 | 33 | 1 | 5 | 29 |
| NUMBER OF RESPONDENTS | 36 | 653 | | 2 | 9 | 7 | 18 | 28 | | | | | 2 | 5 | 9 | 27 | 34 | 2 | 7 | 29 |
| | 100% | 100% | | 100% | 100% | 100% | 100% | 100% | | | | | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |

[ASKED IF Q25 = YES]

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

| | | | AGE | | | | | RACE | | | | | ETHNICITY | | HEALTH STATUS | | CCC SCREENER | | |
|-----------------------|---------------|--------------|-------|----------|----------|----------|-------------|-----------|--------------|---------|-----------|----------------|-----------|----------|------------------|----------------------------|--------------|----------|-----------|
| | COPA TOT CHLD | OHP TOT CHLD | <1 | 1-3 | 4-7 | 8-12 | 13 AND OVER | WHITE | BLCK OR AFR- | AS- IAN | NATV ILND | AMER IND/ ALSK | MUL- TI | HIS- IC | NOT HIS- PAN- IC | EX & VERY GOOD & FAIR POOR | NO CCC | CCC | |
| Q27 #YES | 18 51% | 311 49% | ~100% | 2 89% | 8 43% | 3 29% | 5 29% | 13 48% | ~ | ~ | ~ | ~100% | 2 40% | 2 67% | 6 46% | 12 55% | 18 55% | 3 50% | 15 52% |
| NO | 17 49% | 326 51% | ~ | ~ | 1 11% | 4 57% | 12 71% | 14 52% | ~ | ~ | ~ | ~ | 3 60% | 3 33% | 14 54% | 15 45% | 2 100% | 3 50% | 14 48% |
| NOT ANSWERED | 1 | 17 | | | | | 1 | 1 | | | | | | | 1 | 1 | | 1 | |
| VALID CASES | 35 | 636 | | 2 | 9 | 7 | 17 | 27 | | | | 2 | 5 | 9 | 26 | 33 | 2 | 6 | 29 |
| NUMBER OF RESPONDENTS | 36 | 653 | | 2 | 9 | 7 | 18 | 28 | | | | 2 | 5 | 9 | 27 | 34 | 2 | 7 | 29 |
| | 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?

| | COPA TOT CHLD | OHP TOT CHLD | AGE | | | | | RACE | | | | | | ETHNIC- ITY | | HEALTH STATUS | | CCC SCREENER | | |
|-----------------------|---------------------|--------------------|-----------|------------|------------|------------|-------------------|-------------|--------------------|------------|--------------|----------------------|------------|----------------|---------------------------|--|-------------|-----------------|-------------|------------|
| | | | <1 | 1-3 | 4-7 | 8-12 | 13 AND OVER | WHTE | BLCK OR AFR- | AS- IAN | NATV ILND | AMER IND/ ALSK | MUL- TI | HIS- IC | NOT HIS- PAN- IC | EX & VERY GOOD & FAIR & GOOD POOR | NO CCC | CCC | | |
| Q28 YES | 65 23% | 978 19% | 2 67%~ | 13 24% | 22 26% | 10 14%* | 18 24% | 51 25% | ~ | ~ | ~ | 1 33%~ | 4 36%~ | 4 14%~ | 12 16% | 50 24% | 57 22%~ | 5 36%~ | 28 14%* | 37 46%* |
| NO | 220 77% | 4103 81% | 1 33%~ | 41 76% | 62 74% | 60 86%* | 56 76% | 157 75% | 1 100% | 3 100% | 1 100% | 2 67%~ | 7 64%~ | 25 86%~ | 61 84% | 156 76% | 208 78%~ | 9 64%~ | 177 86%* | 43 54%* |
| NOT ANSWERED | 10 | 281 | | | 1 | 7 | 2 | 1 | | | | | | | 2 | | 2 | | 9 | 1 |
| VALID CASES | 285 | 5082 | 3 | 54 | 84 | 70 | 74 | 208 | 1 | 3 | 1 | 3 | 11 | 29 | 73 | 206 | 265 | 14 | 205 | 80 |
| NUMBER OF RESPONDENTS | 295 100% | 5363 100% | 3 100% | 54 100% | 85 100% | 77 100% | 76 100% | 209 100% | 1 100% | 3 100% | 1 100% | 3 100% | 11 100% | 29 100% | 75 100% | 206 100% | 267 100% | 14 100% | 214 100% | 81 100% |

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?

| | COPA TOT CHLD | OHP TOT CHLD | AGE | | | | | RACE | | | | | ETHNIC- ITY | | HEALTH STATUS | | CCC SCREENER | | |
|-----------------------|---------------------|--------------------|-------------|------------|------------|------------|-------------------|------------|--------------------|------------|--------------|----------------------|----------------|------------|---------------------------|-----------------------------------|-------------------|------------|------------|
| | | | <1 | 1-3 | 4-7 | 8-12 | 13 AND OVER | WHITE | BLCK OR AFR- | AS- IAN | NATV ILND | AMER IND/ ALSK | MUL- TI | HIS- IC | NOT HIS- PAN- IC | EX & VERY GOOD & GOOD | FAIR & POOR | NO CCC | CCC |
| Q29 #YES | 34 55% | 594 60% | 9 ~ 69%~ | 11 52%~ | 6 67%~ | 8 47%~ | 26 53%~ | ~ | ~ | ~ | ~ | 2 ~ 50%~ | 2 50%~ | 8 67%~ | 24 51%~ | 27 50%~ | 5 100%~ | 14 54%~ | 20 56%~ |
| NO | 28 45% | 403 40% | 2 100%~ | 4 31%~ | 10 48%~ | 3 33%~ | 9 53%~ | 23 47%~ | ~ | ~ | ~ | 2 ~ 50%~ | 2 50%~ | 4 33%~ | 23 49%~ | 27 50%~ | ~ | 12 46%~ | 16 44%~ |
| NOT ANSWERED | 3 | 32 | | | 1 | 1 | 1 | 2 | | | 1 | | | 3 | 3 | | | 2 | 1 |
| VALID CASES | 62 | 998 | 2 | 13 | 21 | 9 | 17 | 49 | | | | 4 | 4 | 12 | 47 | 54 | 5 | 26 | 36 |
| NUMBER OF RESPONDENTS | 65 100% | 1030 100% | 2 100% | 13 100% | 22 100% | 10 100% | 18 100% | 51 100% | | | 1 | 4 100% | 4 100% | 12 100% | 50 100% | 57 100% | 5 100% | 28 100% | 37 100% |

[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?

| | COPA TOT CHLD | OHP TOT CHLD | AGE | | | | | RACE | | | | | | ETHNIC- ITY | | HEALTH STATUS | | CCC SCREENER | | |
|-----------------------|---------------------|--------------------|------------|------------|------------|------------|-------------------|-------------|-------------------|------------|--------------|---------------------|------------|----------------|---------------------------|-----------------------------------|-------------------|-----------------|-------------|------------|
| | | | <1 | 1-3 | 4-7 | 8-12 | 13 AND OVER | WHT | BLK OR AFR- | AS- IAN | NATV ILND | AMER IND/ ALS | MUL- TI | HIS- IC | NOT HIS- PAN- IC | EX & VERY GOOD & FAIR | GOOD & POOR | NO CCC | CCC | |
| Q30 YES | 242 86% | 4410 88% | 3 100%~ | 49 92% | 77 94%* | 57 83% | 56 76%* | 180 87% | 1 100%~ | 1 33%~ | 2 ~100%~ | 10 91%~ | 21 78%~ | 57 79% | 179 88% | 226 87%~ | 11 79%~ | 168 83%* | 74 94%* | |
| NO | 39 14% | 622 12% | ~ | 4 8% | 5 6%* | 12 17% | 18 24%* | 27 13% | 2 ~ | 1 67%~ | 1 100%~ | 1 ~ | 6 9%~ | 24 22%~ | 15 21% | 24 12% | 35 13%~ | 3 21%~ | 34 17%* | 5 6%* |
| NOT ANSWERED | 14 | 331 | | 1 | 3 | 8 | 2 | 2 | | | 1 | | 2 | 3 | 3 | 6 | | 12 | 2 | |
| VALID CASES | 281 | 5032 | 3 | 53 | 82 | 69 | 74 | 207 | 1 | 3 | 1 | 2 | 11 | 27 | 72 | 203 | 261 | 14 | 202 | 79 |
| NUMBER OF RESPONDENTS | 295 100% | 5363 100% | 3 100% | 54 100% | 85 100% | 77 100% | 76 100% | 209 100% | 1 100% | 3 100% | 1 100% | 3 100% | 11 100% | 29 100% | 75 100% | 206 100% | 267 100% | 14 100% | 214 100% | 81 100% |

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

| | COPA TOT CHLD | OHP TOT CHLD | AGE | | | | | RACE | | | | | | ETHNIC- ITY | | HEALTH STATUS | | CCC SCREENER | | |
|-----------------------|---------------------|--------------------|-----------|------------|------------|-----------|-------------------|---------------------------|------------|-------|----------------------|---------------------|--------------|----------------|--------------------|---------------------------|-----------------------------------|-------------------|------------|------|
| | | | <1 | 1-3 | 4-7 | 8-12 | 13 AND OVER | BLCK OR AFR- WHT | AS- AMR | IAN | NATV HAW/ ILND | AMR IND/ ALSK | MUL- OTHR | TI | HIS- PAN- IC | NOT HIS- PAN- IC | EX & VERY GOOD & GOOD | FAIR & POOR | NO CCC | CCC |
| Q31 NONE | 83 36% | 1163 27%* | ~ 18% | 27 37% | 26 47%* | 21 40% | 60 34% | ~ | ~ | ~ 50% | 1 38% | 3 33% | 7 33% | 25 47% | 57 33% | 77 35% | 5 45% | 70 44%* | 13 18%* | |
| 1 TIME | 66 28% | 1470 34%* | ~ 37% | 21 29% | 13 24% | 14 27% | 51 29% | ~ | ~ | ~ 50% | 1 25% | 2 33% | 7 33% | 10 19% | 54 31% | 64 29% | 1 9% | 49 31% | 17 24% | |
| 2 | 52 22% | 817 19% | 2 67%~ | 15 31%~ | 11 15%* | 12 22% | 12 23% | 42 24% | 1 100%~ | ~ | ~ | 3 38% | 4 19% | 11 21% | 41 24% | 50 23%~ | 2 18%~ | 28 18%* | 24 33%* | |
| 3 | 18 8% | 450 11% | 1 33%~ | 3 6%~ | 7 10% | 3 5% | 4 8% | 11 6% | ~ | ~ | ~ | ~ | 3 14%~ | 6 11% | 11 6% | 15 7%~ | 2 18%~ | 7 4%* | 11 15%* | |
| 4 | 4 2% | 180 4%* | ~ 2% | 2 3% | ~ | 1 2% | 3 2% | ~ | 1 100%~ | ~ | ~ | ~ | ~ | ~ | 4 2%* | 4 2%~ | ~ | 1 0.6% | 3 4% | |
| 5 TO 9 | 9 4% | 146 3% | ~ 6% | 5 7% | 1 2% | ~ | 8 5% | ~ | ~ | ~ | ~ | ~ | ~ | 1 2% | 7 4% | 7 3%~ | 1 9%~ | 5 3% | 4 6% | |
| 10 OR MORE TIMES | 40 0.9%~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | |
| NOT ANSWERED | 10 | 203 | | 4 | 2 | 4 | 5 | | | | | 2 | | 4 | 5 | 9 | | 8 | 2 | |
| VALID CASES | 232 | 4266 | 3 | 49 | 73 | 55 | 52 | 175 | 1 | 1 | | 2 | 8 | 21 | 53 | 174 | 217 | 11 | 160 | 72 |
| NUMBER OF RESPONDENTS | 242 | 4469 | 3 | 49 | 77 | 57 | 56 | 180 | 1 | 1 | | 2 | 10 | 21 | 57 | 179 | 226 | 11 | 168 | 74 |
| | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |

[ASKED IF Q30 = YES]

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

| | COPA TOT CHLD | OHP TOT CHLD | AGE | | | | | RACE | | | | | ETHNICITY | | HEALTH STATUS | | CCC SCREENER | | | |
|--------------------------|---------------|--------------|------|----------|-----------|------------|-------------|-----------|--------------|-----------|-----------|----------------|-----------|------------|------------------|-----------------------|--------------|----------|-----------|-----------|
| | | | <1 | 1-3 | 4-7 | 8-12 | 13 AND OVER | WHTE | BLCK OR AFR- | AS- IAN | NATV ILND | AMER IND/ ALSK | MUL- TI | HIS- IC | NOT HIS- PAN- IC | EX & VERY GOOD & FAIR | GOOD & POOR | NO CCC | CCC | |
| Q31A ALWAYS | 2 1% | 82 3% | ~ | 1 3% | 1 2% | ~ | 2 2% | ~ | ~ | ~ | ~ | ~ | 1 4% | 1 0.9% | ~ | 2 33% | 2 2% | ~ | | |
| USUALLY | 2 1% | 49 2% | ~ | ~ | 1 2% | ~ | 1 3% | 2 2% | ~ | ~ | ~ | ~ | 1 4% | 1 0.9% | ~ | 2 1% | 1 1% | 1 2% | | |
| SOMETIMES | 8 5% | 229 8% | ~ | 2 5% | 4 9% | ~ | 2 6% | 5 4% | ~ | ~ | ~ | 1 20% | 3 11% | 5 4% | ~ | 7 5% | 1 17% | 4 4% | 4 7% | |
| NEVER | 136 92% | 2671 88% | 100% | 3 93% | 37 87% | 39 100% | 29 90% | 28 92% | 1 100% | 1 100% | ~ | 1 100% | 4 80% | 14 100% | 22 81% | 110 94% | 130 94% | 3 50% | 83 92% | 53 91% |
| #NEVER + SOMETIMES (NET) | 144 97% | 2900 96% | 100% | 3 98% | 39 96% | 43 100% | 29 97% | 30 96% | 1 100% | 1 100% | ~ | 1 100% | 5 100% | 14 100% | 25 93% | 115 98% | 137 99% | 4 67% | 87 97% | 57 98% |
| TOP BOX SCORE | 136 92% | 2671 88% | 100% | 3 93% | 37 87% | 39 100% | 29 90% | 28 92% | 1 100% | 1 100% | ~ | 1 100% | 4 80% | 14 100% | 22 81% | 110 94% | 130 94% | 3 50% | 83 92% | 53 91% |
| NOT ANSWERED | 1 | 30 | | | 1 | | | 1 | | | | | 1 | | | 1 | | | 1 | |
| VALID CASES | 148 | 3030 | 3 | 40 | 45 | 29 | 31 | 114 | 1 | 1 | | 1 | 5 | 14 | 27 | 117 | 139 | 6 | 90 | 58 |
| NUMBER OF RESPONDENTS | 149 | 3060 | 3 | 40 | 46 | 29 | 31 | 115 | 1 | 1 | | 1 | 5 | 14 | 28 | 117 | 140 | 6 | 90 | 59 |
| | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |

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

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

| | | | AGE | | | | | RACE | | | | | ETHNICITY | | HEALTH STATUS | | CCC SCREENER | | | |
|-------------------------|---------------|--------------|------------|-------------|------------|------------|-------------|--------------|------------|---------------|----------------|------------|------------|------------------|-----------------------|-------------|--------------|------------|------------|-----------|
| | COPA TOT CHLD | OHP TOT CHLD | <1 | 1-3 | 4-7 | 8-12 | 13 AND OVER | BLCK OR AFR- | AS- IAN | NATV HAW/ PAC | AMER IND/ ALSK | MUL- TI | HIS- IC | NOT HIS- PAN- IC | EX & VERY GOOD & FAIR | GOOD & POOR | NO CCC | CCC | | |
| Q32 NEVER | 2 1% | 80 3% | ~ | ~ | 2%~ | 3%~ | ~ | 0.9%~ | ~ | ~ | ~ | ~ | ~ | ~ | 0.9%~ | ~ | 17%~ | 2%~ | ~ | |
| SOMETIMES | 7 5% | 145 5% | ~ | ~ | 4%~ | 7%~ | 10%~ | 4%~ | ~ | ~ | ~ | ~ | 7%~ | 4%~ | 4%~ | 5%~ | ~ | 2%~ | 8% | |
| USUALLY | 33 22% | 478 16% | 1 33%~ | 9 23%~ | 16 35%~ | 2 7%~ | 5 16%~ | 23 20%~ | ~ | ~ | 1 ~100%~ | 3 60%~ | 4 29%~ | 7 25%~ | 25 21%~ | 31 22%~ | 1 17%~ | 22 24%~ | 11 19% | |
| ALWAYS | 107 72% | 2312 77% | 2 67%~ | 31 78%~ | 27 59%~ | 24 83%~ | 23 74%~ | 86 75%~ | 1 100%~ | 1 100%~ | ~ | ~ | 2 40%~ | 9 64%~ | 20 71%~ | 86 74%~ | 102 73%~ | 4 67%~ | 64 71%~ | 43 73% |
| #ALWAYS + USUALLY (NET) | 140 94% | 2790 93% | 3 100%~ | 40 100%~ | 43 93%~ | 26 90%~ | 28 90%~ | 109 95%~ | 1 100%~ | 1 100%~ | 1 ~100%~ | 5 100%~ | 13 93%~ | 27 96%~ | 111 95%~ | 133 95%~ | 5 83%~ | 86 96%~ | 54 92% | |
| TOP BOX SCORE | 107 72% | 2312 77% | 2 67%~ | 31 78%~ | 27 59%~ | 24 83%~ | 23 74%~ | 86 75%~ | 1 100%~ | 1 100%~ | ~ | ~ | 2 40%~ | 9 64%~ | 20 71%~ | 86 74%~ | 102 73%~ | 4 67%~ | 64 71%~ | 43 73% |
| NOT ANSWERED | | 44 | | | | | | | | | | | | | | | | | | |
| VALID CASES | 149 | 3016 | 3 | 40 | 46 | 29 | 31 | 115 | 1 | 1 | 1 | 5 | 14 | 28 | 117 | 140 | 6 | 90 | 59 | |
| NUMBER OF RESPONDENTS | 149 | 3060 | 3 | 40 | 46 | 29 | 31 | 115 | 1 | 1 | 1 | 5 | 14 | 28 | 117 | 140 | 6 | 90 | 59 | |
| | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | |

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

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

| | | | AGE | | | | | RACE | | | | | ETHNICITY | | HEALTH STATUS | | CCC SCREENER | | | | | |
|-------------------------|---------------|--------------|------|------|----------|-----------|-------------|------------------|-----------|--------------------|----------------|-----------|-----------|--------------|------------------|------------------------------|--------------|------------|------------|----------|-----------|-----------|
| | COPA TOT CHLD | OHP TOT CHLD | <1 | 1-3 | 4-7 | 8-12 | 13 AND OVER | BLCK OR AFR- WHT | AS- IAN | NATV HAW/ PAC ILND | AMER IND/ ALSK | OTHR | MUL- TI | HIS- PAN- IC | NOT HIS- PAN- IC | EX & VERY GOOD & FAIR & POOR | NO CCC | CCC | | | | |
| Q33 NEVER | 4 3% | 40 1% | ~ | ~ | 2 4% | 1 3% | 1 3% | 3 3% | ~ | ~ | ~ | ~ | ~ | ~ | 3 3% | 2 1% | 1 17% | 2 2% | 2 3% | | | |
| SOMETIMES | 15 10% | 145 5%* | ~ | 10% | 4 9% | 3 10% | 4 13% | 11 10% | ~ | ~ | ~ | 1 100% | 1 20% | 1 7% | 3 11% | 11 9% | 14 10% | 1 17% | 7 8% | 8 14% | | |
| USUALLY | 19 13% | 494 16% | ~ | 10% | 4 22% | 10 3% | 4 13% | 14 12% | ~ | ~ | ~ | ~ | 1 20% | 3 21% | 3 11% | 16 14% | 18 13% | 1 17% | 14 16% | 5 8% | | |
| ALWAYS | 110 74% | 2341 77% | 100% | 80% | 3 65% | 32 83% | 30 83% | 24 70% | 21 70% | 86 75% | 1 100% | 1 100% | ~ | ~ | 3 60% | 10 71% | 22 79% | 86 74% | 105 76% | 3 50% | 66 74% | 44 75% |
| #ALWAYS + USUALLY (NET) | 129 87% | 2835 94%* | 100% | 90% | 3 87% | 36 86% | 40 86% | 25 83% | 25 83% | 100 88% | 1 100% | 1 100% | ~ | ~ | 4 80% | 13 93% | 25 89% | 102 88% | 123 88% | 4 67% | 80 90% | 49 83% |
| TOP BOX SCORE | 110 74% | 2341 77% | 100% | 80% | 3 65% | 32 83% | 30 83% | 24 70% | 21 70% | 86 75% | 1 100% | 1 100% | ~ | ~ | 3 60% | 10 71% | 22 79% | 86 74% | 105 76% | 3 50% | 66 74% | 44 75% |
| NOT ANSWERED | 1 | 39 | | | | | 1 | 1 | | | | | | | 1 | 1 | | 1 | | 1 | | |
| VALID CASES | 148 | 3021 | 3 | 40 | 46 | 29 | 30 | 114 | 1 | 1 | | 1 | 5 | 14 | 28 | 116 | 139 | 6 | 89 | 59 | | |
| NUMBER OF RESPONDENTS | 149 | 3060 | 3 | 40 | 46 | 29 | 31 | 115 | 1 | 1 | | 1 | 5 | 14 | 28 | 117 | 140 | 6 | 90 | 59 | | |
| | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | |

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

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

| | | | AGE | | | | | RACE | | | | | ETHNICITY | | HEALTH STATUS | | CCC SCREENER | | | |
|-------------------------|---------------|--------------|-----------|-----------|-----------|-----------|-------------|------------|-----------|-----------|---------------|----------------|-----------|-----------|---------------|------------------|------------------------------|----------|-----------|-----------|
| | COPA TOT CHLD | OHP TOT CHLD | <1 | 1-3 | 4-7 | 8-12 | 13 AND OVER | BLK OR WHT | AFR- AMER | AS- IAN | NATV HAW/ PAC | AMER IND/ ALSK | MUL- OTHR | TI | HIS- PAN- IC | NOT HIS- PAN- IC | EX & VERY GOOD & FAIR & POOR | NO CCC | CCC | |
| Q34 NEVER | 4 3% | 28 0.9% | ~ | ~ | 2 4% | 1 3% | 1 3% | 3 3% | ~ | ~ | ~ | ~ | ~ | ~ | ~ | 3 3% | 2 1% | 1 17% | 2 2% | 2 3% |
| SOMETIMES | 10 7% | 114 4% | ~ | 2 5% | 3 7% | 2 7% | 3 10% | 7 6% | ~ | ~ | ~100% | 1 20% | 1 7% | 1 7% | 1 4% | 9 8% | 10 7% | ~ | 3 3% | 7 12% |
| USUALLY | 19 13% | 407 14% | 1 33% | 4 10% | 9 20% | 1 3% | 4 13% | 12 11% | ~ | ~ | ~ | ~ | 1 20% | 4 29% | 4 14% | 14 12% | 16 12% | 2 33% | 14 16% | 5 8% |
| ALWAYS | 115 78% | 2460 82% | 2 67% | 34 85% | 32 70% | 25 86% | 22 73% | 92 81% | 1 100% | 1 100% | ~ | ~ | 3 60% | 9 64% | 23 82% | 90 78% | 111 80% | 3 50% | 70 79% | 45 76% |
| #ALWAYS + USUALLY (NET) | 134 91% | 2867 95% | 3 100% | 38 95% | 41 89% | 26 90% | 26 87% | 104 91% | 1 100% | 1 100% | ~ | ~ | 4 80% | 13 93% | 27 96% | 104 90% | 127 91% | 5 83% | 84 94% | 50 85% |
| TOP BOX SCORE | 115 78% | 2460 82% | 2 67% | 34 85% | 32 70% | 25 86% | 22 73% | 92 81% | 1 100% | 1 100% | ~ | ~ | 3 60% | 9 64% | 23 82% | 90 78% | 111 80% | 3 50% | 70 79% | 45 76% |
| NOT ANSWERED | 1 | 51 | | | | | 1 | 1 | | | | | | | 1 | 1 | | 1 | | |
| VALID CASES | 148 | 3009 | 3 | 40 | 46 | 29 | 30 | 114 | 1 | 1 | | 1 | 5 | 14 | 28 | 116 | 139 | 6 | 89 | 59 |
| NUMBER OF RESPONDENTS | 149 | 3060 | 3 | 40 | 46 | 29 | 31 | 115 | 1 | 1 | | 1 | 5 | 14 | 28 | 117 | 140 | 6 | 90 | 59 |
| | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |

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

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

| | | | AGE | | | | | RACE | | | | | ETHNICITY | | HEALTH STATUS | | CCC SCREENER | | | |
|-----------------------|---------------|--------------|-------|------|------|------|-------------|------------------|-------------|----------------|----------------|-----------|-----------|------------|---------------|------------------------------|--------------|-----------|-----------|-----------|
| | COPA TOT CHLD | OHP TOT CHLD | <1 | 1-3 | 4-7 | 8-12 | 13 AND OVER | BLCK OR AFR- WHT | AS- IAN | NATV HAW/ ILND | AMER IND/ ALSK | MUL- OTHR | TI | HIS- IC | NOT HIS- IC | EX & VERY GOOD & FAIR & POOR | NO CCC | CCC | | |
| Q35 YES | 86 58% | 2050 69%* | ~ | 15%~ | 54%~ | 90%~ | 94%~ | 67 58%~ | 1 100%~ | ~ | ~ | ~ | 3 60%~ | 7 50%~ | 12 43%~ | 71 61%~ | 80 57%~ | 4 67%~ | 47 52% | 39 66% |
| NO | 63 42% | 942 31%* | 100%~ | 85%~ | 46%~ | 10%~ | 6%~ | 48 42%~ | 1 ~100%~ | 1 ~100%~ | 1 ~100%~ | 2 40%~ | 7 50%~ | 16 57%~ | 46 39%~ | 60 43%~ | 2 33%~ | 43 48% | 20 34% | |
| NOT ANSWERED | | 67 | | | | | | | | | | | | | | | | | | |
| VALID CASES | 149 | 2993 | 3 | 40 | 46 | 29 | 31 | 115 | 1 | 1 | 1 | 5 | 14 | 28 | 117 | 140 | 6 | 90 | 59 | |
| NUMBER OF RESPONDENTS | 149 | 3060 | 3 | 40 | 46 | 29 | 31 | 115 | 1 | 1 | 1 | 5 | 14 | 28 | 117 | 140 | 6 | 90 | 59 | |
| | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | |

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

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

| | | | AGE | | | | | RACE | | | | | ETHNICITY | | HEALTH STATUS | | CCC SCREENER | | | |
|-------------------------|---------------|--------------|-----|------|----------|-----------|-------------|-----------|--------------|-----------|----------------|----------------|-----------|-----------|------------------|-----------------------|--------------|-----------|-----------|-----------|
| | COPA TOT CHLD | OHP TOT CHLD | <1 | 1-3 | 4-7 | 8-12 | 13 AND OVER | WHTE | BLCK OR AFR- | AS- IAN | NATV HAW/ ILND | AMER IND/ ALSK | MUL- TI | HIS- IC | NOT HIS- PAN- IC | EX & VERY GOOD & FAIR | GOOD & POOR | NO CCC | CCC | |
| Q36 NEVER | 3 3% | 19 1% | ~ | ~ | 1 4% | 1 4% | 1 3% | 2 3% | ~ | ~ | ~ | ~ | ~ | ~ | 2 3% | 1 1% | 1 25% | 2 4% | 1 3% | |
| SOMETIMES | 6 7% | 119 6% | ~ | ~ | 3 12% | 1 4% | 2 7% | 5 7% | ~ | ~ | ~ | ~ | ~ | ~ | 5 7% | 6 8% | ~ | 4 9% | 2 5% | |
| USUALLY | 19 22% | 466 23% | ~ | ~ | 9 36% | 6 23% | 4 14% | 15 22% | ~ | ~ | ~ | ~ | 1 33% | 2 29% | 1 8% | 17 24% | 1 21% | 10 25% | 19 19% | 10 26% |
| ALWAYS | 58 67% | 1408 70% | ~ | 100% | 6 48% | 12 69% | 18 76% | 22 67% | 45 67% | 1 100% | ~ | ~ | 2 67% | 5 71% | 11 92% | 47 66% | 56 70% | 2 50% | 32 68% | 26 67% |
| #ALWAYS + USUALLY (NET) | 77 90% | 1874 93% | ~ | 100% | 6 84% | 21 92% | 24 90% | 26 90% | 60 90% | 1 100% | ~ | ~ | 3 100% | 7 100% | 12 100% | 64 90% | 73 91% | 3 75% | 41 87% | 36 92% |
| TOP BOX SCORE | 58 67% | 1408 70% | ~ | 100% | 6 48% | 12 69% | 18 76% | 22 67% | 45 67% | 1 100% | ~ | ~ | 2 67% | 5 71% | 11 92% | 47 66% | 56 70% | 2 50% | 32 68% | 26 67% |
| NOT ANSWERED | | 36 | | | | | | | | | | | | | | | | | | |
| VALID CASES | 86 | 2013 | | | 6 | 25 | 26 | 29 | 67 | 1 | | | 3 | 7 | 12 | 71 | 80 | 4 | 47 | 39 |
| NUMBER OF RESPONDENTS | 86 | 2049 | | | 6 | 25 | 26 | 29 | 67 | 1 | | | 3 | 7 | 12 | 71 | 80 | 4 | 47 | 39 |
| | 100% | 100% | | | 100% | 100% | 100% | 100% | 100% | 100% | | | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |

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

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

| | | | AGE | | | | | RACE | | | | | ETHNICITY | | HEALTH STATUS | | CCC SCREENER | | | |
|-------------------------|---------------|--------------|------------|------------|------------|------------|-------------|------------------|------------|--------------------|----------------|------------|------------|--------------|------------------|-----------------------|--------------|------------|------------|-----------|
| | COPA TOT CHLD | OHP TOT CHLD | <1 | 1-3 | 4-7 | 8-12 | 13 AND OVER | BLCK OR AFR- WHT | AS- IAN | NATV HAW/ PAC ILND | AMER IND/ ALSK | OTHR | MUL- TI | HIS- PAN- IC | NOT HIS- PAN- IC | EX & VERY GOOD & FAIR | GOOD & POOR | NO CCC | CCC | |
| Q37 NEVER | 9 6% | 89 3% | ~ | 3%~ | 4 9%~ | 1 3%~ | 3 10%~ | 7 6%~ | ~ | ~ | ~ | ~ | ~ | 2 7%~ | 6 5%~ | 7 5%~ | 1 17%~ | 4 4% | 5 8% | |
| SOMETIMES | 12 8% | 318 11% | ~ | 10%~ | 4 13%~ | 1 3%~ | 1 3%~ | 8 7%~ | ~ | ~ | ~ | 1 20%~ | 2 14%~ | 3 11%~ | 9 8%~ | 12 9%~ | ~ | 8 9% | 4 7% | |
| USUALLY | 35 23% | 708 24% | 1 33%~ | 4 10%~ | 13 28%~ | 7 24%~ | 10 32%~ | 26 23%~ | ~ | ~ | 1 100%~ | 3 60%~ | 2 14%~ | 8 29%~ | 26 22%~ | 31 22%~ | 3 50%~ | 22 24% | 13 22% | |
| ALWAYS | 93 62% | 1876 63% | 2 67%~ | 31 78%~ | 23 50%~ | 20 69%~ | 17 55%~ | 74 64%~ | 1 100%~ | 1 100%~ | ~ | 1 20%~ | 10 71%~ | 15 54%~ | 76 65%~ | 90 64%~ | 2 33%~ | 56 62% | 37 63% | |
| #ALWAYS + USUALLY (NET) | 128 86% | 2584 86% | 3 100%~ | 35 87%~ | 36 78%~ | 27 93%~ | 27 87%~ | 100 87%~ | 1 100%~ | 1 100%~ | ~ | 1 100%~ | 4 80%~ | 12 86%~ | 23 82%~ | 102 87%~ | 121 86%~ | 5 83%~ | 78 87% | 50 85% |
| TOP BOX SCORE | 93 62% | 1876 63% | 2 67%~ | 31 78%~ | 23 50%~ | 20 69%~ | 17 55%~ | 74 64%~ | 1 100%~ | 1 100%~ | ~ | 1 20%~ | 10 71%~ | 15 54%~ | 76 65%~ | 90 64%~ | 2 33%~ | 56 62% | 37 63% | |
| NOT ANSWERED | | 70 | | | | | | | | | | | | | | | | | | |
| VALID CASES | 149 | 2990 | 3 | 40 | 46 | 29 | 31 | 115 | 1 | 1 | 1 | 5 | 14 | 28 | 117 | 140 | 6 | 90 | 59 | |
| NUMBER OF RESPONDENTS | 149 100% | 3060 100% | 3 100% | 40 100% | 46 100% | 29 100% | 31 100% | 115 100% | 1 100% | 1 100% | ~ | 5 100% | 14 100% | 28 100% | 117 100% | 140 100% | 6 100% | 90 100% | 59 100% | |

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

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

| | | | AGE | | | | | RACE | | | | | ETHNICITY | | HEALTH STATUS | | CCC SCREENER | | | |
|-----------------------|---------------|--------------|-----------|-----------|-----------|-----------|-------------|-----------|--------------|-----------|---------------|----------------|-----------|------------|---------------|------------------|------------------------------|----------|-----------|-----------|
| | COPA TOT CHLD | OHP TOT CHLD | <1 | 1-3 | 4-7 | 8-12 | 13 AND OVER | WHTA | 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 | |
| Q38 #YES | 123 83% | 2520 84% | 3 100% | 33 83% | 41 89% | 24 83% | 22 73% | 92 81% | 1 100% | 1 100% | | 1 100% | 5 100% | 14 100% | 24 86% | 96 83% | 117 84% | 4 67% | 75 84% | 48 81% |
| NO | 25 17% | 484 16% | | 7 ~18% | 5 11% | 5 17% | 8 27% | 22 19% | | | | | | | 4 14% | 20 17% | 22 16% | 2 33% | 14 16% | 11 19% |
| NOT ANSWERED | 1 | 56 | | | | | 1 | 1 | | | | | | | 1 | | 1 | | 1 | |
| VALID CASES | 148 | 3004 | 3 | 40 | 46 | 29 | 30 | 114 | 1 | 1 | | 1 | 5 | 14 | 28 | 116 | 139 | 6 | 89 | 59 |
| NUMBER OF RESPONDENTS | 149 | 3060 | 3 | 40 | 46 | 29 | 31 | 115 | 1 | 1 | | 1 | 5 | 14 | 28 | 117 | 140 | 6 | 90 | 59 |
| | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |

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

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

| | COPA TOT CHLD | OHP TOT CHLD | AGE | | | | | RACE | | | | | ETHNIC- ITY | | HEALTH STATUS | | CCC SCREENER | | | |
|-----------------------|---------------------|--------------------|------------|-------------|------------|------------|-------------------|------------|-------------------|-------------|--------------|---------------------|----------------|-------------|---------------------------|-----------------------------------|-------------------|-----------|------------|------------|
| | | | <1 | 1-3 | 4-7 | 8-12 | 13 AND OVER | WHT | BLK OR AFR- | AS- IAN | NATV ILND | AMER IND/ ALS | MUL- TI | HIS- IC | NOT HIS- PAN- IC | EX & VERY GOOD & GOOD | FAIR & POOR | NO CCC | CCC | |
| Q39 YES | 72 49% | 1156 39%* | 3 100%~ | 21 54%~ | 23 50%~ | 12 41%~ | 13 42%~ | 55 48%~ | 1 100%~ | | | 1 ~100%~ | 5 100%~ | 4 29%~ | 14 52%~ | 56 48%~ | 65 47%~ | 5 83%~ | 37 42%* | 35 59%* |
| NO | 76 51% | 1846 61%* | | 18 ~46%~ | 23 50%~ | 17 59%~ | 18 58%~ | 59 52%~ | | 1 ~100%~ | | | | 10 ~71%~ | 13 48%~ | 61 52%~ | 74 53%~ | 1 17%~ | 52 58%* | 24 41%* |
| NOT ANSWERED | 1 | 59 | | 1 | | | | 1 | | | | | | 1 | | | 1 | | 1 | |
| VALID CASES | 148 | 3001 | 3 | 39 | 46 | 29 | 31 | 114 | 1 | 1 | | 1 | 5 | 14 | 27 | 117 | 139 | 6 | 89 | 59 |
| NUMBER OF RESPONDENTS | 149 | 3060 | 3 | 40 | 46 | 29 | 31 | 115 | 1 | 1 | | 1 | 5 | 14 | 28 | 117 | 140 | 6 | 90 | 59 |
| | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |

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

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

| | | | AGE | | | | | RACE | | | | | ETHNICITY | | HEALTH STATUS | | CCC SCREENER | | |
|-------------------------|---------------|--------------|----------|-----------|-----------|----------|-------------|--------------|-----------|---------------|----------------|----------|-----------|------------------|-----------------------|-------------|--------------|-----------|-----------|
| | COPA TOT CHLD | OHP TOT CHLD | <1 | 1-3 | 4-7 | 8-12 | 13 AND OVER | BLCK OR AFR- | AS- IAN | NATV HAW/ PAC | AMER IND/ ALSK | MUL- TI | HIS- IC | NOT HIS- PAN- IC | EX & VERY GOOD & FAIR | GOOD & POOR | NO CCC | CCC | |
| Q40 NEVER | 10 14% | 80 7% | 1 33% | 2 10% | 4 17% | 2 17% | 1 8% | 7 13% | ~ | ~ | ~ | ~ | 1 25% | 8 14% | 8 12% | ~ | 5 14% | 5 14% | |
| SOMETIMES | 10 14% | 163 14% | ~ | 3 14% | 4 17% | 1 8% | 2 15% | 7 13% | ~ | ~ | 1 100% | 2 40% | 2 14% | 8 14% | 9 14% | 1 20% | 6 16% | 4 11% | |
| USUALLY | 15 21% | 320 28% | ~ | 3 14% | 7 30% | 2 17% | 3 23% | 12 22% | ~ | ~ | ~ | 1 20% | 1 25% | 5 36% | 10 18% | 2 20% | 7 19% | 8 23% | |
| ALWAYS | 37 51% | 595 51% | 2 67% | 13 62% | 8 35% | 7 58% | 7 54% | 29 53% | 1 100% | ~ | ~ | 2 40% | 2 50% | 7 50% | 30 54% | 35 54% | 2 40% | 19 51% | 18 51% |
| #ALWAYS + USUALLY (NET) | 52 72% | 915 79% | 2 67% | 16 76% | 15 65% | 9 75% | 10 77% | 41 75% | 1 100% | ~ | ~ | 3 60% | 3 75% | 12 86% | 40 71% | 48 74% | 4 80% | 26 70% | 26 74% |
| TOP BOX SCORE | 37 51% | 595 51% | 2 67% | 13 62% | 8 35% | 7 58% | 7 54% | 29 53% | 1 100% | ~ | ~ | 2 40% | 2 50% | 7 50% | 30 54% | 35 54% | 2 40% | 19 51% | 18 51% |
| NOT ANSWERED | 33 | | | | | | | | | | | | | | | | | | |
| VALID CASES | 72 | 1158 | 3 | 21 | 23 | 12 | 13 | 55 | 1 | | 1 | 5 | 4 | 14 | 56 | 65 | 5 | 37 | 35 |
| NUMBER OF RESPONDENTS | 72 | 1191 | 3 | 21 | 23 | 12 | 13 | 55 | 1 | | 1 | 5 | 4 | 14 | 56 | 65 | 5 | 37 | 35 |
| | 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?

| | | | AGE | | | | | RACE | | | | | ETHNICITY | | HEALTH STATUS | | CCC SCREENER | | | | |
|------------------------------------|---------------|--------------|----------|-----------|-----------|-----------|-------------|--------------|-----------|---------------|----------------|-----------|-----------|--------------|------------------|------------------|--------------|-----------|-----------|------------|-----------|
| | COPA TOT CHLD | OHP TOT CHLD | <1 | 1-3 | 4-7 | 8-12 | 13 AND OVER | BLCK OR AFR- | AS- IAN | NATV HAW/ PAC | AMER IND/ ALSK | MUL- OTHR | TI | HIS- PAN- IC | NOT HIS- PAN- IC | EX & VERY GOOD & | FAIR & POOR | NO CCC | CCC | | |
| Q41 WORST PERSONAL DOCTOR POSSIBLE | 2 0.9% | 9 0.2% | ~ | ~ | 2 3% | ~ | ~ | 2 1% | ~ | ~ | ~ | ~ | ~ | ~ | 2 1% | 1 0.5% | 1 10% | 1 0.6% | 1 1% | | |
| 01 | 3 1% | 6 0.1% | ~ | ~ | 1 1% | 1 2% | 1 2% | 2 1% | ~ | ~ | ~ | ~ | ~ | ~ | 2 1% | 2 0.9% | ~ | ~ | 1 0.6% | 2 3% | |
| 02 | | 7 0.2% | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | |
| 03 | 1 0.4% | 14 0.3% | ~ | ~ | ~ | 1 2% | ~ | 1 0.6% | ~ | ~ | ~ | ~ | ~ | ~ | 1 0.6% | 1 0.5% | ~ | ~ | 1 0.6% | ~ | |
| 04 | 3 1% | 45 1% | ~ | 2 4% | ~ | 1 2% | ~ | 2 1% | ~ | ~ | ~ | ~ | 1 5% | ~ | 3 2% | 3 1% | ~ | ~ | 2 1% | 1 1% | |
| 05 | 9 4% | 127 3% | ~ | 4 8% | 2 3% | 2 4% | 1 2% | 6 3% | ~ | ~ | ~ | 1 13% | 1 5% | 2 4% | 7 4% | 9 4% | ~ | ~ | 8 5% | 1 1% | |
| 06 | 8 3% | 112 3% | 1 33% | 1 2% | 1 1% | 2 4% | 3 6% | 6 3% | ~ | ~ | ~ | ~ | 1 5% | 1 2% | 6 3% | 7 3% | ~ | ~ | 5 3% | 3 4% | |
| 07 | 19 8% | 293 7% | ~ | 1 2% | 7 10% | 4 7% | 7 13% | 15 9% | ~ | ~ | ~ | ~ | 1 13% | 1 5% | 6 11% | 12 7% | 3 30% | ~ | 13 8% | 6 8% | |
| 08 | 48 21% | 690 16% | 1 33% | 9 19% | 18 25% | 9 16% | 11 21% | 36 21% | ~ | ~ | ~ | 1 50% | 2 25% | 5 24% | 8 15% | 40 23% | 48 22% | ~ | 38 24% | 10 14% | |
| 09 | 30 13% | 810 19% | ~ | 7 15% | 8 11% | 7 13% | 8 15% | 22 13% | 1 100% | ~ | ~ | ~ | 1 13% | 6 29% | 4 8% | 26 15% | 29 13% | 1 10% | 18 11% | 12 17% | |
| BEST PERSONAL DOCTOR POSSIBLE | 108 47% | 2128 50% | 1 33% | 24 50% | 34 47% | 28 51% | 21 40% | 82 47% | 1 100% | ~ | ~ | ~ | 1 50% | 3 38% | 6 29% | 32 60% | 74 43% | 5 47% | 5 50% | 73 46% | 35 49% |
| #8-10 (NET) | 186 81% | 3628 86% | 2 67% | 40 83% | 60 82% | 44 80% | 40 77% | 140 80% | 1 100% | 1 100% | ~ | ~ | 2 100% | 6 75% | 17 81% | 44 83% | 140 81% | 6 82% | 6 60% | 129 81% | 57 80% |

Continued

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

| | | | AGE | | | | | RACE | | | | | ETHNICITY | | HEALTH STATUS | | CCC SCREENER | | | |
|-------------------------|---------------|--------------|-----------|------------|------------|------------|-------------|-------------|-----------|---------------|----------------|-----------|------------|------------------|------------------|-------------|--------------|------------|-------------|------------|
| | COPA TOT CHLD | OHP TOT CHLD | <1 | 1-3 | 4-7 | 8-12 | 13 AND OVER | BLK OR AFR- | AS- IAN | NATV HAW/ PAC | AMER IND/ ALSK | MUL- TI | HIS- IC | NOT HIS- PAN- IC | EX & VERY GOOD & | FAIR & POOR | NO CCC | CCC | | |
| 9-10 (NET) | 138 60% | 2937 69%* | 1 33%~ | 31 65%~ | 42 58% | 35 64% | 29 56% | 104 60% | 1 100% | 1 100% | 1 ~ 50%~ | 4 50%~ | 12 57%~ | 36 68% | 100 58% | 130 60%~ | 6 60%~ | 91 57% | 47 66% | |
| NOT ANSWERED | 11 | 228 | | 1 | 4 | 2 | 4 | 6 | | | | 2 | | 4 | 6 | 9 | 1 | 8 | 3 | |
| VALID CASES | 231 | 4241 | 3 | 48 | 73 | 55 | 52 | 174 | 1 | 1 | | 2 | 8 | 21 | 53 | 173 | 217 | 10 | 160 | 71 |
| NUMBER OF RESPONDENTS | 242 100% | 4469 100% | 3 100% | 49 100% | 77 100% | 57 100% | 56 100% | 180 100% | 1 100% | 1 100% | | 2 100% | 10 100% | 21 100% | 57 100% | 179 100% | 226 100% | 11 100% | 168 100% | 74 100% |
| MEAN | 8.56 | 8.89 | 8.00 | 8.67 | 8.52 | 8.60 | 8.52 | 8.56 | 10.0 | 9.00 | | 9.00 | 8.38 | 8.38 | 9.02 | 8.47 | 8.62 | 8.00 | 8.56 | 8.58 |
| p stat_(*=Sig @ p<=.05) | | .011* | ~ | ~ | .832 | .871 | .844 | 1.00 | ~ | ~ | ~ | ~ | ~ | ~ | .019* | .212 | ~ | ~ | .943 | .943 |

[ASKED IF Q30 = YES]

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

| | COPA TOT CHLD | OHP TOT CHLD | AGE | | | | | RACE | | | | | | ETHNIC- ITY | | HEALTH STATUS | | CCC SCREENER | | |
|-----------------------|---------------------|--------------------|------------|-------------|-----------|------------|-------------------|--------------------|-------------|----------------------|----------------------|------------|------------|----------------|---------------------------|-----------------------------------|-------------------|-----------------|------------|------|
| | | | <1 | 1-3 | 4-7 | 8-12 | 13 AND OVER | BLCK OR AFR- | AS- IAN | NATV HAW/ ILND | AMER IND/ ALSK | MUL- TI | OTH- | HIS- IC | NOT HIS- PAN- IC | EX & VERY GOOD & GOOD | FAIR & POOR | NO CCC | CCC | |
| Q42 YES | 63 28% | 1024 24% | 9 ~ 18% | 17 ~ 24% | 16 30% | 21 41%* | 51 29% | 1 100%~ | ~ | ~ | ~ | 2 33%~ | 7 33%~ | 7 14%* | 56 32%* | 60 28%~ | 3 30%~ | 9 6%* | 54 77%* | |
| NO | 166 72% | 3250 76% | 3 100%~ | 40 82%~ | 55 76% | 38 70% | 30 59%* | 124 71% | 1 ~100%~ | ~ | 2 ~100%~ | 4 67%~ | 14 67%~ | 44 86%* | 118 68%* | 156 72%~ | 7 70%~ | 150 94%* | 16 23%* | |
| NOT ANSWERED | 13 | 195 | | | 5 | 3 | 5 | 5 | | | | 4 | | 6 | 5 | 10 | 1 | 9 | 4 | |
| VALID CASES | 229 | 4274 | 3 | 49 | 72 | 54 | 51 | 175 | 1 | 1 | | 2 | 6 | 21 | 51 | 174 | 216 | 10 | 159 | 70 |
| NUMBER OF RESPONDENTS | 242 | 4469 | 3 | 49 | 77 | 57 | 56 | 180 | 1 | 1 | | 2 | 10 | 21 | 57 | 179 | 226 | 11 | 168 | 74 |
| | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |

[ASKED IF Q30 = YES]

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

| | | | AGE | | | | | RACE | | | | | ETHNICITY | | HEALTH STATUS | | CCC SCREENER | | |
|-----------------------|---------------|--------------|------------|-------------|-------------|-------------|-------------|-----------|--------------|----------|-----------|----------------|-----------|-----------|------------------|-----------------------|--------------|-----------|-----------|
| | COPA TOT CHLD | OHP TOT CHLD | <1 | 1-3 | 4-7 | 8-12 | 13 AND OVER | WHITE | BLCK OR AFR- | AMER IAN | NATV ILND | AMER IND/ ALSK | MUL- TI | HIS- IC | NOT HIS- PAN- IC | EX & VERY GOOD & FAIR | GOOD & POOR | NO CCC | CCC |
| Q43 #YES | 50 81% | 896 89% | 7 ~ 78% | 11 ~ 69% | 14 ~ 88% | 18 ~ 86% | 40 80% | 1 100% | ~ | ~ | ~ | 2 ~100% | 5 71% | 5 71% | 45 82% | 47 80% | 3 100% | 7 78% | 43 81% |
| NO | 12 19% | 110 11% | 2 ~ 22% | 5 ~ 31% | 2 ~ 13% | 3 ~ 14% | 10 20% | ~ | ~ | ~ | ~ | 2 ~ 29% | 2 29% | 10 18% | 12 20% | ~ | 2 ~ 22% | 10 19% | |
| NOT ANSWERED | 1 | 35 | | 1 | | | 1 | | | | | | | 1 | 1 | | | 1 | |
| VALID CASES | 62 | 1006 | 9 | 16 | 16 | 21 | 50 | 1 | | | | 2 | 7 | 7 | 55 | 59 | 3 | 9 | 53 |
| NUMBER OF RESPONDENTS | 63 | 1041 | 9 | 17 | 16 | 21 | 51 | 1 | | | | 2 | 7 | 7 | 56 | 60 | 3 | 9 | 54 |
| | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | | | | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |

[ASKED IF Q30 = YES AND Q42 = YES]

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

| | | | AGE | | | | | RACE | | | | | ETHNICITY | | HEALTH STATUS | | CCC SCREENER | | | |
|-----------------------|---------------|--------------|-------------|------------|------------|------------|-------------|------------|--------------|----------|-----------|----------------|-------------|-----------|------------------|-----------------------|--------------|------------|------------|------------|
| | COPA TOT CHLD | OHP TOT CHLD | <1 | 1-3 | 4-7 | 8-12 | 13 AND OVER | WHITE | BLCK OR AFR- | AMER IAN | NATV ILND | AMER IND/ ALSK | MUL- TI | HIS- IC | NOT HIS- PAN- IC | EX & VERY GOOD & FAIR | GOOD & POOR | NO CCC | CCC | |
| Q44 #YES | 48 79% | 836 84% | 7 ~ 78%~ | 11 69%~ | 14 88%~ | 16 80%~ | 38 78%~ | 1 100%~ | | | | | 2 ~100%~ | 5 71%~ | 5 71%~ | 43 80%~ | 45 78%~ | 3 100%~ | 7 78%~ | 41 79%~ |
| NO | 13 21% | 163 16% | 2 ~ 22%~ | 5 31%~ | 2 13%~ | 4 20%~ | 11 22%~ | | | | | | 2 ~ 29%~ | 2 29%~ | 11 20%~ | 13 22%~ | | 2 22%~ | 11 21%~ | |
| NOT ANSWERED | 2 | 41 | | 1 | | 1 | 2 | | | | | | | | 2 | 2 | | | 2 | |
| VALID CASES | 61 | 1000 | 9 | 16 | 16 | 20 | 49 | 1 | | | | | 2 | 7 | 7 | 54 | 58 | 3 | 9 | 52 |
| NUMBER OF RESPONDENTS | 63 | 1041 | 9 | 17 | 16 | 21 | 51 | 1 | | | | | 2 | 7 | 7 | 56 | 60 | 3 | 9 | 54 |
| | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | | | | | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |

[ASKED IF Q30 = YES AND Q42 = YES]

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

| | | | AGE | | | | | RACE | | | | | ETHNICITY | | HEALTH STATUS | | CCC SCREENER | | | |
|-----------------------|---------------|--------------|-----------|------------|------------|------------|-------------|-------------|-------------|------------|-----------|----------------|------------|------------|------------------|------------------------------|--------------|-------------|-------------|------------|
| | COPA TOT CHLD | OHP TOT CHLD | <1 | 1-3 | 4-7 | 8-12 | 13 AND OVER | WHT | BLK OR AFR- | AS- IAN | NATV ILND | AMER IND/ ALSK | MUL- TI | HIS- IC | NOT HIS- PAN- IC | EX & VERY GOOD & FAIR & POOR | NO CCC | CCC | | |
| Q45 YES | 40 14% | 774 15% | ~ | 19% | 13% | 11% | 15% | 33 16% | 1 100% | ~ | ~ | 33% 27% | 3 3% | 1 9% | 33 16% | 37 14% | 3 21% | 13 6%* | 27 33%* | |
| NO | 245 86% | 4257 85% | 100% | 81% | 87% | 89% | 85% | 176 84% | 3 ~100% | 1 ~100% | 2 67% | 8 73% | 28 97% | 68 91% | 173 84% | 230 86% | 11 79% | 191 94%* | 54 67%* | |
| NOT ANSWERED | 10 | 332 | | | 1 | 7 | 2 | | | | | | | | | | | 10 | | |
| VALID CASES | 285 | 5031 | 3 | 54 | 84 | 70 | 74 | 209 | 1 | 3 | 1 | 3 | 11 | 29 | 75 | 206 | 267 | 14 | 204 | 81 |
| NUMBER OF RESPONDENTS | 295 100% | 5363 100% | 3 100% | 54 100% | 85 100% | 77 100% | 76 100% | 209 100% | 1 100% | 3 100% | 1 100% | 3 100% | 11 100% | 29 100% | 75 100% | 206 100% | 267 100% | 14 100% | 214 100% | 81 100% |

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

| | | | AGE | | | | | RACE | | | | | | ETHNICITY | | HEALTH STATUS | | CCC SCREENER | | |
|-------------------------|---------------|--------------|-----|-------------|----------|----------|-------------|-------------|-----------|--------|---------------|----------------|----------|-----------|--------------|------------------|-----------------------|--------------|------------|-----------|
| | COPA TOT CHLD | OHP TOT CHLD | <1 | 1-3 | 4-7 | 8-12 | 13 AND OVER | BLCK OR WHT | AFR-AMER | AS-IAN | NATV HAW/ PAC | AMER IND/ ALSK | OTHR | MUL- TI | HIS- PAN- IC | NOT HIS- PAN- IC | EX & VERY GOOD & FAIR | POOR | NO CCC | CCC |
| Q46 NEVER | 1 3% | 73 10% | ~ | ~ | 1 9% | ~ | ~ | 1 3% | ~ | ~ | ~ | ~ | ~ | ~ | 1 14% | ~ | 1 3% | ~ | ~ | 1 4% |
| SOMETIMES | 3 8% | 115 16% | ~ | ~ | 2 18% | 1 13% | ~ | 1 3% | ~ | ~ | ~ | ~ | 1 33% | 1 100% | ~ | 3 9% | 3 8% | ~ | ~ | 3 11% |
| USUALLY | 15 38% | 209 28% | ~ | 3 30% | 3 27% | 3 38% | 6 55% | 14 42% | 1 100% | ~ | ~ | ~ | ~ | ~ | 3 43% | 12 36% | 13 35% | 2 67% | 5 38% | 10 37% |
| ALWAYS | 21 53% | 340 46% | ~ | 7 70% | 5 45% | 4 50% | 5 45% | 17 52% | 1 ~ | ~ | ~ | 1 ~100% | 2 67% | ~ | 3 43% | 18 55% | 20 54% | 1 33% | 8 62% | 13 48% |
| #ALWAYS + USUALLY (NET) | 36 90% | 549 75% | ~ | 10 ~100% | 8 73% | 7 88% | 11 100% | 31 94% | 1 100% | ~ | ~ | 1 ~100% | 2 67% | ~ | 6 86% | 30 91% | 33 89% | 3 100% | 13 100% | 23 85% |
| TOP BOX SCORE | 21 53% | 340 46% | ~ | 7 70% | 5 45% | 4 50% | 5 45% | 17 52% | 1 ~ | ~ | ~ | 1 ~100% | 2 67% | ~ | 3 43% | 18 55% | 20 54% | 1 33% | 8 62% | 13 48% |
| NOT ANSWERED | | 29 | | | | | | | | | | | | | | | | | | |
| VALID CASES | 40 | 737 | | 10 | 11 | 8 | 11 | 33 | 1 | | | 1 | 3 | 1 | 7 | 33 | 37 | 3 | 13 | 27 |
| NUMBER OF RESPONDENTS | 40 | 766 | | 10 | 11 | 8 | 11 | 33 | 1 | | | 1 | 3 | 1 | 7 | 33 | 37 | 3 | 13 | 27 |
| | 100% | 100% | | 100% | 100% | 100% | 100% | 100% | 100% | | | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |

[ASKED IF Q45 = YES]

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

| | | | AGE | | | | | RACE | | | | | ETHNICITY | | HEALTH STATUS | | CCC SCREENER | | |
|-----------------------|---------------|--------------|-----|------|------|------|-------------|------------------|---------|--------------------|----------------|-----------|-----------|--------------|------------------|------------------------------|--------------|------|------|
| | COPA TOT CHLD | OHP TOT CHLD | <1 | 1-3 | 4-7 | 8-12 | 13 AND OVER | BLCK OR AFR- WHT | AS- IAN | NATV HAW/ PAC ILND | AMER IND/ ALSK | MUL- OTHR | TI | HIS- PAN- IC | NOT HIS- PAN- IC | EX & VERY GOOD & FAIR & POOR | NO CCC | CCC | |
| Q47 NONE | 2 | 67 | | | 1 | | 1 | | | | | 1 | | 2 | | 2 | | 1 | 1 |
| | 5% | 9% | ~ | ~ | 9% | ~ | 9% | 3% | ~ | ~ | ~ | 33% | ~ | 29% | ~ | 5% | ~ | 8% | 4% |
| 1 SPECIALIST | 27 | 450 | | 8 | 3 | 6 | 10 | 24 | 1 | | | 1 | | 3 | 24 | 24 | 3 | 11 | 16 |
| | 68% | 61% | ~ | 80% | 27% | 75% | 91% | 73% | 100% | ~ | ~ | 33% | ~ | 43% | 73% | 65% | 100% | 85% | 59% |
| 2 | 8 | 144 | | 1 | 5 | 2 | | 6 | | | 1 | | 1 | 2 | 6 | 8 | | 1 | 7 |
| | 20% | 19% | ~ | 10% | 45% | 25% | ~ | 18% | ~ | ~ | 100% | ~ | 100% | 29% | 18% | 22% | ~ | 8% | 26% |
| 3 | 2 | 48 | | 1 | 1 | | | 1 | | | | 1 | | | 2 | 2 | | | 2 |
| | 5% | 6% | ~ | 10% | 9% | ~ | ~ | 3% | ~ | ~ | ~ | 33% | ~ | ~ | 6% | 5% | ~ | ~ | 7% |
| 4 | 1 | 10 | | | 1 | | | 1 | | | | | | | 1 | 1 | | | 1 |
| | 3% | 1% | ~ | ~ | 9% | ~ | ~ | 3% | ~ | ~ | ~ | ~ | ~ | ~ | 3% | 3% | ~ | ~ | 4% |
| 5 OR MORE SPECIALISTS | | 23 | | | | | | | | | | | | | | | | | |
| | | 3% | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ |
| NOT ANSWERED | | 25 | | | | | | | | | | | | | | | | | |
| VALID CASES | 40 | 741 | | 10 | 11 | 8 | 11 | 33 | 1 | | | 1 | 3 | 7 | 33 | 37 | 3 | 13 | 27 |
| NUMBER OF RESPONDENTS | 40 | 766 | | 10 | 11 | 8 | 11 | 33 | 1 | | | 1 | 3 | 7 | 33 | 37 | 3 | 13 | 27 |
| | 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?

| | COPA TOT CHLD | OHP TOT CHLD | AGE | | | | | RACE | | | | | ETHNIC- ITY | | HEALTH STATUS | | CCC SCREENER | | | |
|-------------------------------------|---------------------|--------------------|-----|----------|----------|----------|-------------------|--------------------|------------|----------------------|----------------------|------------|----------------|-------------------|-----------------------------------|-------------------|-----------------|----------|----------|-----------|
| | | | <1 | 1-3 | 4-7 | 8-12 | 13 AND OVER | BLCK OR AFR- | AS- IAN | NATV HAW/ ILND | AMER IND/ NATV | MUL- TI | HIS- IC | NOT HIS- IC | EX & VERY GOOD & GOOD | FAIR & POOR | NO CCC | CCC | | |
| Q48 WORST SPECIALIST POSSIBLE | 1 3% | 1 0.1% | ~ | ~ | ~ | 1 13% | ~ | 1 3% | ~ | ~ | ~ | ~ | ~ | ~ | 1 3% | 1 3% | ~ | ~ | 1 4% | |
| 01 | | 2 0.3% | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | |
| 02 | | 1 0.2% | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | |
| 03 | 1 3% | 8 1% | ~ | 1 10% | ~ | ~ | ~ | 1 3% | ~ | ~ | ~ | ~ | ~ | ~ | 1 3% | 1 3% | ~ | ~ | 1 4% | |
| 04 | | 17 3% | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | |
| 05 | 2 5% | 11 2% | ~ | ~ | ~ | ~ | 2 20% | 2 6% | ~ | ~ | ~ | ~ | ~ | ~ | 1 20% | 1 3% | 1 3% | 1 33% | 2 8% | |
| 06 | 3 8% | 29 4% | ~ | ~ | 1 10% | 1 13% | 1 10% | 3 9% | ~ | ~ | ~ | ~ | ~ | ~ | 3 9% | 2 6% | 1 33% | 1 8% | 2 8% | |
| 07 | 2 5% | 71 11% | ~ | ~ | ~ | 2 25% | ~ | 2 6% | ~ | ~ | ~ | ~ | ~ | ~ | 2 6% | 2 6% | ~ | ~ | 2 8% | |
| 08 | 7 18% | 106 16% | ~ | 3 30% | 2 20% | ~ | 2 20% | 7 22% | ~ | ~ | ~ | ~ | ~ | ~ | 1 20% | 6 18% | 7 20% | ~ | 2 17% | 5 19% |
| 09 | 5 13% | 148 22% | ~ | 3 30% | 1 10% | 1 13% | ~ | 4 13% | ~ | ~ | ~ | ~ | ~ | 1 100% | 5 15% | 5 14% | ~ | ~ | 3 25% | 2 8% |
| BEST SPECIALIST POSSIBLE | 17 45% | 278 41% | ~ | 3 30% | 6 60% | 3 38% | 5 50% | 12 38% | 1 100% | ~ | ~ | 1 100% | 2 100% | ~ | 3 60% | 14 42% | 16 46% | 1 33% | 6 50% | 11 42% |

Continued

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

| | AGE | | | | | | RACE | | | | | | ETHNICITY | | HEALTH STATUS | | CCC SCREENER | | |
|-------------------------|---------------|--------------|-------|----------|----------|----------|-------------|-------------------|-----------|----------------|----------------|-----------|-----------|----------|------------------|------------------------------|--------------|-----------|-----------|
| | COPA TOT CHLD | OHP TOT CHLD | <1 | 1-3 | 4-7 | 8-12 | 13 AND OVER | BLCK OR AFR- WHTE | AS- IAN | NATV HAW/ ILND | AMER IND/ NATV | MUL- OTHR | TI | HIS- IC | NOT HIS- PAN- IC | EX & VERY GOOD & FAIR & POOR | NO CCC | CCC | |
| #8-10 (NET) | 29 76% | 532 79% | ~ 90% | 9 90% | 9 90% | 4 50% | 7 70% | 23 72% | 1 100% | ~ | 1 100% | 2 100% | 1 100% | 4 80% | 25 76% | 28 80% | 1 33% | 11 92% | 18 69% |
| 9-10 (NET) | 22 58% | 426 63% | ~ 60% | 6 60% | 7 70% | 4 50% | 5 50% | 16 50% | 1 100% | ~ | 1 100% | 2 100% | 1 100% | 3 60% | 19 58% | 21 60% | 1 33% | 9 75% | 13 50% |
| NOT ANSWERED | | 10 | | | | | | | | | | | | | | | | | |
| VALID CASES | 38 | 672 | | 10 | 10 | 8 | 10 | 32 | 1 | | 1 | 2 | 1 | 5 | 33 | 35 | 3 | 12 | 26 |
| NUMBER OF RESPONDENTS | 38 | 682 | | 10 | 10 | 8 | 10 | 32 | 1 | | 1 | 2 | 1 | 5 | 33 | 35 | 3 | 12 | 26 |
| | 100% | 100% | | 100% | 100% | 100% | 100% | 100% | 100% | | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |
| MEAN | 8.32 | 8.61 | | 8.40 | 9.10 | 7.38 | 8.20 | 8.03 | 10.0 | | 10.0 | 10.0 | 9.00 | 8.60 | 8.27 | 8.43 | 7.00 | 9.08 | 7.96 |
| p stat_(*=Sig @ p<=.05) | | | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ |

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

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

| | | | AGE | | | | | RACE | | | | | | ETHNICITY | | HEALTH STATUS | | CCC SCREENER | | |
|-----------------------|---------------|--------------|-----------|-------------|------------|------------|-------------|------------------|------------|----------------|----------------|-----------|------------|------------|------------------|-----------------------|-------------|--------------|-------------|------------|
| | COPA TOT CHLD | OHP TOT CHLD | <1 | 1-3 | 4-7 | 8-12 | 13 AND OVER | BLCK OR AFR- WHT | AS- IAN | NATV HAW/ ILND | AMER IND/ ALSK | MUL- OTHR | TI | HIS- IC | NOT HIS- PAN- IC | EX & VERY GOOD & POOR | FAIR & POOR | NO CCC | CCC | |
| Q49 YES | 61 22% | 1285 26% | 3 100% | 15 28% | 23 29% | 9 13%* | 11 15% | 41 20% | 1 ~ 33% | 1 ~ | 3 ~ | 7 64% | 5 17% | 19 26% | 41 20% | 56 21% | 4 33% | 43 22% | 18 22% | |
| NO | 219 78% | 3691 74% | | 39 ~ 72% | 57 71% | 61 87%* | 62 85% | 166 80% | 1 100% | 2 67% | 1 100% | 3 100% | 4 36% | 24 83% | 54 74% | 163 80% | 209 79% | 8 67% | 156 78% | 63 78% |
| NOT ANSWERED | 15 | 387 | | | 5 | 7 | 3 | 2 | | | | | | 2 | 2 | 2 | 2 | 15 | | |
| VALID CASES | 280 | 4976 | 3 | 54 | 80 | 70 | 73 | 207 | 1 | 3 | 1 | 3 | 11 | 29 | 73 | 204 | 265 | 12 | 199 | 81 |
| NUMBER OF RESPONDENTS | 295 100% | 5363 100% | 3 100% | 54 100% | 85 100% | 77 100% | 76 100% | 209 100% | 1 100% | 3 100% | 1 100% | 3 100% | 11 100% | 29 100% | 75 100% | 206 100% | 267 100% | 14 100% | 214 100% | 81 100% |

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

| | | | AGE | | | | | RACE | | | | | ETHNICITY | | HEALTH STATUS | | CCC SCREENER | | |
|-------------------------|---------------|--------------|------------|------------|------------|-----------|-------------|--------------|-------------|---------------|----------------|-----------|-----------|------------------|-----------------------|-------------|--------------|------------|------------|
| | COPA TOT CHLD | OHP TOT CHLD | <1 | 1-3 | 4-7 | 8-12 | 13 AND OVER | BLCK OR AFR- | AS- IAN | NATV HAW/ PAC | AMER IND/ ALSK | MUL- TI | HIS- IC | NOT HIS- PAN- IC | EX & VERY GOOD & FAIR | GOOD & POOR | NO CCC | CCC | |
| Q50 NEVER | 1 2% | 37 3% | ~ | ~ | ~ | 11%~ | 1 2%~ | ~ | ~ | ~ | ~ | ~ | 1 2%~ | 1 2%~ | 1 2%~ | ~ | 1 2%~ | ~ | |
| SOMETIMES | 9 15% | 235 20% | ~ | 13%~ | 23%~ | ~ | 18%~ | ~ | ~ | ~ | ~ | 17%~ | 20%~ | 11%~ | 17%~ | 16%~ | ~ | 6 14%~ | 3 17%~ |
| USUALLY | 19 32% | 343 30% | 2 67%~ | 4 27%~ | 8 36%~ | 3 33%~ | 2 18%~ | 14 34%~ | ~ | ~ | ~ | 1 17%~ | 1 20%~ | 5 28%~ | 13 32%~ | 17 31%~ | 1 25%~ | 10 24%~ | 9 50%~ |
| ALWAYS | 31 52% | 547 47% | 1 33%~ | 9 60%~ | 9 41%~ | 5 56%~ | 7 64%~ | 19 46%~ | 1 ~100%~ | ~ | ~ | 4 67%~ | 3 60%~ | 11 61%~ | 20 49%~ | 28 51%~ | 3 75%~ | 25 60%~ | 6 33%~ |
| #ALWAYS + USUALLY (NET) | 50 83% | 890 77% | 3 100%~ | 13 87%~ | 17 77%~ | 8 89%~ | 9 82%~ | 33 80%~ | 1 ~100%~ | ~ | ~ | 5 83%~ | 4 80%~ | 16 89%~ | 33 80%~ | 45 82%~ | 4 100%~ | 35 83%~ | 15 83%~ |
| TOP BOX SCORE | 31 52% | 547 47% | 1 33%~ | 9 60%~ | 9 41%~ | 5 56%~ | 7 64%~ | 19 46%~ | 1 ~100%~ | ~ | ~ | 4 67%~ | 3 60%~ | 11 61%~ | 20 49%~ | 28 51%~ | 3 75%~ | 25 60%~ | 6 33%~ |
| NOT ANSWERED | 1 | 42 | | | 1 | | | | | | | | | 1 | | | 1 | | |
| VALID CASES | 60 | 1162 | 3 | 15 | 22 | 9 | 11 | 41 | 1 | | | 6 | 5 | 18 | 41 | 55 | 4 | 42 | 18 |
| NUMBER OF RESPONDENTS | 61 | 1204 | 3 | 15 | 23 | 9 | 11 | 41 | 1 | | | 7 | 5 | 19 | 41 | 56 | 4 | 43 | 18 |
| | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | | | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |

[ASKED IF Q49 = YES]

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

| | | | AGE | | | | | RACE | | | | | ETHNICITY | | HEALTH STATUS | | CCC SCREENER | |
|-------------------------|---------------|--------------|----------|-----------|------------|----------|-------------|--------------|------------|---------------|----------------|-----------|------------|------------------|-----------------------|-------------|--------------|------------|
| | COPA TOT CHLD | OHP TOT CHLD | <1 | 1-3 | 4-7 | 8-12 | 13 AND OVER | BLCK OR AFR- | AS- IAN | NATV HAW/ PAC | AMER IND/ ALSK | MUL- TI | HIS- IC | NOT HIS- PAN- IC | EX & VERY GOOD & FAIR | GOOD & POOR | NO CCC | CCC |
| Q51 NEVER | 1 2% | 21 2% | ~ | ~ | ~ | 11% | ~ | 2% | ~ | ~ | ~ | ~ | ~ | 1 2% | 1 2% | ~ | 2% | ~ |
| SOMETIMES | 2 3% | 81 7% | 1 33% | 1 7% | ~ | ~ | ~ | ~ | ~ | ~ | 1 17% | ~ | 1 2% | 1 2% | ~ | 2 5% | ~ | ~ |
| USUALLY | 16 27% | 289 25% | 1 33% | 3 20% | 9 41% | 1 11% | 2 18% | 14 34% | ~ | ~ | ~ | ~ | 5 28% | 11 27% | 15 27% | 1 25% | 10 24% | 6 33% |
| ALWAYS | 41 68% | 768 66% | 1 33% | 11 73% | 13 59% | 7 78% | 9 82% | 26 63% | 1 ~100% | ~ | 5 ~83% | 5 100% | 13 72% | 28 68% | 38 69% | 3 75% | 29 69% | 12 67% |
| #ALWAYS + USUALLY (NET) | 57 95% | 1057 91% | 2 67% | 14 93% | 22 100% | 8 89% | 11 100% | 40 98% | 1 ~100% | ~ | 5 ~83% | 5 100% | 18 100% | 39 95% | 53 96% | 4 100% | 39 93% | 18 100% |
| TOP BOX SCORE | 41 68% | 768 66% | 1 33% | 11 73% | 13 59% | 7 78% | 9 82% | 26 63% | 1 ~100% | ~ | 5 ~83% | 5 100% | 13 72% | 28 68% | 38 69% | 3 75% | 29 69% | 12 67% |
| NOT ANSWERED | 1 | 44 | | | 1 | | | | | | 1 | | 1 | 1 | | 1 | | |
| VALID CASES | 60 | 1160 | 3 | 15 | 22 | 9 | 11 | 41 | 1 | | 6 | 5 | 18 | 41 | 55 | 4 | 42 | 18 |
| NUMBER OF RESPONDENTS | 61 | 1204 | 3 | 15 | 23 | 9 | 11 | 41 | 1 | | 7 | 5 | 19 | 41 | 56 | 4 | 43 | 18 |
| | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |

[ASKED IF Q49 = YES]

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

| | | | AGE | | | | | RACE | | | | | | ETHNICITY | | HEALTH STATUS | | CCC SCREENER | | |
|-----------------------|---------------|--------------|-----------|------------|------------|------------|-------------|------------------|------------|----------------|----------------|------------|------------|--------------|------------------|------------------------------|-------------|--------------|-------------|------------|
| | COPA TOT CHLD | OHP TOT CHLD | <1 | 1-3 | 4-7 | 8-12 | 13 AND OVER | BLCK OR AFR- WHT | AS- IAN | NATV HAW/ ILND | AMER IND/ ALSK | MUL- OTHR | TI | HIS- PAN- IC | NOT HIS- PAN- IC | EX & VERY GOOD & FAIR & POOR | NO CCC | CCC | | |
| Q52 YES | 84 30% | 1790 36%* | 2 67%~ | 18 33% | 26 32% | 17 25% | 21 29% | 63 30% | 2 ~ | 67%~ | ~ | ~ | 5 45%~ | 5 19%~ | 20 29% | 63 31% | 76 29%~ | 7 50%~ | 57 29% | 27 34% |
| NO | 194 70% | 3138 64%* | 1 33%~ | 36 67% | 55 68% | 51 75% | 51 71% | 144 70% | 1 100%~ | 1 33%~ | 1 100%~ | 3 100%~ | 6 55%~ | 22 81%~ | 50 71% | 142 69% | 185 71%~ | 7 50%~ | 142 71% | 52 66% |
| NOT ANSWERED | 17 | 435 | | | 4 | 9 | 4 | 2 | | | | | 2 | 5 | 1 | 6 | | 15 | 2 | |
| VALID CASES | 278 | 4928 | 3 | 54 | 81 | 68 | 72 | 207 | 1 | 3 | 1 | 3 | 11 | 27 | 70 | 205 | 261 | 14 | 199 | 79 |
| NUMBER OF RESPONDENTS | 295 100% | 5363 100% | 3 100% | 54 100% | 85 100% | 77 100% | 76 100% | 209 100% | 1 100% | 3 100% | 1 100% | 3 100% | 11 100% | 29 100% | 75 100% | 206 100% | 267 100% | 14 100% | 214 100% | 81 100% |

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

| | | | AGE | | | | | RACE | | | | | ETHNICITY | | HEALTH STATUS | | CCC SCREENER | | | |
|-------------------------|---------------|--------------|------------|------------|------------|------------|-------------|------------------|------------|--------------------|----------------|------------|------------|--------------|------------------|-----------------------|--------------|------------|-------------|------------|
| | COPA TOT CHLD | OHP TOT CHLD | <1 | 1-3 | 4-7 | 8-12 | 13 AND OVER | BLCK OR AFR- WHT | AS- IAN | NATV HAW/ PAC ILND | AMER IND/ ALSK | OTHR | MUL- TI | HIS- PAN- IC | NOT HIS- PAN- IC | EX & VERY GOOD & FAIR | POOR | NO CCC | CCC | |
| PQ53 NEVER | 6 2% | 64 1% | ~ | 2% | 3% | 2% | 3% | 4 2% | ~ | ~ | ~ | ~ | 9%~ | ~ | 2 3% | 4 2% | 5 2%~ | 1 8%~ | 5 3% | 1 1% |
| SOMETIMES | 7 3% | 317 6%* | ~ | 4% | 3% | 3% | 1% | 5 2% | ~ | ~ | ~ | ~ | 8%~ | 2 3% | 5 2% | 7 3%~ | ~ | ~ | 6 3% | 1 1% |
| USUALLY | 30 11% | 629 13% | 1 33%~ | 7 13% | 12 15% | 3 5%* | 7 10% | 26 13% | ~ | 1 50%~ | ~ | ~ | ~ | 4%~ | 4 6% | 26 13%* | 29 11%~ | 1 8%~ | 19 10% | 11 14% |
| ALWAYS | 228 84% | 3884 79%* | 2 67%~ | 44 81% | 64 80% | 60 91%* | 58 85% | 168 83% | 1 100%~ | 1 50%~ | 1 100%~ | 3 100%~ | 10 91%~ | 23 88%~ | 60 88% | 165 83% | 214 84%~ | 11 85%~ | 164 85% | 64 83% |
| #ALWAYS + USUALLY (NET) | 258 95% | 4513 92%* | 3 100%~ | 51 94% | 76 95% | 63 95% | 65 96% | 194 96% | 1 100%~ | 2 100%~ | 1 100%~ | 3 100%~ | 10 91%~ | 24 92%~ | 64 94% | 191 96% | 243 95%~ | 12 92%~ | 183 94% | 75 97% |
| TOP BOX SCORE | 228 84% | 3884 79%* | 2 67%~ | 44 81% | 64 80% | 60 91%* | 58 85% | 168 83% | 1 100%~ | 1 50%~ | 1 100%~ | 3 100%~ | 10 91%~ | 23 88%~ | 60 88% | 165 83% | 214 84%~ | 11 85%~ | 164 85% | 64 83% |
| NOT ANSWERED | 7 | 91 | | | 1 | 2 | 4 | 4 | | 1 | | | 1 | 2 | 5 | 6 | 1 | 5 | 2 | |
| VALID CASES | 271 | 4894 | 3 | 54 | 80 | 66 | 68 | 203 | 1 | 2 | 1 | 3 | 11 | 26 | 68 | 200 | 255 | 13 | 194 | 77 |
| NUMBER OF RESPONDENTS | 278 100% | 4985 100% | 3 100% | 54 100% | 81 100% | 68 100% | 72 100% | 207 100% | 1 100% | 3 100% | 1 100% | 3 100% | 11 100% | 27 100% | 70 100% | 205 100% | 261 100% | 14 100% | 199 100% | 79 100% |

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

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

| | | | AGE | | | | | RACE | | | | | ETHNICITY | | HEALTH STATUS | | CCC SCREENER | | | | | |
|--------------------------------|---------------|--------------|-----|-----|-----|------|-------------|--------------|---------|---------------|----------------|-----------|-----------|--------------|------------------|-----------------------|--------------|--------|-----|-----|-----|-----|
| | COPA TOT CHLD | OHP TOT CHLD | <1 | 1-3 | 4-7 | 8-12 | 13 AND OVER | BLCK OR AFR- | AS- IAN | NATV HAW/ PAC | AMER IND/ ALSK | MUL- OTHR | TI | HIS- PAN- IC | NOT HIS- PAN- IC | EX & VERY GOOD & FAIR | GOOD & POOR | NO CCC | CCC | | | |
| Q54 WORST HEALTH PLAN POSSIBLE | 1 | 24 | | | | 1 | 1 | | | | | | | 1 | 1 | 1 | | 1 | | | | |
| | 0.4% | 0.5% | ~ | ~ | ~ | 1% | ~0.5% | ~ | ~ | ~ | ~ | ~ | ~ | ~0.5% | 0.4% | ~ | ~ | ~ | 1% | | | |
| 01 | | 11 | | | | | | | | | | | | | | | | | | | | |
| | | 0.2% | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | | | |
| 02 | 3 | 31 | | | 1 | 2 | 3 | | | | | | 1 | 2 | 2 | 1 | | 3 | | | | |
| | 1% | 0.6% | ~ | ~ | 1% | ~ | 1% | ~ | ~ | ~ | ~ | ~ | 1% | 1% | 0.8% | 8% | ~ | 4% | ~ | | | |
| 03 | | 38 | | | | | | | | | | | | | | | | | | | | |
| | | 0.8% | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | | | |
| 04 | 2 | 60 | | 1 | | 1 | 2 | | | | | | | 2 | 2 | | 1 | 1 | | | | |
| | 0.7% | 1% | ~ | 2% | ~ | 1% | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | 0.8% | ~ | ~0.5% | 1% | | | | |
| 05 | 10 | 233 | | 1 | 2 | 3 | 4 | 10 | | | | | | 10 | 10 | | 7 | 3 | | | | |
| | 4% | 5% | ~ | 2% | 3% | 4% | 5% | 5%* | ~ | ~ | ~ | ~ | ~ | ~ | 5%* | 4% | ~ | 3% | 4% | | | |
| 06 | 11 | 215 | | 2 | 2 | 3 | 4 | 7 | | | | | 4 | 1 | 10 | | 8 | 3 | | | | |
| | 4% | 4% | ~ | 4% | 3% | 4% | 5% | 3% | ~ | ~ | ~ | ~ | ~ | 1% | 5% | 4% | ~ | 4% | 4% | | | |
| 07 | 34 | 490 | 1 | 10 | 10 | 7 | 6 | 24 | 1 | | | 2 | 6 | 2 | 31 | 33 | | 23 | 11 | | | |
| | 12% | 10% | 33% | 19% | 13% | 10% | 8% | 12% | 100% | ~ | ~ | ~ | 18% | 21% | 3%* | 15%* | ~ | 11% | 14% | | | |
| 08 | 67 | 940 | | 13 | 23 | 14 | 17 | 51 | | 2 | 1 | 2 | | 5 | 16 | 49 | 63 | 3 | 47 | 20 | | |
| | 24% | 19% | ~ | 24% | 29% | 20% | 23% | 25% | ~ | 67% | ~100% | ~ | 67% | ~ | 17% | ~ | 21% | 24% | 24% | 23% | 23% | 25% |
| 09 | 42 | 878 | | 5 | 11 | 10 | 16 | 30 | | 1 | | | 2 | 5 | 14 | 28 | 38 | 3 | 30 | 12 | | |
| | 15% | 18% | ~ | 9% | 14% | 14% | 22% | 15% | ~ | 33% | ~ | ~ | 18% | 17% | 19% | 14% | 14% | 23% | 15% | 15% | | |
| BEST HEALTH PLAN POSSIBLE | 110 | 2014 | 2 | 22 | 31 | 31 | 24 | 77 | | | | 1 | 7 | 9 | 41 | 69 | 104 | 6 | 84 | 26 | | |
| | 39% | 41% | 67% | 41% | 39% | 44% | 33% | 38% | ~ | ~ | ~ | 33% | 64% | 31% | 55%* | 34%* | 39% | 46% | 42% | 33% | | |
| #8-10 (NET) | 219 | 3832 | 2 | 40 | 65 | 55 | 57 | 158 | | 3 | 1 | 3 | 9 | 19 | 71 | 146 | 205 | 12 | 161 | 58 | | |
| | 78% | 78% | 67% | 74% | 81% | 79% | 78% | 77% | ~ | 100% | ~100% | ~100% | 82% | 66% | 95%* | 72%* | 78% | 92% | 81% | 73% | | |

Continued

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

| | | | AGE | | | | | RACE | | | | | ETHNICITY | | HEALTH STATUS | | CCC SCREENER | | | |
|-------------------------|---------------|--------------|-----------|------------|------------|------------|-------------|--------------|------------|---------------|----------------|-----------|------------|------------|------------------|------------------|--------------|------------|-------------|------------|
| | COPA TOT CHLD | OHP TOT CHLD | <1 | 1-3 | 4-7 | 8-12 | 13 AND OVER | BLCK OR AFR- | AMER AS- | NATV HAW/ PAC | AMER IND/ ALSK | MUL- OTHR | TI | HIS- IC | NOT HIS- PAN- IC | EX & VERY GOOD & | FAIR & POOR | NO CCC | CCC | |
| 9-10 (NET) | 152 54% | 2892 59% | 2 67% | 27 50% | 42 53% | 41 59% | 40 55% | 107 52% | 1 ~ 33% | 1 ~ 33% | 9 82% | 14 48% | 55 73%* | 97 48%* | 142 54% | 9 69% | 114 57% | 38 48% | | |
| NOT ANSWERED | 15 | 430 | | | 5 | 7 | 3 | 4 | | | | | | 4 | 3 | 1 | 14 | 1 | | |
| VALID CASES | 280 | 4933 | 3 | 54 | 80 | 70 | 73 | 205 | 1 | 3 | 1 | 3 | 11 | 29 | 75 | 202 | 264 | 13 | 200 | 80 |
| NUMBER OF RESPONDENTS | 295 100% | 5363 100% | 3 100% | 54 100% | 85 100% | 77 100% | 76 100% | 209 100% | 1 100% | 3 100% | 1 100% | 3 100% | 11 100% | 29 100% | 75 100% | 206 100% | 267 100% | 14 100% | 214 100% | 81 100% |
| MEAN | 8.51 | 8.49 | 9.00 | 8.52 | 8.59 | 8.54 | 8.36 | 8.40 | 7.00 | 8.33 | 8.00 | 8.67 | 9.27 | 8.31 | 9.15 | 8.28 | 8.50 | 8.69 | 8.67 | 8.10 |
| p stat_(*=Sig @ p<=.05) | | .859 | ~.952 | .591 | .849 | .395 | .041* | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~.000* | .000* | ~ | ~ | ~.030* | .029* |

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

| | | | AGE | | | | | RACE | | | | | | ETHNICITY | | HEALTH STATUS | | CCC SCREENER | | | |
|-----------------------|---------------|--------------|------------|-------------|-----------|-----------|-------------|-------------|------------|-------------|------------|----------------|-----------|-------------|--------------|------------------|----------------------------|--------------|------------|-------------|------------|
| | COPA TOT CHLD | OHP TOT CHLD | <1 | 1-3 | 4-7 | 8-12 | 13 AND OVER | BLCK OR WHT | AFR- AMER | AS- IAN | NATV ILND | AMER IND/ ALSK | MUL- OTHR | TI | HIS- PAN- IC | NOT HIS- PAN- IC | EX & VERY GOOD & FAIR POOR | NO CCC | CCC | | |
| Q55 YES | 113 40% | 2010 40% | 3 100%~ | 24 44% | 36 44% | 24 34% | 26 35% | 90 43%* | 1 100%~ | 1 33%~ | 1 100%~ | 3 100%~ | 2 18%~ | 9 31%~ | 22 29%* | 90 44%* | 106 40%~ | 6 43%~ | 53 26%* | 60 74%* | |
| NO | 170 60% | 2973 60% | | 30 ~ 56% | 46 56% | 46 66% | 48 65% | 118 57%* | | 2 ~ 67%~ | | | | 9 ~ 82%~ | 20 69%~ | 53 71%* | 115 56%* | 160 60%~ | 8 57%~ | 149 74%* | 21 26%* |
| NOT ANSWERED | 12 | 380 | | | 3 | 7 | 2 | 1 | | | | | | | | 1 | 1 | | | 12 | |
| VALID CASES | 283 | 4983 | 3 | 54 | 82 | 70 | 74 | 208 | 1 | 3 | 1 | 3 | 11 | 29 | 75 | 205 | 266 | 14 | 202 | 81 | |
| NUMBER OF RESPONDENTS | 295 | 5363 | 3 | 54 | 85 | 77 | 76 | 209 | 1 | 3 | 1 | 3 | 11 | 29 | 75 | 206 | 267 | 14 | 214 | 81 | |
| | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | |

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

| | | | AGE | | | | | RACE | | | | | ETHNICITY | | HEALTH STATUS | | CCC SCREENER | | | |
|-------------------------|---------------|--------------|------------|------------|------------|------------|-------------|--------------|------------|---------------|----------------|------------|-----------|------------------|-----------------------|-------------|--------------|-----------|------------|------------|
| | COPA TOT CHLD | OHP TOT CHLD | <1 | 1-3 | 4-7 | 8-12 | 13 AND OVER | BLCK OR AFR- | AS- IAN | NATV HAW/ PAC | AMER IND/ ALSK | MUL- TI | HIS- IC | NOT HIS- PAN- IC | EX & VERY GOOD & FAIR | GOOD & POOR | NO CCC | CCC | | |
| Q56 NEVER | 4 4% | 30 1% | | 2 8%~ | 1 3%~ | | 1 4%~ | 4 4%~ | | | | | | 2 9%~ | 2 2%~ | 4 4%~ | | 1 2%~ | 3 5% | |
| SOMETIMES | 9 8% | 187 9% | | 4 17%~ | 2 6%~ | 2 8%~ | 1 4%~ | 6 7%~ | | | | 1 50%~ | 2 22%~ | 1 5%~ | 8 9%~ | 8 8%~ | 1 17%~ | 5 10% | 4 7% | |
| USUALLY | 26 23% | 459 23% | 1 33%~ | | 12 33%~ | 7 29%~ | 6 24%~ | 20 22%~ | | | | 1 50%~ | 2 22%~ | 5 23%~ | 20 22%~ | 22 21%~ | 3 50%~ | 7 13%* | 19 32%* | |
| ALWAYS | 73 65% | 1338 66% | 2 67%~ | 18 75%~ | 21 58%~ | 15 63%~ | 17 68%~ | 59 66%~ | 1 100%~ | 1 100%~ | 1 100%~ | 3 100%~ | | 5 56%~ | 14 64%~ | 59 66%~ | 71 68%~ | 2 33%~ | 39 75%* | 34 57%* |
| #ALWAYS + USUALLY (NET) | 99 88% | 1797 89% | 3 100%~ | 18 75%~ | 33 92%~ | 22 92%~ | 23 92%~ | 79 89%~ | 1 100%~ | 1 100%~ | 1 100%~ | 3 100%~ | 1 50%~ | 7 78%~ | 19 86%~ | 79 89%~ | 93 89%~ | 5 83%~ | 46 88% | 53 88% |
| TOP BOX SCORE | 73 65% | 1338 66% | 2 67%~ | 18 75%~ | 21 58%~ | 15 63%~ | 17 68%~ | 59 66%~ | 1 100%~ | 1 100%~ | 1 100%~ | 3 100%~ | | 5 56%~ | 14 64%~ | 59 66%~ | 71 68%~ | 2 33%~ | 39 75%* | 34 57%* |
| NOT ANSWERED | 1 | 42 | | | | | 1 | 1 | | | | | | 1 | 1 | | 1 | | | |
| VALID CASES | 112 | 2014 | 3 | 24 | 36 | 24 | 25 | 89 | 1 | 1 | 1 | 3 | 2 | 9 | 22 | 89 | 105 | 6 | 52 | 60 |
| NUMBER OF RESPONDENTS | 113 | 2056 | 3 | 24 | 36 | 24 | 26 | 90 | 1 | 1 | 1 | 3 | 2 | 9 | 22 | 90 | 106 | 6 | 53 | 60 |
| | 100% | 100% | 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?

| | COPA TOT CHLD | OHP TOT CHLD | AGE | | | | | RACE | | | | | | ETHNIC- ITY | | HEALTH STATUS | | CCC SCREENER | | |
|-----------------------|---------------------|--------------------|-----------|------------|------------|------------|-------------------|---------------------------|------------|------------|--------------|---------------------|------------|----------------|--------------------|---------------------------|-----------------------------------|-------------------|------------|------------|
| | | | <1 | 1-3 | 4-7 | 8-12 | 13 AND OVER | BLCK OR AFR- WHT | AS- AMR | IAN | NATV ILND | AMR IND/ ALSK | OTHR | MUL- TI | HIS- PAN- IC | NOT HIS- PAN- IC | EX & VERY GOOD & GOOD | FAIR & POOR | NO CCC | CCC |
| Q57 #YES | 70 64% | 1193 60% | 2 67%~ | 16 67%~ | 22 63%~ | 17 71%~ | 13 54%~ | 54 61%~ | 1 100%~ | 1 100%~ | 1 100%~ | 2 67%~ | 2 100%~ | 4 50%~ | 16 76%~ | 53 60%~ | 64 62%~ | 5 83%~ | 25 50%* | 45 75%* |
| NO | 40 36% | 793 40% | 1 33%~ | 8 33%~ | 13 37%~ | 7 29%~ | 11 46%~ | 35 39%~ | ~ | ~ | ~ | 1 33%~ | 4 50%~ | 5 24%~ | 35 40%~ | 39 38%~ | 1 17%~ | 25 50%* | 15 25%* | |
| NOT ANSWERED | 3 | 70 | | | 1 | 2 | 1 | | | | | | 1 | 1 | 2 | 3 | | | 3 | |
| VALID CASES | 110 | 1986 | 3 | 24 | 35 | 24 | 24 | 89 | 1 | 1 | 1 | 3 | 2 | 8 | 21 | 88 | 103 | 6 | 50 | 60 |
| NUMBER OF RESPONDENTS | 113 | 2056 | 3 | 24 | 36 | 24 | 26 | 90 | 1 | 1 | 1 | 3 | 2 | 9 | 22 | 90 | 106 | 6 | 53 | 60 |
| | 100% | 100% | 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?

| | COPA TOT CHLD | OHP TOT CHLD | AGE | | | | | RACE | | | | | | ETHNIC- ITY | | HEALTH STATUS | | CCC SCREENER | | |
|-----------------------|---------------------|--------------------|-----------|------------|------------|------------|-------------------|-------------|-------------------|-------------|--------------|---------------------|------------|----------------|---------------------------|--|-------------|-----------------|-------------|------------|
| | | | <1 | 1-3 | 4-7 | 8-12 | 13 AND OVER | WHT | BLK OR AFR- | AS- IAN | NATV ILND | AMER IND/ ALS | MUL- TI | HIS- IC | NOT HIS- PAN- IC | EX & VERY GOOD & FAIR & POOR | NO CCC | CCC | | |
| Q57A YES | 205 74% | 3840 79% | 2 67%~ | 22 42%* | 66 81% | 60 87%* | 55 79% | 153 75% | 1 100%~ | 2 67%~ | | 1 ~ 33%~ | 6 60%~ | 20 74%~ | 55 76% | 147 73% | 193 75%~ | 9 64%~ | 146 74% | 59 74% |
| NO | 71 26% | 1039 21% | 1 33%~ | 31 58%* | 15 19% | 9 13%* | 15 21% | 51 25% | | 1 ~ 33%~ | 1 100%~ | 2 67%~ | 4 40%~ | 7 26%~ | 17 24% | 54 27% | 66 25%~ | 5 36%~ | 50 26% | 21 26% |
| NOT ANSWERED | 19 | 484 | | 1 | 4 | 8 | 6 | 5 | | | | | 1 | 2 | 3 | 5 | 8 | | 18 | 1 |
| VALID CASES | 276 | 4879 | 3 | 53 | 81 | 69 | 70 | 204 | 1 | 3 | 1 | 3 | 10 | 27 | 72 | 201 | 259 | 14 | 196 | 80 |
| NUMBER OF RESPONDENTS | 295 100% | 5363 100% | 3 100% | 54 100% | 85 100% | 77 100% | 76 100% | 209 100% | 1 100% | 3 100% | 1 100% | 3 100% | 11 100% | 29 100% | 75 100% | 206 100% | 267 100% | 14 100% | 214 100% | 81 100% |

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?

| | COPA TOT CHLD | OHP TOT CHLD | AGE | | | | | RACE | | | | | ETHNIC- ITY | | HEALTH STATUS | | CCC SCREENER | | | |
|--|---------------------|--------------------|------------|------------|------------|------------|-------------------|--------------------|------------|--------------|------------------------------|-----------|----------------|------------|---------------------------|--|-----------------|------------|-------------|------------|
| | | | <1 | 1-3 | 4-7 | 8-12 | 13 AND OVER | BLCK OR AFR- | AS- IAN | NATV ILND | AMER HAW/ IND/ ALSK | OTHR | MUL- TI | HIS- IC | NOT HIS- PAN- IC | EX & VERY GOOD & FAIR & GOOD POOR | NO CCC | CCC | | |
| Q57B NEVER | 39 34% | 674 30% | 6 ~ 33% | 12 31% | 8 25% | 13 52% | 27 35% | 1 ~100% | 1 100% | 1 50% | 1 25% | 4 36% | 13 33% | 26 36% | 35 33% | 4 57% | 25 30% | 14 42% | | |
| SOMETIMES | 26 23% | 430 19% | 3 ~ 17% | 9 23% | 6 19% | 8 32% | 16 21% | 1 100% | ~ | ~ | ~ | 1 25% | 4 36% | 9 23% | 17 24% | 26 25% | 18 22% | 8 24% | | |
| USUALLY | 18 16% | 488 22% | 1 100% | 2 11% | 3 8% | 10 31% | 2 8% | 12 15% | ~ | ~ | ~ | ~ | 2 18% | 4 10% | 12 17% | 16 15% | ~ | 6 15% | 6 18% | |
| ALWAYS | 32 28% | 667 30% | 7 ~ 39% | 15 38% | 8 25% | 2 8% | 23 29% | ~ | ~ | ~ | 1 50% | 2 50% | 1 9% | 14 35% | 17 24% | 29 27% | 3 43% | 27 33% | 5 15% | |
| #ALWAYS + USUALLY (NET) | 50 43% | 1154 51% | 1 100% | 9 50% | 18 46% | 18 56% | 4 16% | 35 45% | ~ | ~ | ~ | 1 50% | 2 50% | 3 27% | 18 45% | 29 40% | 45 42% | 3 43% | 39 48% | 11 33% |
| TOP BOX SCORE | 32 28% | 667 30% | 7 ~ 39% | 15 38% | 8 25% | 2 8% | 23 29% | ~ | ~ | ~ | 1 50% | 2 50% | 1 9% | 14 35% | 17 24% | 29 27% | 3 43% | 27 33% | 5 15% | |
| I DID NOT HAVE A DENTAL EMERGENCY IN THE LAST 6 MONTHS | 159 | 2651 | 1 | 33 | 41 | 36 | 48 | 125 | 2 | 1 | 6 | 16 | 32 | 127 | 151 | 7 | 113 | 46 | | |
| NOT ANSWERED | 21 | 454 | 1 | 3 | 5 | 9 | 3 | 6 | | | 1 | 2 | 3 | 7 | 10 | | 19 | 2 | | |
| VALID CASES | 115 | 2258 | 1 | 18 | 39 | 32 | 25 | 78 | 1 | 1 | 1 | 2 | 4 | 11 | 40 | 72 | 106 | 7 | 82 | 33 |
| NUMBER OF RESPONDENTS | 295 100% | 5363 100% | 3 100% | 54 100% | 85 100% | 77 100% | 76 100% | 209 100% | 1 100% | 3 100% | 1 100% | 3 100% | 11 100% | 29 100% | 75 100% | 206 100% | 267 100% | 14 100% | 214 100% | 81 100% |

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?

| | COPA TOT CHLD | OHP TOT CHLD | AGE | | | | | RACE | | | | | | ETHNIC- ITY | | HEALTH STATUS | | CCC SCREENER | | |
|-----------------------|---------------------|--------------------|-------------|------------|------------|------------|-------------------|-------------|--------------------|-----------|---------------------|----------------------|------------|----------------|------------|---------------------------|---|-----------------|-------------|------------|
| | | | <1 | 1-3 | 4-7 | 8-12 | 13 AND OVER | WHTE | BLCK OR AFR- | AS- | NATV HAW/ PAC | AMER IND/ ALSK | MUL- TI | OTH | HIS- IC | NOT HIS- PAN- IC | EX & VERY GOOD & FAIR GOOD POOR | NO CCC | CCC | |
| Q57C YES | 65 23% | 1026 21% | 15 ~ 28% | 16 20% | 14 20% | 20 28% | 48 24% | 3 ~100% | | | | 1 ~ 10% | 6 21% | 16 22% | 48 24% | 61 23% | 4 29% | 38 19%* | 27 34%* | |
| NO | 212 77% | 3791 79% | 3 100% | 38 72% | 65 80% | 55 80% | 51 72% | 155 76% | 1 100% | | 1 ~100% | 3 ~100% | 9 90% | 23 79% | 56 78% | 154 76% | 199 77% | 10 71% | 159 81%* | 53 66%* |
| NOT ANSWERED | 18 | 546 | 1 | 4 | 8 | 5 | 6 | | | | | 1 | | 3 | 4 | 7 | | 17 | 1 | |
| VALID CASES | 277 | 4817 | 3 | 53 | 81 | 69 | 71 | 203 | 1 | 3 | 1 | 3 | 10 | 29 | 72 | 202 | 260 | 14 | 197 | 80 |
| NUMBER OF RESPONDENTS | 295 100% | 5363 100% | 3 100% | 54 100% | 85 100% | 77 100% | 76 100% | 209 100% | 1 100% | 3 100% | 1 100% | 3 100% | 11 100% | 29 100% | 75 100% | 206 100% | 267 100% | 14 100% | 214 100% | 81 100% |

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?

| | | | AGE | | | | | RACE | | | | | ETHNICITY | | HEALTH STATUS | | CCC SCREENER | | |
|-----------------------|---------------|--------------|--------------|------------|------------|------------|-------------|-------|--------------|---------|----------------|----------------|------------|------------|------------------|-----------------------|--------------|------------|------------|
| | COPA TOT CHLD | OHP TOT CHLD | <1 | 1-3 | 4-7 | 8-12 | 13 AND OVER | WHITE | BLCK OR AFR- | AS- IAN | NATV HAW/ ILND | AMER IND/ ALSK | MUL- TI | HIS- IC | NOT HIS- PAN- IC | EX & VERY GOOD & FAIR | GOOD & POOR | NO CCC | CCC |
| Q57D #YES | 56 88% | 865 87% | 14 ~ 93%~ | 14 88%~ | 12 86%~ | 16 84%~ | 45 94%~ | | 1 ~ 50%~ | | | 1 ~100%~ | 6 100%~ | 11 69%~ | 45 96%~ | 54 90%~ | 2 50%~ | 30 81%~ | 26 96%~ |
| NO | 8 13% | 124 13% | 1 ~ 7%~ | 2 13%~ | 2 14%~ | 3 16%~ | 3 6%~ | | 1 ~ 50%~ | | | | | 5 31%~ | 2 4%~ | 6 10%~ | 2 50%~ | 7 19%~ | 1 4%~ |
| NOT ANSWERED | 1 | 6 | | | | 1 | | | 1 | | | | | 1 | | 1 | | 1 | |
| VALID CASES | 64 | 990 | 15 | 16 | 14 | 19 | 48 | | 2 | | | 1 | 6 | 16 | 47 | 60 | 4 | 37 | 27 |
| NUMBER OF RESPONDENTS | 65 100% | 996 100% | 15 100% | 16 100% | 14 100% | 20 100% | 48 100% | | 3 100% | | | 1 100% | 6 100% | 16 100% | 48 100% | 61 100% | 4 100% | 38 100% | 27 100% |

[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?

| | | | AGE | | | | | RACE | | | | | ETHNICITY | | HEALTH STATUS | | CCC SCREENER | | | |
|-----------------------|---------------|--------------|--------------|------------|------------|------------|-------------|-------|--------------|----------|-----------|----------------|-------------|-----------|------------------|-----------------------|--------------|-----------|------------|------------|
| | COPA TOT CHLD | OHP TOT CHLD | <1 | 1-3 | 4-7 | 8-12 | 13 AND OVER | WHITE | BLCK OR AFR- | AMER IAN | NATV ILND | AMER IND/ ALSK | MUL- TI | HIS- IC | NOT HIS- PAN- IC | EX & VERY GOOD & FAIR | GOOD & POOR | NO CCC | CCC | |
| Q57E #YES | 54 87% | 853 87% | 14 ~ 93%~ | 15 94%~ | 11 85%~ | 14 78%~ | 43 90%~ | | 2 ~100%~ | | | | 1 ~100%~ | 5 83%~ | 10 71%~ | 43 91%~ | 52 88%~ | 2 67%~ | 30 86%~ | 24 89%~ |
| NO | 8 13% | 127 13% | 1 ~ 7%~ | 1 6%~ | 2 15%~ | 4 22%~ | 5 10%~ | | ~ | ~ | ~ | ~ | 1 ~ 17%~ | 4 29%~ | 4 9%~ | 7 12%~ | 1 33%~ | 5 14%~ | 3 11%~ | |
| NOT ANSWERED | 3 | 15 | | | | 1 2 | | | 1 | | | | | 2 | 1 | 2 | 1 | 3 | | |
| VALID CASES | 62 | 981 | 15 | 16 | 13 | 18 | 48 | | 2 | | | | 1 | 6 | 14 | 47 | 59 | 3 | 35 | 27 |
| NUMBER OF RESPONDENTS | 65 100% | 996 100% | 15 100% | 16 100% | 14 100% | 20 100% | 48 100% | | 3 100% | | | | 1 100% | 6 100% | 16 100% | 48 100% | 61 100% | 4 100% | 38 100% | 27 100% |

[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?

| | | | AGE | | | | | RACE | | | | | ETHNICITY | | HEALTH STATUS | | CCC SCREENER | | |
|-------------------------|---------------|--------------|-----|-----------|-----------|-----------|-------------|--------------|---------|---------------|----------------|-----------|-----------|------------------|-----------------------|-------------|--------------|-----------|-----------|
| | COPA TOT CHLD | OHP TOT CHLD | <1 | 1-3 | 4-7 | 8-12 | 13 AND OVER | BLCK OR AFR- | AS- IAN | NATV HAW/ PAC | AMER IND/ ALSK | MUL- TI | HIS- IC | NOT HIS- PAN- IC | EX & VERY GOOD & FAIR | GOOD & POOR | NO CCC | CCC | |
| Q57F NEVER | 2 3% | 20 2% | ~ | ~ | 1 6% | ~ | 1 5% | 1 2% | ~ | ~ | ~ | ~ | ~ | 1 6% | 1 2% | 1 2% | 1 25% | 1 3% | 1 4% |
| SOMETIMES | 7 11% | 89 9% | ~ | 1 7% | ~ | 1 7% | 5 26% | 4 8% | ~ | ~ | ~ | ~ | 2 33% | 2 13% | 5 11% | 7 12% | ~ | 5 14% | 2 7% |
| USUALLY | 13 20% | 244 25% | ~ | 3 20% | 2 13% | 5 36% | 3 16% | 8 17% | ~ | 1 50% | ~ | ~ | ~ | 4 25% | 8 17% | 12 20% | 1 25% | 7 19% | 6 22% |
| ALWAYS | 42 66% | 624 64% | ~ | 11 73% | 13 81% | 8 57% | 10 53% | 35 73% | ~ | 1 50% | ~ | 1 100% | 4 67% | 9 56% | 33 70% | 40 67% | 2 50% | 24 65% | 18 67% |
| #ALWAYS + USUALLY (NET) | 55 86% | 868 89% | ~ | 14 93% | 15 94% | 13 93% | 13 68% | 43 90% | ~ | 2 100% | ~ | 1 100% | 4 67% | 13 81% | 41 87% | 52 87% | 3 75% | 31 84% | 24 89% |
| TOP BOX SCORE | 42 66% | 624 64% | ~ | 11 73% | 13 81% | 8 57% | 10 53% | 35 73% | ~ | 1 50% | ~ | 1 100% | 4 67% | 9 56% | 33 70% | 40 67% | 2 50% | 24 65% | 18 67% |
| NOT ANSWERED | 1 | 20 | | | | | 1 | | 1 | | | | | 1 | 1 | | 1 | | |
| VALID CASES | 64 | 976 | | 15 | 16 | 14 | 19 | 48 | 2 | | 1 | 6 | 16 | 47 | 60 | 4 | 37 | 27 | |
| NUMBER OF RESPONDENTS | 65 | 996 | | 15 | 16 | 14 | 20 | 48 | 3 | | 1 | 6 | 16 | 48 | 61 | 4 | 38 | 27 | |
| | 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?

| | | | AGE | | | | | RACE | | | | | ETHNICITY | | HEALTH STATUS | | CCC SCREENER | | |
|-------------------------|---------------|--------------|--------------|------------|------------|------------|-------------|-------------|-----------|---------|---------------|----------------|-------------|------------|---------------|------------------|------------------------------|------------|------------|
| | COPA TOT CHLD | OHP TOT CHLD | <1 | 1-3 | 4-7 | 8-12 | 13 AND OVER | BLCK OR WHT | AFR- AMER | AS- IAN | NATV HAW/ PAC | AMER IND/ ALSK | MUL- OTHR | TI | HIS- PAN- IC | NOT HIS- PAN- IC | EX & VERY GOOD & FAIR & POOR | NO CCC | CCC |
| Q57G NEVER | 5 8% | 39 4% | 2 ~ 13%~ | 1 6%~ | 1 7%~ | 1 5%~ | 3 6%~ | ~ | ~ | ~ | ~ | ~ | 1 ~ 17%~ | 3 19%~ | 2 4%~ | 4 7%~ | 1 25%~ | 3 8%~ | 2 7%~ |
| SOMETIMES | 5 8% | 87 9% | 2 ~ 13%~ | ~ | 1 7%~ | 2 11%~ | 4 8%~ | ~ | ~ | ~ | ~ | ~ | 1 ~ 17%~ | 1 6%~ | 4 9%~ | 5 8%~ | ~ | 4 11%~ | 1 4%~ |
| USUALLY | 17 27% | 248 25% | 1 ~ 7%~ | 4 25%~ | 5 36%~ | 7 37%~ | 12 25%~ | ~ | ~ | ~ | ~ | ~ | ~ | 6 38%~ | 10 21%~ | 16 27%~ | 1 25%~ | 11 30%~ | 6 22%~ |
| ALWAYS | 37 58% | 607 62% | 10 ~ 67%~ | 11 69%~ | 7 50%~ | 9 47%~ | 29 60%~ | 2 ~100%~ | ~ | ~ | ~ | 1 ~100%~ | 4 67%~ | 6 38%~ | 31 66%~ | 35 58%~ | 2 50%~ | 19 51%~ | 18 67%~ |
| #ALWAYS + USUALLY (NET) | 54 84% | 855 87% | 11 ~ 73%~ | 15 94%~ | 12 86%~ | 16 84%~ | 41 85%~ | 2 ~100%~ | ~ | ~ | ~ | 1 ~100%~ | 4 67%~ | 12 75%~ | 41 87%~ | 51 85%~ | 3 75%~ | 30 81%~ | 24 89%~ |
| TOP BOX SCORE | 37 58% | 607 62% | 10 ~ 67%~ | 11 69%~ | 7 50%~ | 9 47%~ | 29 60%~ | 2 ~100%~ | ~ | ~ | ~ | 1 ~100%~ | 4 67%~ | 6 38%~ | 31 66%~ | 35 58%~ | 2 50%~ | 19 51%~ | 18 67%~ |
| NOT ANSWERED | 1 | 16 | | | | 1 | | 1 | | | | | | 1 | 1 | | 1 | | |
| VALID CASES | 64 | 980 | 15 | 16 | 14 | 19 | 48 | 2 | | | | 1 | 6 | 16 | 47 | 60 | 4 | 37 | 27 |
| NUMBER OF RESPONDENTS | 65 | 996 | 15 | 16 | 14 | 20 | 48 | 3 | | | | 1 | 6 | 16 | 48 | 61 | 4 | 38 | 27 |
| | 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?

| | | | AGE | | | | | RACE | | | | | ETHNICITY | | HEALTH STATUS | | CCC SCREENER | | | |
|-------------------------|---------------|--------------|-----|-----------|-----------|------------|-------------|---------------|-----------|-----------|----------------|----------------|-----------|-----------|---------------|------------------|-----------------------|----------|-----------|-----------|
| | COPA TOT CHLD | OHP TOT CHLD | <1 | 1-3 | 4-7 | 8-12 | 13 AND OVER | BLCK OR WHITE | AFR- AMER | AS- IAN | NATV HAW/ ILND | AMER IND/ ALSK | MUL- OTHR | TI | HIS- PAN- IC | NOT HIS- PAN- IC | EX & VERY GOOD & FAIR | POOR | NO CCC | CCC |
| Q57H NEVER | 1 2% | 18 2% | ~ | ~ | 1 6% | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | 1 6% | ~ | ~ | 1 25% | ~ | 1 4% |
| SOMETIMES | 2 3% | 71 7% | ~ | 2 13% | ~ | ~ | ~ | 2 4% | ~ | ~ | ~ | ~ | ~ | ~ | 2 4% | ~ | 2 3% | ~ | 1 3% | 1 4% |
| USUALLY | 10 16% | 202 21% | ~ | 2 13% | 1 6% | 2 14% | 5 26% | 9 19% | ~ | ~ | ~ | ~ | ~ | ~ | 2 13% | 8 17% | 9 15% | 1 25% | 6 16% | 4 15% |
| ALWAYS | 51 80% | 690 70% | ~ | 11 73% | 14 88% | 12 86% | 14 74% | 37 77% | ~ | 2 100% | ~ | ~ | 1 100% | 6 100% | 13 81% | 37 79% | 49 82% | 2 50% | 30 81% | 21 78% |
| #ALWAYS + USUALLY (NET) | 61 95% | 892 91% | ~ | 13 87% | 15 94% | 14 100% | 19 100% | 46 96% | ~ | 2 100% | ~ | ~ | 1 100% | 6 100% | 15 94% | 45 96% | 58 97% | 3 75% | 36 97% | 25 93% |
| TOP BOX SCORE | 51 80% | 690 70% | ~ | 11 73% | 14 88% | 12 86% | 14 74% | 37 77% | ~ | 2 100% | ~ | ~ | 1 100% | 6 100% | 13 81% | 37 79% | 49 82% | 2 50% | 30 81% | 21 78% |
| NOT ANSWERED | 1 | 16 | | | | 1 | | | 1 | | | | | | 1 | | 1 | | 1 | |
| VALID CASES | 64 | 980 | | 15 | 16 | 14 | 19 | 48 | 2 | | | | 1 | 6 | 16 | 47 | 60 | 4 | 37 | 27 |
| NUMBER OF RESPONDENTS | 65 | 996 | | 15 | 16 | 14 | 20 | 48 | 3 | | | | 1 | 6 | 16 | 48 | 61 | 4 | 38 | 27 |
| | 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?

| | AGE | | | | | | RACE | | | | | | ETHNICITY | | HEALTH STATUS | | CCC SCREENER | | | |
|-------------------------------------|---------------|--------------|------------|------------|------------|---------------|------------------|-------------|--------------------|----------------|------------|------------|--------------|------------------|-----------------------|-------------|--------------|------------|-------------|------------|
| | COPA TOT CHLD | OHP TOT CHLD | <1 | 1-3 | 4-7 | 8-12 AND OVER | BLCK OR AFR- WHT | AS- IAN | NATV HAW/ PAC ILND | AMER IND/ ALSK | MUL- OTHR | TI | HIS- PAN- IC | NOT HIS- PAN- IC | EX & VERY GOOD & FAIR | GOOD & POOR | NO CCC | CCC | | |
| Q58 EXCELLENT | 123 44% | 1951 39% | 2 100%~ | 26 48% | 42 51% | 28 41% | 25 34% | 88 42% | ~ | ~ | ~ | 2 67%~ | 3 27%~ | 22 76%~ | 22 29%* | 101 49%* | 123 46%~ | ~ | 108 54%* | 15 19%* |
| VERY GOOD | 101 36% | 1732 35% | ~ | 19 35% | 24 29% | 25 36% | 33 45% | 78 37% | 1 100%~ | 3 100%~ | 1 100%~ | 1 33%~ | 6 55%~ | 5 17%~ | 23 31% | 77 38% | 101 38%~ | ~ | 60 30%* | 41 51%* |
| GOOD | 43 15% | 973 20% | ~ | 7 13% | 13 16% | 15 22% | 8 11% | 36 17% | ~ | ~ | ~ | ~ | 1 9%~ | 1 3%~ | 18 24%* | 25 12%* | 43 16%~ | ~ | 22 11%* | 21 26%* |
| FAIR | 13 5% | 308 6% | ~ | 2 4% | 3 4% | 1 1% | 7 10% | 5 2%* | ~ | ~ | ~ | ~ | 1 9%~ | 1 3%~ | 12 16%* | 1 0.5%* | ~ | 13 93%~ | 9 4% | 4 5% |
| POOR | 1 0.4% | 13 0.3% | ~ | ~ | 1 1% | ~ | ~ | 1 0.5%~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | 1 0.5%~ | ~ | 1 7%~ | 1 0.5%~ | ~ |
| #EXCELLENT + VERY GOOD + GOOD (NET) | 267 95% | 4656 94% | 2 100%~ | 52 96% | 79 95% | 68 99%* | 66 90% | 202 97%* | 1 100%~ | 3 100%~ | 1 100%~ | 3 100%~ | 10 91%~ | 28 97%~ | 63 84%* | 203 99%* | 267 100%~ | ~ | 190 95% | 77 95% |
| NOT ANSWERED | 14 | 386 | 1 | | 2 | 8 | 3 | 1 | | | | | | | 1 | | | 14 | | |
| VALID CASES | 281 | 4977 | 2 | 54 | 83 | 69 | 73 | 208 | 1 | 3 | 1 | 3 | 11 | 29 | 75 | 205 | 267 | 14 | 200 | 81 |
| NUMBER OF RESPONDENTS | 295 100% | 5363 100% | 3 100% | 54 100% | 85 100% | 77 100% | 76 100% | 209 100% | 1 100% | 3 100% | 1 100% | 3 100% | 11 100% | 29 100% | 75 100% | 206 100% | 267 100% | 14 100% | 214 100% | 81 100% |

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

| | | | AGE | | | | | RACE | | | | | | ETHNICITY | | HEALTH STATUS | | CCC SCREENER | | |
|-------------------------------------|---------------|--------------|------------|------------|------------|------------|-------------|-------------|------------|-------------|---------------|----------------|------------|------------|--------------|------------------|-----------------------|--------------|-------------|------------|
| | COPA TOT CHLD | OHP TOT CHLD | <1 | 1-3 | 4-7 | 8-12 | 13 AND OVER | BLCK OR WHT | AFR- AMER | AS- IAN | NATV HAW/ PAC | AMER IND/ ALSK | OTHR | MUL- TI | HIS- PAN- IC | NOT HIS- PAN- IC | EX & VERY GOOD & FAIR | POOR | NO CCC | CCC |
| Q59 EXCELLENT | 123 44% | 2270 46% | 2 100%~ | 40 74%* | 40 48% | 22 32%* | 19 26%* | 91 44% | 1 100%~ | 2 67%~ | 1 ~ | 6 33%~ | 17 55%~ | 22 29%* | 101 49%* | 121 45%~ | 1 7%~ | 104 52%* | 19 24%* | |
| VERY GOOD | 84 30% | 1311 26% | ~ | 9 17%* | 27 33% | 27 39% | 21 29% | 61 29% | ~ | ~ | 1 ~100%~ | 1 33%~ | 4 36%~ | 7 24%~ | 29 39% | 55 27% | 82 31%~ | 2 14%~ | 63 31% | 21 26% |
| GOOD | 51 18% | 923 19% | ~ | 4 7%* | 11 13% | 14 20% | 22 30%* | 37 18% | ~ | 1 33%~ | ~ | ~ | ~ | 4 ~14%~ | 17 23% | 33 16% | 46 17%~ | 5 36%~ | 29 14%* | 22 28%* |
| FAIR | 19 7% | 400 8% | ~ | 1 2%* | 4 5% | 4 6% | 10 14%* | 15 7% | ~ | ~ | ~ | 1 ~33%~ | 1 9%~ | 1 3%~ | 6 8% | 13 6% | 13 5%~ | 6 43%~ | 5 2%* | 14 18%* |
| POOR | 4 1% | 72 1% | ~ | ~ | 1 1% | 2 3% | 1 1% | 4 2%~ | ~ | ~ | ~ | ~ | ~ | ~ | 1 1% | 3 1% | 4 2%~ | ~ | ~ | 4 5%* |
| #EXCELLENT + VERY GOOD + GOOD (NET) | 258 92% | 4503 91% | 2 100%~ | 53 98%* | 78 94% | 63 91% | 62 85%* | 189 91% | 1 100%~ | 3 ~100%~ | 1 ~100%~ | 2 67%~ | 10 91%~ | 28 97%~ | 68 91% | 189 92% | 249 94%~ | 8 57%~ | 196 98%* | 62 78%* |
| NOT ANSWERED | 14 | 387 | 1 | | 2 | 8 | 3 | 1 | | | | | | | 1 | 1 | | 13 | 1 | |
| VALID CASES | 281 | 4976 | 2 | 54 | 83 | 69 | 73 | 208 | 1 | 3 | 1 | 3 | 11 | 29 | 75 | 205 | 266 | 14 | 201 | 80 |
| NUMBER OF RESPONDENTS | 295 100% | 5363 100% | 3 100% | 54 100% | 85 100% | 77 100% | 76 100% | 209 100% | 1 100% | 3 100% | 1 100% | 3 100% | 11 100% | 29 100% | 75 100% | 206 100% | 267 100% | 14 100% | 214 100% | 81 100% |

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

| | | | AGE | | | | | RACE | | | | | | ETHNICITY | | HEALTH STATUS | | CCC SCREENER | | |
|-----------------------|---------------|--------------|-----------|------------|------------|------------|-------------|-------------------|-----------|----------------|----------------|------------|------------|--------------|------------------|----------------------------|-------------|--------------|-------------|------------|
| | COPA TOT CHLD | OHP TOT CHLD | <1 | 1-3 | 4-7 | 8-12 | 13 AND OVER | BLCK OR AFR- Whte | AS- IAN | NATV HAW/ ILND | AMER IND/ ALSK | MUL- OTHR | TI | HIS- PAN- IC | NOT HIS- PAN- IC | EX & VERY GOOD & FAIR POOR | NO CCC | CCC | | |
| Q60 YES | 64 23% | 1132 23% | ~ | 14 26% | 15 18% | 17 25% | 18 24% | 51 24% | ~ | ~ | ~ | 33% 18% | 2 24% | 7 | 11 15%* | 53 26%* | 59 22%~ | 5 36%~ | 11 5%* | 53 65%* |
| NO | 218 77% | 3829 77% | 100% ~ | 2 74% | 40 82% | 68 75% | 52 76% | 158 76% | 1 100% | 3 100% | 1 100% | 2 67%~ | 9 82%~ | 22 76%~ | 64 85%* | 153 74%* | 208 78%~ | 9 64%~ | 190 95%* | 28 35%* |
| NOT ANSWERED | 13 | 401 | 1 | | 2 | 8 | 2 | | | | | | | | | | | | | 13 |
| VALID CASES | 282 | 4962 | 2 | 54 | 83 | 69 | 74 | 209 | 1 | 3 | 1 | 3 | 11 | 29 | 75 | 206 | 267 | 14 | 201 | 81 |
| NUMBER OF RESPONDENTS | 295 100% | 5363 100% | 3 100% | 54 100% | 85 100% | 77 100% | 76 100% | 209 100% | 1 100% | 3 100% | 1 100% | 3 100% | 11 100% | 29 100% | 75 100% | 206 100% | 267 100% | 14 100% | 214 100% | 81 100% |

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

| | | | AGE | | | | | RACE | | | | | ETHNICITY | | HEALTH STATUS | | CCC SCREENER | | |
|-----------------------|---------------|--------------|-------------|-------------|-------------|-------------|-------------|-------------|-----------|---------|------------|----------------|------------|------------|---------------|------------------|------------------------------|-------------|------------|
| | COPA TOT CHLD | OHP TOT CHLD | <1 | 1-3 | 4-7 | 8-12 | 13 AND OVER | BLCK OR WHT | AFR- AMER | AS- IAN | NATV ILND | AMER IND/ ALSK | MUL- OTHR | TI | HIS- PAN- IC | NOT HIS- PAN- IC | EX & VERY GOOD & FAIR & POOR | NO CCC | CCC |
| Q61 YES | 51 81% | 857 79% | 10 ~ 71% | 13 ~ 87% | 14 ~ 88% | 14 ~ 78% | 43 86% | ~ | ~ | ~ | 1 ~100% | 2 ~100% | 4 ~ 57% | 7 64% | 44 85% | 47 81% | 4 80% | 51 ~ 96% | |
| NO | 12 19% | 234 21% | 4 ~ 29% | 2 13% | 2 13% | 4 22% | 7 14% | ~ | ~ | ~ | ~ | ~ | 3 ~ 43% | 4 36% | 8 15% | 11 19% | 1 20% | 10 ~100% | 2 4% |
| NOT ANSWERED | 1 | 30 | | | | 1 | 1 | | | | | | | | 1 | 1 | | 1 | |
| VALID CASES | 63 | 1091 | 14 | 15 | 16 | 18 | 50 | | | | 1 | 2 | 7 | 11 | 52 | 58 | 5 | 10 | 53 |
| NUMBER OF RESPONDENTS | 64 100% | 1121 100% | 14 100% | 15 100% | 17 100% | 18 100% | 51 100% | | | | 1 100% | 2 100% | 7 100% | 11 100% | 53 100% | 59 100% | 5 100% | 11 100% | 53 100% |

[ASKED IF Q60 = YES]

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

| | | | AGE | | | | | RACE | | | | | ETHNICITY | | HEALTH STATUS | | CCC SCREENER | | |
|-----------------------|---------------|--------------|-------|-------|------|-------|-------------|-------------|-----------|---------|-----------|-----------|-----------|-------|---------------|------------------|------------------------------|--------|------|
| | COPA TOT CHLD | OHP TOT CHLD | <1 | 1-3 | 4-7 | 8-12 | 13 AND OVER | BLCK OR WHT | AFR- AMER | AS- IAN | NATV ILND | AMER ALSK | MUL- OTHR | TI | HIS- PAN- IC | NOT HIS- PAN- IC | EX & VERY GOOD & FAIR & POOR | NO CCC | CCC |
| Q62 YES | 50 | 763 | | 10 | 13 | 13 | 14 | 43 | | | | 1 | 2 | 3 | 7 | 43 | 46 | 4 | 50 |
| | 98% | 90%* | ~100% | ~100% | ~93% | ~100% | ~100% | ~ | ~ | ~ | ~100% | ~100% | ~75% | ~100% | ~98% | ~98% | ~100% | ~98% | |
| Q62 NO | 1 | 83 | | | | 1 | | | | | | | | 1 | 1 | 1 | | 1 | |
| | 2% | 10%* | ~ | ~ | ~ | 7% | ~ | ~ | ~ | ~ | ~ | ~ | ~25% | ~ | ~2% | ~2% | ~ | ~2% | |
| NOT ANSWERED | | 20 | | | | | | | | | | | | | | | | | |
| VALID CASES | 51 | 846 | | 10 | 13 | 14 | 14 | 43 | | | | 1 | 2 | 4 | 7 | 44 | 47 | 4 | 51 |
| NUMBER OF RESPONDENTS | 51 | 866 | | 10 | 13 | 14 | 14 | 43 | | | | 1 | 2 | 4 | 7 | 44 | 47 | 4 | 51 |
| | 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?

| | | | AGE | | | | | RACE | | | | | ETHNICITY | | HEALTH STATUS | | CCC SCREENER | | | |
|-----------------------|---------------|--------------|-----------|------------|------------|------------|-------------|--------------|-----------|--------------------|----------------|-----------|------------|------------|------------------|-----------------------|--------------|------------|-------------|------------|
| | COPA TOT CHLD | OHP TOT CHLD | <1 | 1-3 | 4-7 | 8-12 | 13 AND OVER | BLCK OR AFR- | AS- IAN | NATV HAW/ PAC ILND | AMER IND/ ALSK | MUL- OTHR | TI | HIS- IC | NOT HIS- PAN- IC | EX & VERY GOOD & FAIR | GOOD & POOR | NO CCC | CCC | |
| Q63 YES | 51 18% | 727 15% | ~ | 15% | 17% | 24% | 18% | 41 20% | ~ | ~ | ~ | ~ | 2 18% | 5 17% | 11 15% | 40 19% | 50 19% | 1 7% | 9 4%* | 42 53%* |
| NO | 229 82% | 4197 85% | 100% | 85% | 83% | 76% | 82% | 167 80% | 1 100% | 3 100% | 1 100% | 3 100% | 9 82% | 24 83% | 62 85% | 166 81% | 215 81% | 13 93% | 191 96%* | 38 48%* |
| NOT ANSWERED | 15 | 439 | 1 | | 2 | 9 | 3 | 1 | | | | | | | 2 | | 2 | | 14 | 1 |
| VALID CASES | 280 | 4924 | 2 | 54 | 83 | 68 | 73 | 208 | 1 | 3 | 1 | 3 | 11 | 29 | 73 | 206 | 265 | 14 | 200 | 80 |
| NUMBER OF RESPONDENTS | 295 100% | 5363 100% | 3 100% | 54 100% | 85 100% | 77 100% | 76 100% | 209 100% | 1 100% | 3 100% | 1 100% | 3 100% | 11 100% | 29 100% | 75 100% | 206 100% | 267 100% | 14 100% | 214 100% | 81 100% |

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

| | | | AGE | | | | | RACE | | | | | ETHNICITY | | HEALTH STATUS | | CCC SCREENER | | | |
|-----------------------|---------------|--------------|-----|------|------|------|-------------|-------------------|---------|----------------|---------------------|--------------|-----------|------------------|------------------------------|--------------------|--------------|------------|-----------|------------|
| | COPA TOT CHLD | OHP TOT CHLD | <1 | 1-3 | 4-7 | 8-12 | 13 AND OVER | BLCK OR AFR- Whte | AS- IAN | NATV HAW/ ILND | AMER IND/ ALSK NATV | MUL- OTHR TI | HIS- IC | NOT HIS- PAN- IC | EX & VERY GOOD & FAIR & POOR | GOOD & FAIR & POOR | NO CCC | CCC | | |
| Q64 YES | 39 81% | 620 86% | ~ | 71%~ | 67%~ | 88%~ | 92%~ | 33 85%~ | ~ | ~ | ~ | ~ | 50%~ | 80%~ | 60%~ | 87%~ | 38 81%~ | 1 100%~ | 1 14%~ | 38 93%~ |
| NO | 9 19% | 103 14% | ~ | 29%~ | 33%~ | 13%~ | 8%~ | 6 15%~ | ~ | ~ | ~ | ~ | 50%~ | 20%~ | 40%~ | 13%~ | 9 19%~ | ~ | 6 86%~ | 3 7%~ |
| NOT ANSWERED | 3 | 18 | | 1 | 2 | | | 2 | | | | | | | 1 | 2 | 3 | | 2 | 1 |
| VALID CASES | 48 | 723 | | 7 | 12 | 16 | 13 | 39 | | | | 2 | 5 | 10 | 38 | 47 | 1 | 7 | 41 | |
| NUMBER OF RESPONDENTS | 51 | 741 | | 8 | 14 | 16 | 13 | 41 | | | | 2 | 5 | 11 | 40 | 50 | 1 | 9 | 42 | |
| | 100% | 100% | | 100% | 100% | 100% | 100% | 100% | | | | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |

[ASKED IF Q63 = YES]

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

| | | | AGE | | | | | RACE | | | | | ETHNICITY | | HEALTH STATUS | | CCC SCREENER | | |
|-----------------------|---------------|--------------|-------|-------|------|------|-------------|-------------------|---------|----------------|----------------|-----------|-----------|--------------|------------------|------------------------------|--------------|------|------|
| | COPA TOT CHLD | OHP TOT CHLD | <1 | 1-3 | 4-7 | 8-12 | 13 AND OVER | BLCK OR AFR- Whte | AS- IAN | NATV HAW/ ILND | AMER IND/ ALSK | MUL- OTHR | TI | HIS- PAN- IC | NOT HIS- PAN- IC | EX & VERY GOOD & FAIR & POOR | NO CCC | CCC | |
| Q65 YES | 37 95% | 581 97% | ~100% | ~100% | 93% | 92% | 97% | ~ | ~ | ~ | ~100% | 75% | 83% | 97% | 95% | 100% | ~ | 97% | |
| NO | 2 5% | 18 3% | ~ | ~ | ~ | 7% | 8% | 3% | ~ | ~ | ~ | ~ | 25% | 17% | 3% | 5% | ~100% | 3% | |
| NOT ANSWERED | | 12 | | | | | | | | | | | | | | | | | |
| VALID CASES | 39 | 600 | | 5 | 8 | 14 | 12 | 33 | | | | 1 | 4 | 6 | 33 | 38 | 1 | 1 | 38 |
| NUMBER OF RESPONDENTS | 39 | 612 | | 5 | 8 | 14 | 12 | 33 | | | | 1 | 4 | 6 | 33 | 38 | 1 | 1 | 38 |
| | 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?

| | COPA TOT CHLD | OHP TOT CHLD | AGE | | | | | RACE | | | | | ETHNIC- ITY | | HEALTH STATUS | | CCC SCREENER | | | |
|-----------------------|---------------------|--------------------|------|----------|-----------|-----------|-------------------|-----------|-------------------|------------|--------------|---------------------|----------------|------------|---------------------------|--|-----------------|-----------|-------------|------------|
| | | | <1 | 1-3 | 4-7 | 8-12 | 13 AND OVER | WHT | BLK OR AFR- | AS- IAN | NATV ILND | AMER IND/ ALS | MUL- TI | HIS- IC | NOT HIS- PAN- IC | EX & VERY GOOD & FAIR & GOOD POOR | NO CCC | CCC | | |
| Q66 YES | 33 12% | 575 12% | ~ | 6 11% | 7 9% | 13 19% | 7 10% | 27 13% | ~ | ~ | ~ | ~ | 2 18% | 2 7% | 5 7% | 28 14% | 31 12% | 2 14% | 4 2%* | 29 36%* |
| NO | 247 88% | 4353 88% | 100% | 2 89% | 48 91% | 75 81% | 56 90% | 66 87% | 1 100% | 3 100% | 1 100% | 3 100% | 9 82% | 27 93% | 69 93% | 177 86% | 234 88% | 12 86% | 196 98%* | 51 64%* |
| NOT ANSWERED | 15 | 435 | 1 | | 3 | 8 | 3 | 2 | | | | | | | 1 | 1 | 2 | | 14 | 1 |
| VALID CASES | 280 | 4928 | 2 | 54 | 82 | 69 | 73 | 207 | 1 | 3 | 1 | 3 | 11 | 29 | 74 | 205 | 265 | 14 | 200 | 80 |
| NUMBER OF RESPONDENTS | 295 | 5363 | 3 | 54 | 85 | 77 | 76 | 209 | 1 | 3 | 1 | 3 | 11 | 29 | 75 | 206 | 267 | 14 | 214 | 81 |
| | 100% | 100% | 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?

| | AGE | | | | | RACE | | | | | | ETHNICITY | | HEALTH STATUS | | CCC SCREENER | | | |
|-----------------------|---------------|--------------|----|------|------|------|-------------|------------------|---------|----------------|----------------|-----------|------|---------------|------------------|------------------------------|--------|------|------|
| | COPA TOT CHLD | OHP TOT CHLD | <1 | 1-3 | 4-7 | 8-12 | 13 AND OVER | BLCK OR AFR- WHT | AS- IAN | NATV HAW/ ILND | AMER IND/ ALSK | MUL- OTHR | TI | HIS- PAN- IC | NOT HIS- PAN- IC | EX & VERY GOOD & FAIR & POOR | NO CCC | CCC | |
| Q67 YES | 27 | 448 | | 3 | 6 | 12 | 6 | 22 | | | | 1 | 2 | 3 | 24 | 25 | 2 | 1 | 26 |
| | 84% | 80% | ~ | 50% | 100% | 92% | 86% | 85% | ~ | ~ | ~ | 50% | 100% | 75% | 86% | 83% | 100% | 33% | 90% |
| NO | 5 | 112 | | 3 | | 1 | 1 | 4 | | | | 1 | | 1 | 4 | 5 | | 2 | 3 |
| | 16% | 20% | ~ | 50% | ~ | 8% | 14% | 15% | ~ | ~ | ~ | 50% | ~ | 25% | 14% | 17% | ~ | 67% | 10% |
| NOT ANSWERED | 1 | 21 | | | 1 | | | 1 | | | | | | 1 | | 1 | | 1 | |
| VALID CASES | 32 | 560 | | 6 | 6 | 13 | 7 | 26 | | | | 2 | 2 | 4 | 28 | 30 | 2 | 3 | 29 |
| NUMBER OF RESPONDENTS | 33 | 581 | | 6 | 7 | 13 | 7 | 27 | | | | 2 | 2 | 5 | 28 | 31 | 2 | 4 | 29 |
| | 100% | 100% | | 100% | 100% | 100% | 100% | 100% | | | | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |

[ASKED IF Q66 = YES]

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

| | AGE | | | | | RACE | | | | | | ETHNICITY | | HEALTH STATUS | | CCC SCREENER | | | | |
|-----------------------|---------------|--------------|-------|--------|-------|--------|-------------|-------------|-----------|---------|-----------|----------------|-----------|---------------|--------------|------------------|------------------------------|--------|------|------|
| | COPA TOT CHLD | OHP TOT CHLD | <1 | 1-3 | 4-7 | 8-12 | 13 AND OVER | BLCK OR WHT | AFR- AMER | AS- IAN | NATV ILND | AMER IND/ ALSK | MUL- OTHR | TI | HIS- PAN- IC | NOT HIS- PAN- IC | EX & VERY GOOD & FAIR & POOR | NO CCC | CCC | |
| Q68 YES | 25 | 439 | 2 | 6 | 11 | 6 | 20 | | | | | | 1 | 2 | 3 | 22 | 23 | 2 | 25 | |
| | 93% | 97% | ~ 67% | ~ 100% | ~ 92% | ~ 100% | ~ 91% | ~ | ~ | ~ | ~ | ~ 100% | ~ 100% | ~ 100% | ~ 92% | ~ 92% | ~ 100% | ~ 96% | ~ | |
| NO | 2 | 14 | 1 | | 1 | | 2 | | | | | | | | 2 | 2 | 2 | 1 | 1 | |
| | 7% | 3% | ~ 33% | ~ | ~ 8% | ~ | ~ 9% | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ 8% | ~ 8% | ~ 100% | ~ 4% | ~ | |
| NOT ANSWERED | | 3 | | | | | | | | | | | | | | | | | | |
| VALID CASES | 27 | 453 | 3 | 6 | 12 | 6 | 22 | | | | | | 1 | 2 | 3 | 24 | 25 | 2 | 1 | 26 |
| NUMBER OF RESPONDENTS | 27 | 456 | 3 | 6 | 12 | 6 | 22 | | | | | | 1 | 2 | 3 | 24 | 25 | 2 | 1 | 26 |
| | 100% | 100% | 100% | 100% | 100% | 100% | 100% | | | | | | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |

[ASKED IF Q66 = YES AND Q67 = YES]

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

| | | | AGE | | | | | RACE | | | | | | ETHNICITY | | HEALTH STATUS | | CCC SCREENER | | |
|-----------------------|---------------|--------------|-----------|------------|------------|------------|-------------|------------------|-------------|----------------|----------------|------------|------------|------------|------------------|------------------------------|-------------|--------------|-------------|------------|
| | COPA TOT CHLD | OHP TOT CHLD | <1 | 1-3 | 4-7 | 8-12 | 13 AND OVER | BLCK OR AFR- WHT | AS- IAN | NATV HAW/ ILND | AMER IND/ ALSK | MUL- OTHR | TI | HIS- IC | NOT HIS- PAN- IC | EX & VERY GOOD & FAIR & POOR | NO CCC | CCC | | |
| Q69 YES | 30 11% | 459 9% | ~ | 5 9% | 16 19%* | 6 9% | 3 4%* | 22 11% | 1 100%~ | ~ | ~ | ~ | 1 9%~ | 3 10%~ | 8 11% | 22 11% | 29 11%~ | 1 7%~ | 11 5%* | 19 23%* |
| NO | 252 89% | 4495 91% | 100%~ | 2 91% | 49 81%* | 67 91% | 71 96%* | 187 89% | 3 ~100%~ | 1 ~100%~ | 3 ~100%~ | 10 91%~ | 26 90%~ | 67 89% | 184 89% | 238 89%~ | 13 93%~ | 190 95%* | 62 77%* | |
| NOT ANSWERED | 13 | 409 | 1 | | 2 | 8 | 2 | | | | | | | | | | | | 13 | |
| VALID CASES | 282 | 4954 | 2 | 54 | 83 | 69 | 74 | 209 | 1 | 3 | 1 | 3 | 11 | 29 | 75 | 206 | 267 | 14 | 201 | 81 |
| NUMBER OF RESPONDENTS | 295 100% | 5363 100% | 3 100% | 54 100% | 85 100% | 77 100% | 76 100% | 209 100% | 1 100% | 3 100% | 1 100% | 3 100% | 11 100% | 29 100% | 75 100% | 206 100% | 267 100% | 14 100% | 214 100% | 81 100% |

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

| | AGE | | | | | RACE | | | | | | ETHNICITY | | HEALTH STATUS | | CCC SCREENER | | | |
|-----------------------|---------------------|--------------------|-------------|-----------|-----------|------------|-------------------|--------------------|------------|----------------------|----------------------|-------------|------------|---------------------------|-----------------------------------|-------------------|------------|--------------|-----------|
| | COPA TOT CHLD | OHP TOT CHLD | <1 | 1-3 | 4-7 | 8-12 | 13 AND OVER | BLCK OR AFR- | AS- IAN | NATV HAW/ ILND | AMER IND/ ALSK | MUL- TI | HIS- IC | NOT HIS- PAN- IC | EX & VERY GOOD & GOOD | FAIR & POOR | NO CCC | CCC | |
| Q70 YES | 13 46% | 314 71%~ | 1 ~ 20%~ | 5 36%~ | 4 67%~ | 3 100%~ | 8 38%~ | 1 100%~ | ~ | ~ | ~ | 1 ~100%~ | 3 100%~ | 2 29%~ | 11 52%~ | 13 48%~ | ~ | 13 ~ 72%~ | |
| NO | 15 54% | 129 29%~ | 4 ~ 80%~ | 9 64%~ | 2 33%~ | ~ | 13 62%~ | ~ | ~ | ~ | ~ | ~ | ~ | 5 71%~ | 10 48%~ | 14 52%~ | 1 100%~ | 10 100%~ | 5 28%~ |
| NOT ANSWERED | 2 | 20 | | 2 | | | 1 | | | | | | | 1 | 1 | 2 | | 1 | 1 |
| VALID CASES | 28 | 442 | 5 | 14 | 6 | 3 | 21 | 1 | | | | 1 | 3 | 7 | 21 | 27 | 1 | 10 | 18 |
| NUMBER OF RESPONDENTS | 30 | 462 | 5 | 16 | 6 | 3 | 22 | 1 | | | | 1 | 3 | 8 | 22 | 29 | 1 | 11 | 19 |
| | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | | | | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |

[ASKED IF Q69 = YES]

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

| | AGE | | | | | RACE | | | | | | ETHNICITY | | HEALTH STATUS | | CCC SCREENER | | |
|-----------------------|---------------|--------------|-------|-------|-------|-------|-------------|------------------|---------|----------------|----------------|-----------|-------|---------------|-------------|----------------------------|--------|-------|
| | COPA TOT CHLD | OHP TOT CHLD | <1 | 1-3 | 4-7 | 8-12 | 13 AND OVER | BLCK OR AFR- WHT | AS- IAN | NATV HAW/ ILND | AMER IND/ ALSK | MUL- OTHR | TI | HIS- IC | NOT HIS- IC | EX & VERY GOOD & FAIR POOR | NO CCC | CCC |
| Q71 YES | 13 | 260 | 1 | 5 | 4 | 3 | 8 | 1 | | | | 1 | 3 | 2 | 11 | 13 | | 13 |
| | 100% | 95% | ~100% | ~100% | ~100% | ~100% | ~100% | ~100% | ~ | ~ | ~ | ~100% | ~100% | ~100% | ~100% | ~100% | ~ | ~100% |
| NO | | 14 | | | | | | | | | | | | | | | | |
| | | 5% | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ |
| NOT ANSWERED | | 7 | | | | | | | | | | | | | | | | |
| VALID CASES | 13 | 274 | 1 | 5 | 4 | 3 | 8 | 1 | | | | 1 | 3 | 2 | 11 | 13 | | 13 |
| NUMBER OF RESPONDENTS | 13 | 281 | 1 | 5 | 4 | 3 | 8 | 1 | | | | 1 | 3 | 2 | 11 | 13 | | 13 |
| | 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?

| | COPA TOT CHLD | OHP TOT CHLD | AGE | | | | | RACE | | | | | | ETHNIC- ITY | | HEALTH STATUS | | CCC SCREENER | | |
|-----------------------|---------------------|--------------------|-----------|------------|------------|------------|-------------------|-------------|-------------------|------------|--------------|---------------------|------------|----------------|---------------------------|-----------------------------------|-------------------|-----------------|-------------|------------|
| | | | <1 | 1-3 | 4-7 | 8-12 | 13 AND OVER | WHT | BLK OR AFR- | AS- IAN | NATV ILND | AMER IND/ ALS | MUL- TI | HIS- IC | NOT HIS- PAN- IC | EX & VERY GOOD & GOOD | FAIR & POOR | NO CCC | CCC | |
| Q72 YES | 45 16% | 722 15% | ~ | 2 4%* | 12 15% | 13 19% | 18 24%* | 36 17% | ~ | ~ | ~ | 1 33%~ | 2 18%~ | 3 10%~ | 10 13% | 35 17% | 44 17%~ | 1 7%~ | 5 2%* | 40 50%* |
| NO | 236 84% | 4209 85% | 100%~ | 96%* | 85% | 81% | 76%* | 83% | 100%~ | 100%~ | 100%~ | 67%~ | 82%~ | 90%~ | 87% | 83% | 222 83%~ | 13 93%~ | 196 98%* | 40 50%* |
| NOT ANSWERED | 14 | 432 | 1 | | 3 | 8 | 2 | 1 | | | | | | | 1 | | 1 | | 13 | 1 |
| VALID CASES | 281 | 4931 | 2 | 54 | 82 | 69 | 74 | 208 | 1 | 3 | 1 | 3 | 11 | 29 | 75 | 205 | 266 | 14 | 201 | 80 |
| NUMBER OF RESPONDENTS | 295 100% | 5363 100% | 3 100% | 54 100% | 85 100% | 77 100% | 76 100% | 209 100% | 1 100% | 3 100% | 1 100% | 3 100% | 11 100% | 29 100% | 75 100% | 206 100% | 267 100% | 14 100% | 214 100% | 81 100% |

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

| | | | AGE | | | | | RACE | | | | | ETHNICITY | | HEALTH STATUS | | CCC SCREENER | |
|-----------------------|---------------|--------------|-------|------|------|-------|-------------|-------------------|---------|----------------|----------------|-----------|-----------|--------------|------------------|------------------------------|--------------|------|
| | COPA TOT CHLD | OHP TOT CHLD | <1 | 1-3 | 4-7 | 8-12 | 13 AND OVER | BLCK OR AFR- Whte | AS- IAN | NATV HAW/ ILND | AMER IND/ ALSK | MUL- OTHR | TI | HIS- PAN- IC | NOT HIS- PAN- IC | EX & VERY GOOD & FAIR & POOR | NO CCC | CCC |
| Q73 YES | 39 | 612 | | 2 | 10 | 12 | 15 | 31 | | | 1 | 2 | 3 | 8 | 31 | 39 | | 39 |
| | 95% | 90% | ~100% | ~91% | ~92% | ~100% | ~94% | ~ | ~ | ~100% | ~100% | ~100% | ~100% | ~94% | ~95% | ~ | ~100% | |
| NO | 2 | 68 | | | 1 | 1 | 2 | | | | | | | 2 | 2 | | 2 | |
| | 5% | 10% | ~ | ~ | 9% | 8% | ~6% | ~ | ~ | ~ | ~ | ~ | ~ | ~6% | ~5% | ~100% | ~ | |
| NOT ANSWERED | 4 | 39 | | | 1 | | 3 | 3 | | | | | | 2 | 2 | 3 | 1 | 3 |
| | | | | | | | | | | | | | | | | | | 1 |
| VALID CASES | 41 | 680 | | 2 | 11 | 13 | 15 | 33 | | 1 | 2 | 3 | 8 | 33 | 41 | | 2 | 39 |
| NUMBER OF RESPONDENTS | 45 | 719 | | 2 | 12 | 13 | 18 | 36 | | 1 | 2 | 3 | 10 | 35 | 44 | 1 | 5 | 40 |
| | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |

[ASKED IF Q72 = YES]

NQ74 WHAT IS YOUR CHILD'S AGE?

| | | | AGE | | | | | RACE | | | | | ETHNICITY | | HEALTH STATUS | | CCC SCREENER | | | |
|---------------------------|---------------|--------------|-----------|-------------|-------------|-------------|-------------|-------------|-----------|----------|--------------------|----------------|--------------|--------------|------------------|------------------------------|--------------|-----------|-----------|-----------|
| | COPA TOT CHLD | OHP TOT CHLD | <1 | 1-3 | 4-7 | 8-12 | 13 AND OVER | BLCK OR WHT | AFR- AMER | AS- IAN | NATV HAW/ PAC ILND | AMER IND/ ALSK | MUL- OTHR TI | HIS- PAN- IC | NOT HIS- PAN- IC | EX & VERY GOOD & FAIR & POOR | NO CCC | CCC | | |
| NQ74 LESS THAN 1 YEAR OLD | 3 1% | 27 0.5% | 3 100% | ~ | ~ | ~ | ~ | 2 1% | ~ | ~ | ~ | ~ | ~ | ~ | 2 1% | 2 0.7% | ~ | 3 1% | ~ | |
| 1 TO 3 YEARS OLD | 54 18% | 890 17% | ~ | 54 ~100% | ~ | ~ | ~ | 44 21%* | ~ | 1 33% | ~ | ~ | 1 9% | 7 24% | 9 12% | 45 22%* | 19%~ | 2 14%~ | 41 19% | 13 16% |
| 4 TO 7 YEARS OLD | 85 29% | 1394 26% | ~ | ~ | 85 ~100% | ~ | ~ | 57 27% | ~ | 1 33% | ~ | 2 67% | 8 73% | 5 17% | 30 40%* | 53 26% | 30%~ | 4 29% | 63 29% | 22 27% |
| 8 TO 12 YEARS OLD | 77 26% | 1563 29% | ~ | ~ | ~ | 77 ~100% | ~ | 52 25% | ~ | ~ | 1 ~100% | 1 33% | ~ | 8 ~28% | 16 21% | 52 25% | 25%~ | 1 7% | 55 26% | 22 27% |
| 13 OR OLDER | 76 26% | 1489 28% | ~ | ~ | ~ | 76 ~100% | ~ | 54 26% | 1 100% | 1 33% | ~ | ~ | 2 ~18% | 9 31% | 20 27% | 54 26% | 25%~ | 7 50% | 52 24% | 24 30% |
| VALID CASES | 295 | 5363 | 3 | 54 | 85 | 77 | 76 | 209 | 1 | 3 | 1 | 3 | 11 | 29 | 75 | 206 | 267 | 14 | 214 | 81 |
| NUMBER OF RESPONDENTS | 295 | 5363 | 3 | 54 | 85 | 77 | 76 | 209 | 1 | 3 | 1 | 3 | 11 | 29 | 75 | 206 | 267 | 14 | 214 | 81 |
| | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |

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

NQ75 IS YOUR CHILD MALE OR FEMALE?

| | | | AGE | | | | | RACE | | | | | | ETHNICITY | | HEALTH STATUS | | CCC SCREENER | | |
|-----------------------|---------------|--------------|------------|------------|------------|------------|-------------|------------------|------------|----------------|----------------|------------|------------|--------------|------------------|------------------------------|-------------|--------------|-------------|------------|
| | COPA TOT CHLD | OHP TOT CHLD | <1 | 1-3 | 4-7 | 8-12 | 13 AND OVER | BLCK OR AFR- WHT | AS- IAN | NATV HAW/ ILND | AMER IND/ ALSK | MUL- OTHR | TI | HIS- PAN- IC | NOT HIS- PAN- IC | EX & VERY GOOD & FAIR & POOR | NO CCC | CCC | | |
| NQ75 MALE | 152 52% | 2755 51% | 30 ~ | 46 56% | 36 54% | 40 47% | 53% | 113 54% | 1 ~ | 33%~ | ~ | ~ | 5 45%~ | 17 59%~ | 39 52% | 108 52% | 140 52%~ | 6 43%~ | 107 50% | 45 56% |
| FEMALE | 143 48% | 2608 49% | 3 100%~ | 24 44% | 39 46% | 41 53% | 36 47% | 96 46% | 1 100%~ | 2 67%~ | 1 100%~ | 3 100%~ | 6 55%~ | 12 41%~ | 36 48% | 98 48% | 127 48%~ | 8 57%~ | 107 50% | 36 44% |
| VALID CASES | 295 | 5363 | 3 | 54 | 85 | 77 | 76 | 209 | 1 | 3 | 1 | 3 | 11 | 29 | 75 | 206 | 267 | 14 | 214 | 81 |
| NUMBER OF RESPONDENTS | 295 100% | 5363 100% | 3 100% | 54 100% | 85 100% | 77 100% | 76 100% | 209 100% | 1 100% | 3 100% | 1 100% | 3 100% | 11 100% | 29 100% | 75 100% | 206 100% | 267 100% | 14 100% | 214 100% | 81 100% |

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

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

| | COPA TOT CHLD | OHP TOT CHLD | AGE | | | | | RACE | | | | | | | ETHNIC- ITY | | HEALTH STATUS | | CCC SCREENER | |
|---------------------------|---------------------|--------------------|------------|--------------|------------|------------|-------------------|--------------------|------------|-----------------------------|------------------------------|-------------|------------|------------|---------------------------|-----------------------------------|-------------------|------------|-----------------|------------|
| | | | <1 | 1-3 | 4-7 | 8-12 | 13 AND OVER | BLCK OR AFR- | AS- IAN | NATV HAW/ PAC ILND | AMER IND/ ALSK NATV | OTHR | MUL- TI | HIS- IC | NOT HIS- PAN- IC | EX & VERY GOOD & GOOD | FAIR & POOR | NO CCC | CCC | |
| Q76 HISPANIC OR LATINO | 75 27% | 2091 42%* | | 9 ~ 17%* | 30 36%* | 16 24% | 20 27% | 36 17%* | | | | 1 ~ 33%* | 8 73%* | 6 21%* | 75 100%* | | 63 ~ 24%* | 12 86%* | 60 30%* | 15 19%* |
| NOT HISPANIC OR LATINO | 206 73% | 2832 58%* | 2 100%* | 45 ~ 83%* | 53 64%* | 52 76% | 54 73% | 173 83%* | 1 100%* | 3 ~ 100%* | 1 ~ 100%* | 2 67%* | 3 27%* | 23 79%* | 206 ~ 100%* | | 203 76%* | 2 14%* | 140 70%* | 66 81%* |
| NOT ANSWERED | 14 | 440 | 1 | | 2 | 9 | 2 | | | | | | | | | | 1 | | 14 | |
| VALID CASES | 281 | 4923 | 2 | 54 | 83 | 68 | 74 | 209 | 1 | 3 | 1 | 3 | 11 | 29 | 75 | 206 | 266 | 14 | 200 | 81 |
| NUMBER OF RESPONDENTS | 295 100% | 5363 100% | 3 100% | 54 100% | 85 100% | 77 100% | 76 100% | 209 100% | 1 100% | 3 100% | 1 100% | 3 100% | 11 100% | 29 100% | 75 100% | 206 100% | 267 100% | 14 100% | 214 100% | 81 100% |

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

| | AGE | | | | | | RACE | | | | | | ETHNICITY | | HEALTH STATUS | | CCC SCREENER | | | |
|-----------------------|---------------|--------------|------|------|------|------|-------------|------------------|---------|-----------|----------------|-----------|-----------|--------------|------------------|----------------------------|--------------|------|------|------|
| | COPA TOT CHLD | OHP TOT CHLD | <1 | 1-3 | 4-7 | 8-12 | 13 AND OVER | BLCK OR AFR- WHT | AS- IAN | NATV ILND | AMER IND/ ALSK | MUL- OTHR | TI | HIS- PAN- IC | NOT HIS- PAN- IC | EX & VERY GOOD & FAIR POOR | NO CCC | CCC | | |
| Q77.1 YES | 236 | 3570 | 2 | 51 | 61 | 60 | 62 | 209 | | | | | 27 | 41 | 195 | 228 | 7 | 166 | 70 | |
| | 80% | 67%* | 67%~ | 94%* | 72%* | 78% | 82% | 100%~ | ~ | ~ | ~ | ~ | 93%~ | 55%* | 95%* | 85%~ | 50%~ | 78% | 86% | |
| NO | 59 | 1793 | 1 | 3 | 24 | 17 | 14 | | 1 | 3 | 1 | 3 | 11 | 2 | 34 | 11 | 39 | 7 | 48 | 11 |
| | 20% | 33%* | 33%~ | 6%* | 28%* | 22% | 18% | ~100% | ~100% | ~100% | ~100% | ~100% | 7%~ | 45%* | 5%* | 15%~ | 50%~ | 22% | 14% | |
| VALID CASES | 295 | 5363 | 3 | 54 | 85 | 77 | 76 | 209 | 1 | 3 | 1 | 3 | 11 | 29 | 75 | 206 | 267 | 14 | 214 | 81 |
| NUMBER OF RESPONDENTS | 295 | 5363 | 3 | 54 | 85 | 77 | 76 | 209 | 1 | 3 | 1 | 3 | 11 | 29 | 75 | 206 | 267 | 14 | 214 | 81 |
| | 100% | 100% | 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

| | | AGE | | | | | RACE | | | | | | ETHNICITY | | HEALTH STATUS | | CCC SCREENER | | | |
|-----------------------|---------------|--------------|-----------|------------|------------|-------------|------------------|--------------|----------------|----------------|------------|-------------|--------------|------------------|----------------------------|-------------|--------------|------------|-------------|------------|
| | | <1 | 1-3 | 4-7 | 8-12 | 13 AND OVER | BLCK OR AFR- WHT | AS- IAN | NATV HAW/ ILND | AMER IND/ ALSK | MUL- OTHR | TI | HIS- PAN- IC | NOT HIS- PAN- IC | EX & VERY GOOD & FAIR POOR | NO CCC | CCC | | | |
| Q77.2 | COPA TOT CHLD | | | | | | | | | | | | | | | | | | | |
| YES | 8 3% | 230 4% | ~ | ~ | 3 4% | 1 1% | 4 5% | 1 ~100% | ~ | ~ | ~ | ~ | 24%~ | 1% 7 | 3% 7 | 3%~ 7 | 7%~ 1 | 3% 6 | 2% 2 | |
| NO | 287 97% | 5133 96% | 100%~ | 100%~ | 96% 82 | 99% 76 | 95% 72 | 209 100%~ | 3 ~100% | 1 ~100% | 3 ~100% | 11 ~100% | 22 76%~ | 74 99% | 199 97% | 260 97%~ | 13 93%~ | 208 97% | 79 98% | |
| VALID CASES | 295 | 5363 | 3 | 54 | 85 | 77 | 76 | 209 | 1 | 3 | 1 | 3 | 11 | 29 | 75 | 206 | 267 | 14 | 214 | 81 |
| NUMBER OF RESPONDENTS | 295 100% | 5363 100% | 3 100% | 54 100% | 85 100% | 77 100% | 76 100% | 209 100% | 1 100% | 3 100% | 1 100% | 3 100% | 11 100% | 29 100% | 75 100% | 206 100% | 267 100% | 14 100% | 214 100% | 81 100% |

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

| | | AGE | | | | | | RACE | | | | | | ETHNICITY | | HEALTH STATUS | | CCC SCREENER | |
|-----------------------|---------------|--------------|-----------|------------|------------|-------------|------------------|------------|-----------|-----------|------------|------------|------------|------------------|-----------------------|---------------|------------|--------------|------------|
| | | <1 | 1-3 | 4-7 | 8-12 | 13 AND OVER | BLCK OR AFR- WHT | AS- IAN | NATV ILND | AMER ALSK | MUL- OTHR | TI | HIS- IC | NOT HIS- PAN- IC | EX & VERY GOOD & POOR | FAIR & POOR | NO CCC | CCC | |
| Q77.3 | COPA TOT CHLD | | | | | | | | | | | | | | | | | | |
| | OHP TOT CHLD | | | | | | | | | | | | | | | | | | |
| YES | 7 2% | 201 4% | 1 ~ | 1 2% | 1 1% | 4 5% | ~ | 3 ~100% | ~ | ~ | 4 ~14% | 1 1% | 6 3% | 6 2% | 1 7% | 7 3% | ~ | | |
| NO | 288 98% | 5162 96% | 3 100% | 53 98% | 84 99% | 76 95% | 209 100% | 1 100% | 1 100% | 3 100% | 11 100% | 25 86% | 74 99% | 200 97% | 261 98% | 13 93% | 207 97% | 81 100% | |
| VALID CASES | 295 | 5363 | 3 | 54 | 85 | 77 | 209 | 1 | 3 | 1 | 3 | 11 | 29 | 75 | 206 | 267 | 14 | 214 | 81 |
| NUMBER OF RESPONDENTS | 295 100% | 5363 100% | 3 100% | 54 100% | 85 100% | 77 100% | 209 100% | 1 100% | 3 100% | 1 100% | 3 100% | 11 100% | 29 100% | 75 100% | 206 100% | 267 100% | 14 100% | 214 100% | 81 100% |

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

| | | | AGE | | | | | RACE | | | | | | ETHNICITY | | HEALTH STATUS | | CCC SCREENER | | |
|-----------------------|---------------|--------------|-----------|-------------|------------|------------|-------------|--------------|------------|----------------|----------------|------------|-------------|--------------|------------------|------------------------------|-------------|--------------|-------------|------------|
| | COPA TOT CHLD | OHP TOT CHLD | <1 | 1-3 | 4-7 | 8-12 | 13 AND OVER | BLCK OR AFR- | AS- IAN | NATV HAW/ ILND | AMER IND/ ALSK | MUL- OTHR | TI | HIS- PAN- IC | NOT HIS- PAN- IC | EX & VERY GOOD & FAIR & POOR | NO CCC | CCC | | |
| Q77.4 YES | 10 3% | 82 2% | | 4 ~ 7% | 1 1% | 2 3% | 3 4% | | | 1 ~100% | | | 9 ~ 31% | 2 3% | 8 4% | 10 4% | | 8 4% | 2 2% | |
| NO | 285 97% | 5281 98% | 3 100% | 50 ~ 93% | 84 99% | 75 97% | 73 96% | 209 100% | 1 ~100% | 3 ~100% | | 3 ~100% | 11 ~100% | 20 69% | 73 97% | 198 96% | 257 96% | 14 ~100% | 206 96% | 79 98% |
| VALID CASES | 295 | 5363 | 3 | 54 | 85 | 77 | 76 | 209 | 1 | 3 | 1 | 3 | 11 | 29 | 75 | 206 | 267 | 14 | 214 | 81 |
| NUMBER OF RESPONDENTS | 295 100% | 5363 100% | 3 100% | 54 100% | 85 100% | 77 100% | 76 100% | 209 100% | 1 100% | 3 100% | 1 100% | 3 100% | 11 100% | 29 100% | 75 100% | 206 100% | 267 100% | 14 100% | 214 100% | 81 100% |

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

| | | | AGE | | | | | RACE | | | | | | ETHNICITY | | HEALTH STATUS | | CCC SCREENER | | |
|-----------------------|---------------|--------------|------|-----------|-----------|-----------|-------------|------------------|------------|------------|------------|-------------|-----------|-----------|-------------|-----------------------|-------------|--------------|-----------|------|
| | COPA TOT CHLD | OHP TOT CHLD | <1 | 1-3 | 4-7 | 8-12 | 13 AND OVER | BLCK OR AFR- WHT | AS- IAN | NATV ILND | AMER ALSK | MUL- OTHR | TI | HIS- IC | NOT HIS- IC | EX & VERY GOOD & POOR | FAIR & POOR | NO CCC | CCC | |
| Q77.5 YES | 13 4% | 275 5% | ~ | 1 2% | 3 4% | 5 6% | 4 5% | ~ | ~ | ~ | 3 ~100% | 10 ~34% | 3 4% | 10 5% | 12 4% | 1 7% | 9 4% | 4 5% | | |
| NO | 282 96% | 5088 95% | 100% | 3 ~98% | 53 96% | 82 94% | 72 95% | 209 100% | 1 ~100% | 3 ~100% | 1 ~100% | 11 ~100% | 19 66% | 72 96% | 196 95% | 255 96% | 13 93% | 205 96% | 77 95% | |
| VALID CASES | 295 | 5363 | 3 | 54 | 85 | 77 | 76 | 209 | 1 | 3 | 1 | 3 | 11 | 29 | 75 | 206 | 267 | 14 | 214 | 81 |
| NUMBER OF RESPONDENTS | 295 100% | 5363 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

| | | AGE | | | | | | RACE | | | | | | ETHNICITY | | HEALTH STATUS | | CCC SCREENER | |
|-----------------------|---------------|--------------|------------|------------|------------|-------------|--------------|-----------|----------------|----------------|-------------|------------|--------------|------------------|------------------------------|---------------|------------|--------------|------------|
| | | <1 | 1-3 | 4-7 | 8-12 | 13 AND OVER | BLCK OR AFR- | AS- IAN | NATV HAW/ ILND | AMER IND/ ALSK | MUL- OTHR | TI | HIS- PAN- IC | NOT HIS- PAN- IC | EX & VERY GOOD & FAIR & POOR | GOOD | FAIR | NO CCC | CCC |
| Q77.6 | COPA TOT CHLD | | | | | | | | | | | | | | | | | | |
| YES | 20 7% | 519 10% | 3 ~ | 10 6% | 3 12% | 4 5% | ~ | ~ | ~ | ~ | 11 ~100% | 9 31% | 11 15%* | 9 4%* | 19 7%~ | 1 7%~ | 14 7% | 6 7% | |
| NO | 275 93% | 4844 90% | 3 100%~ | 51 94% | 75 88% | 72 95% | 209 100% | 1 100% | 3 100% | 1 100% | 3 100% | 20 ~ | 64 85%* | 197 96%* | 248 93%~ | 13 93%~ | 200 93% | 75 93% | |
| VALID CASES | 295 | 5363 | 3 | 54 | 85 | 77 | 209 | 1 | 3 | 1 | 3 | 11 | 29 | 75 | 206 | 267 | 14 | 214 | 81 |
| NUMBER OF RESPONDENTS | 295 100% | 5363 100% | 3 100% | 54 100% | 85 100% | 77 100% | 209 100% | 1 100% | 3 100% | 1 100% | 3 100% | 11 100% | 29 100% | 75 100% | 206 100% | 267 100% | 14 100% | 214 100% | 81 100% |

Q78 WHAT IS YOUR AGE?

| | COPA TOT CHLD | OHP TOT CHLD | AGE | | | | | RACE | | | | | | ETHNIC- ITY | | HEALTH STATUS | | CCC SCREENER | | |
|-----------------------|---------------------|--------------------|------|-----------|------------|-----------|-------------------|-------------------|--------------|------------|---------------------|----------------------|-----------|----------------|--------------------|-------------------|-----------------------------------|-------------------|-----------|-----------|
| | | | <1 | 1-3 | 4-7 | 8-12 | 13 AND OVER | BLCK OR WHT | AFR- AMER | AS- IAN | NATV HAW/ PAC | AMER IND/ ALSK | OTHR | MUL- TI | HIS- PAN- IC | NOT PAN- IC | EX & VERY GOOD & GOOD | FAIR & POOR | NO CCC | CCC |
| Q78 UNDER 18 | 13 5% | 223 5% | ~ | 2 4% | 1 1%* | 2 3% | 8 11%* | 11 5% | ~ | ~ | ~ | ~ | 1 9%~ | ~ | 2 3% | 11 5% | 11 4%~ | 1 8%~ | 10 5% | 3 4% |
| 18 TO 24 | 12 4% | 229 5% | 50%~ | 1 12% | 6 6% | 5 ~ | ~ | 10 5% | ~ | ~ | ~ | ~ | ~ | 1 3%~ | 4 5% | 8 4% | 12 5%~ | ~ | 12 6%~ | ~ |
| 25 TO 34 | 94 34% | 1610 33% | 50%~ | 1 63%* | 33 45%* | 37 28% | 19 5%* | 4 34% | 71 ~ | 1 33%~ | ~ | 1 33%~ | 5 45%~ | 10 34%~ | 26 35% | 68 33% | 92 35%~ | 2 15%~ | 64 32% | 30 37% |
| 35 TO 44 | 95 34% | 1842 37% | ~ | 9 17%* | 28 34% | 29 42% | 29 40% | 66 32% | ~ | 2 67%~ | ~ | ~ | 5 45%~ | 11 38%~ | 30 41% | 65 32% | 88 33%~ | 7 54%~ | 69 35% | 26 32% |
| 45 TO 54 | 34 12% | 718 15% | ~ | 1 2%* | 6 7% | 10 14% | 17 23%* | 25 12% | ~ | ~ | ~ | 1 33%~ | ~ | 3 10%~ | 9 12% | 25 12% | 31 12%~ | 3 23%~ | 24 12% | 10 12% |
| 55 TO 64 | 22 8% | 213 4%* | ~ | 1 2%* | 5 6% | 6 9% | 10 14% | 15 7% | 1 100%~ | ~ | 1 ~100%~ | 1 33%~ | ~ | 3 10%~ | 1 1%* | 20 10%* | 22 8%~ | ~ | 13 7% | 9 11% |
| 65 TO 74 | 9 3% | 77 2% | ~ | ~ | 1 1% | 3 4% | 5 7% | 8 4% | ~ | ~ | ~ | ~ | ~ | 1 3%~ | 2 3% | 7 3% | 9 3%~ | ~ | 6 3% | 3 4% |
| 75 OR OLDER | | 15 0.3%~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ |
| NOT ANSWERED | 16 | 436 | 1 | 2 | 2 | 8 | 3 | 3 | | | | | | | 1 | 2 | 2 | 1 | 16 | |
| VALID CASES | 279 | 4927 | 2 | 52 | 83 | 69 | 73 | 206 | 1 | 3 | 1 | 3 | 11 | 29 | 74 | 204 | 265 | 13 | 198 | 81 |
| NUMBER OF RESPONDENTS | 295 | 5363 | 3 | 54 | 85 | 77 | 76 | 209 | 1 | 3 | 1 | 3 | 11 | 29 | 75 | 206 | 267 | 14 | 214 | 81 |
| | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |

Q79 ARE YOU MALE OR FEMALE?

| | AGE | | | | | | RACE | | | | | | ETHNICITY | | HEALTH STATUS | | CCC SCREENER | | | |
|-----------------------|---------------|--------------|-----------|-------------|------------|------------|-------------|-------------------|-----------|----------------|----------------|-----------|------------|------------|------------------|------------------------------|--------------|------------|-------------|------------|
| | COPA TOT CHLD | OHP TOT CHLD | <1 | 1-3 | 4-7 | 8-12 | 13 AND OVER | BLCK OR AFR- Whte | AS- IAN | NATV HAW/ ILND | AMER IND/ ALSK | MUL- OTHR | TI | HIS- IC | NOT HIS- PAN- IC | EX & VERY GOOD & FAIR & POOR | NO CCC | CCC | | |
| Q79 | | | | | | | | | | | | | | | | | | | | |
| MALE | 29 10% | 657 13% | | 4 ~ 7% | 5 6% | 11 16% | 9 12% | 22 11% | | 1 ~100% | | 1 ~ 9% | 2 7% | 7 9% | 22 11% | 28 11% | | 21 10% | 8 10% | |
| FEMALE | 252 90% | 4307 87% | 2 100% | 50 ~ 93% | 78 94% | 58 84% | 64 88% | 186 89% | 1 100% | 3 ~100% | 3 ~100% | 10 91% | 27 93% | 68 91% | 183 89% | 238 89% | 14 ~100% | 179 90% | 73 90% | |
| NOT ANSWERED | 14 | 399 | 1 | | 2 | 8 | 3 | 1 | | | | | | | 1 | 1 | | 14 | | |
| VALID CASES | 281 | 4964 | 2 | 54 | 83 | 69 | 73 | 208 | 1 | 3 | 1 | 3 | 11 | 29 | 75 | 205 | 266 | 14 | 200 | 81 |
| NUMBER OF RESPONDENTS | 295 100% | 5363 100% | 3 100% | 54 100% | 85 100% | 77 100% | 76 100% | 209 100% | 1 100% | 3 100% | 1 100% | 3 100% | 11 100% | 29 100% | 75 100% | 206 100% | 267 100% | 14 100% | 214 100% | 81 100% |

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

| | | | AGE | | | | | RACE | | | | | ETHNICITY | | HEALTH STATUS | | CCC SCREENER | | | |
|---------------------------------------|---------------|--------------|-----------|-----------|------------|-----------|-------------|-------------|------------|-----------|----------------|----------------|-----------|------------|---------------|------------------|-----------------------|-----------|------------|------------|
| | COPA TOT CHLD | OHP TOT CHLD | <1 | 1-3 | 4-7 | 8-12 | 13 AND OVER | BLCK OR WHT | AFR- AMER | AS- IAN | NATV HAW/ ILND | AMER IND/ ALSK | MUL- OTHR | TI | HIS- PAN- IC | NOT HIS- PAN- IC | EX & VERY GOOD & FAIR | POOR | NO CCC | CCC |
| Q80 | | | | | | | | | | | | | | | | | | | | |
| 8TH GRADE OR LESS | 24 9% | 618 13%* | ~ | 3 6% | 11 13% | 3 4% | 7 10% | 13 6% | 1 ~ | 33%~ | ~ | ~ | 2 18%~ | 1 3%~ | 21 28%* | 3 1%* | 17 6%~ | 7 50%~ | 23 11%* | 1 1%* |
| SOME HIGH SCHOOL BUT DID NOT GRADUATE | 36 13% | 624 13% | ~ | 5 9% | 12 14% | 12 17% | 7 10% | 21 10%* | ~ | ~ | ~ | 2 67%~ | 2 18%~ | 4 14%~ | 18 24%* | 18 9%* | 34 13%~ | 2 14%~ | 27 13% | 9 11% |
| HIGH SCHOOL GRADUATE OR GED | 85 30% | 1385 28% | 1 50%~ | 17 31% | 27 33% | 18 26% | 22 30% | 64 31% | 1 100%~ | 1 33%~ | ~ | ~ | 4 36%~ | 5 17%~ | 26 35% | 59 29% | 82 31%~ | 2 14%~ | 66 33% | 19 23% |
| SOME COLLEGE OR 2-YEAR DEGREE | 98 35% | 1555 32% | 1 50%~ | 21 39% | 18 22%* | 29 42% | 29 40% | 80 38%* | ~ | 1 33%~ | 1 100%~ | 1 33%~ | 1 9%~ | 13 45%~ | 8 11%* | 89 43%* | 95 36%~ | 3 21%~ | 60 30%* | 38 47%* |
| 4-YEAR COLLEGE GRADUATE | 27 10% | 470 10% | ~ | 5 9% | 12 14% | 6 9% | 4 5% | 21 10% | ~ | ~ | ~ | ~ | 2 18%~ | 4 14%~ | 2 3%* | 25 12%* | 27 10%~ | ~ | 18 9% | 9 11% |
| MORE THAN 4-YEAR COLLEGE DEGREE | 11 4% | 246 5% | ~ | 3 6% | 3 4% | 1 1% | 4 5% | 9 4% | ~ | ~ | ~ | ~ | ~ | 2 7%~ | ~ | 11 5%~ | 11 4%~ | ~ | 6 3% | 5 6% |
| NOT ANSWERED | 14 | 466 | 1 | | 2 | 8 | 3 | 1 | | | | | | | 1 | 1 | | | 14 | |
| VALID CASES | 281 | 4897 | 2 | 54 | 83 | 69 | 73 | 208 | 1 | 3 | 1 | 3 | 11 | 29 | 75 | 205 | 266 | 14 | 200 | 81 |
| NUMBER OF RESPONDENTS | 295 | 5363 | 3 | 54 | 85 | 77 | 76 | 209 | 1 | 3 | 1 | 3 | 11 | 29 | 75 | 206 | 267 | 14 | 214 | 81 |
| | 100% | 100% | 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?

| | COPA TOT CHLD | OHP TOT CHLD | AGE | | | | | RACE | | | | | | ETHNIC- ITY | | HEALTH STATUS | | CCC SCREENER | | |
|-------------------------|---------------------|--------------------|------------|------------|-----------|-----------|-------------------|--------------------|-------------|-------------|----------------------|-----------|-------------|--------------------|---------------------------|-----------------------------------|-------------------|-----------------|------------|-----------|
| | | | <1 | 1-3 | 4-7 | 8-12 | 13 AND OVER | BLCK OR AFR- | AMER IAN | NATV PAC | AMER IND/ ALSK | OTHR | MUL- TI | HIS- PAN- IC | NOT HIS- PAN- IC | EX & VERY GOOD & GOOD | FAIR & POOR | NO CCC | CCC | |
| Q81 | | | | | | | | | | | | | | | | | | | | |
| MOTHER OR FATHER | 257 94% | 4614 94% | 2 100%~ | 52 98%* | 76 94% | 60 90% | 67 94% | 189 93% | 1 100% | 3 ~100% | 1 ~100% | 1 50%~ | 11 ~100% | 27 96%~ | 71 95% | 186 94% | 242 93%~ | 14 ~100% | 187 95% | 70 91% |
| GRANDPARENT | 16 6% | 165 3% | ~ | ~ | 5 6% | 7 10% | 4 6% | 13 6% | ~ | ~ | ~ | 1 50%~ | ~ | 1 4%~ | 4 5% | 11 6% | 16 6%~ | ~ | 10 5% | 6 8% |
| AUNT OR UNCLE | | 19 0.4%~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ |
| OLDER BROTHER OR SISTER | | 8 0.2%~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ |
| OTHER RELATIVE | | 3 0.1%~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ |
| LEGAL GUARDIAN | 1 0.4% | 60 1%* | ~ | 1 2%~ | ~ | ~ | ~ | 1 0.5%~ | ~ | ~ | ~ | ~ | ~ | ~ | 1 ~0.5% | 1 0.4%~ | ~ | ~ | 1 1%~ | ~ |
| SOMEONE ELSE | | 41 0.8%~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ |
| NOT ANSWERED | 21 | 454 | 1 | 1 | 4 | 10 | 5 | 6 | | | | 1 | | 1 | | 8 | 8 | | 17 | 4 |
| VALID CASES | 274 | 4909 | 2 | 53 | 81 | 67 | 71 | 203 | 1 | 3 | 1 | 2 | 11 | 28 | 75 | 198 | 259 | 14 | 197 | 77 |
| NUMBER OF RESPONDENTS | 295 | 5363 | 3 | 54 | 85 | 77 | 76 | 209 | 1 | 3 | 1 | 3 | 11 | 29 | 75 | 206 | 267 | 14 | 214 | 81 |
| | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |

Q82 DID SOMEONE HELP YOU COMPLETE THIS SURVEY?

| | | | AGE | | | | | RACE | | | | | ETHNICITY | | HEALTH STATUS | | CCC SCREENER | | |
|-----------------------|---------------|--------------|-----------|-----------|-----------|------------|-------------|------------------|------------|----------------|----------------|------------|-----------|--------------|------------------|------------------------------|--------------|------------|-----------|
| | COPA TOT CHLD | OHP TOT CHLD | <1 | 1-3 | 4-7 | 8-12 | 13 AND OVER | BLCK OR AFR- WHT | AS- IAN | NATV HAW/ ILND | AMER IND/ ALSK | MUL- OTHR | TI | HIS- PAN- IC | NOT HIS- PAN- IC | EX & VERY GOOD & FAIR & POOR | NO CCC | CCC | |
| Q82 YES | 6 3% | 96 3% | | 2 ~ 5% | 4 7% | | | 2 1% | 1 ~ 33% | | | 2 ~ 22% | 1 7% | 2 4% | 4 3% | 6 3% | | 5 4% | 1 2% |
| NO | 182 97% | 3230 97% | 1 100% | 36 95% | 50 93% | 42 100% | 53 100% | 143 99% | 2 ~ 67% | 1 100% | 3 100% | 7 78% | 13 93% | 44 96% | 138 97% | 175 97% | 6 100% | 123 96% | 59 98% |
| NOT ANSWERED | 2 | 38 | | | | 1 1 | 1 | | | | | | | 1 1 | | 2 | | 2 | |
| VALID CASES | 188 | 3326 | 1 | 38 | 54 | 42 | 53 | 145 | 3 | 1 | 3 | 9 | 14 | 46 | 142 | 181 | 6 | 128 | 60 |
| NUMBER OF RESPONDENTS | 190 | 3364 | 1 | 38 | 54 | 43 | 54 | 146 | 3 | 1 | 3 | 9 | 14 | 47 | 143 | 183 | 6 | 130 | 60 |
| | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |

[ASKED IF SURVEY COMPLETED BY MAIL]

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

| | | | AGE | | | | | RACE | | | | | ETHNICITY | | HEALTH STATUS | | CCC SCREENER | | | |
|-----------------------|---------------|--------------|-----|-----------|-----------|------|-------------|-------------|-----------|-----------|-----------|----------------|-----------|-----------|---------------|------------------|------------------------------|--------|-----------|-----------|
| | COPA TOT CHLD | OHP TOT CHLD | <1 | 1-3 | 4-7 | 8-12 | 13 AND OVER | BLCK OR WHT | AFR- AMER | AS- IAN | NATV ILND | AMER IND/ ALSK | MUL- OTHR | TI | HIS- PAN- IC | NOT HIS- PAN- IC | EX & VERY GOOD & FAIR & POOR | NO CCC | CCC | |
| Q83.1 YES | 3 50% | 45 50% | ~ | ~ | 3 75% | ~ | ~ | 1 50% | ~ | 1 100% | ~ | ~ | 1 50% | ~ | 2 100% | 1 25% | 3 50% | ~ | 3 60% | ~ |
| NO | 3 50% | 44 50% | ~ | 2 100% | 1 25% | ~ | ~ | 1 50% | ~ | ~ | ~ | ~ | 1 50% | 1 100% | ~ | 3 75% | 3 50% | ~ | 2 40% | 1 100% |
| VALID CASES | 6 | 89 | | 2 | 4 | | | 2 | | 1 | | | 2 | 1 | 2 | 4 | 6 | | 5 | 1 |
| NUMBER OF RESPONDENTS | 6 100% | 89 100% | | 2 100% | 4 100% | | | 2 100% | | 1 100% | | | 2 100% | 1 100% | 2 100% | 4 100% | 6 100% | | 5 100% | 1 100% |

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

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

| | | | AGE | | | | | RACE | | | | | ETHNICITY | | HEALTH STATUS | | CCC SCREENER | | | |
|-----------------------|---------------|--------------|-----|-----------|-----------|------|-------------|-------------|-----------|-----------|-----------|----------------|-----------|-----------|---------------|------------------|------------------------------|--------|-----------|-----------|
| | COPA TOT CHLD | OHP TOT CHLD | <1 | 1-3 | 4-7 | 8-12 | 13 AND OVER | BLCK OR WHT | AFR- AMER | AS- IAN | NATV ILND | AMER IND/ ALSK | MUL- OTHR | TI | HIS- PAN- IC | NOT HIS- PAN- IC | EX & VERY GOOD & FAIR & POOR | NO CCC | CCC | |
| Q83.2 YES | 4 67% | 28 31% | ~ | ~ | 4 100% | ~ | ~ | 2 100% | ~ | 1 100% | ~ | ~ | 1 50% | ~ | 2 100% | 2 50% | 4 67% | ~ | 3 60% | 1 100% |
| NO | 2 33% | 61 69% | ~ | 2 100% | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | 1 50% | 1 100% | ~ | 2 50% | 2 33% | ~ | 2 40% | ~ |
| VALID CASES | 6 | 89 | | 2 | 4 | | 2 | 1 | | | | | 2 | 1 | 2 | 4 | 6 | | 5 | 1 |
| NUMBER OF RESPONDENTS | 6 100% | 89 100% | | 2 100% | 4 100% | | 2 100% | 1 100% | | | | | 2 100% | 1 100% | 2 100% | 4 100% | 6 100% | | 5 100% | 1 100% |

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

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

| | | | AGE | | | | | RACE | | | | | ETHNIC- ITY | HEALTH STATUS | CCC SCREENER | | |
|-----------------------|---------------------|--------------------|-----|-----------|-----------|------|-------------------|--------------------|------------|-----------------------------|----------------------|--------------------|----------------|---------------------------|--|-----------|-----------|
| | COPA TOT CHLD | OHP TOT CHLD | <1 | 1-3 | 4-7 | 8-12 | 13 AND OVER | BLCK OR AFR- | AS- IAN | NATV HAW/ PAC ILND | AMER IND/ ALSK | MUL- OTHR TI | HIS- IC | NOT HIS- PAN- IC | EX & VERY GOOD & FAIR & GOOD POOR | NO CCC | CCC |
| Q83.3 YES | 2 33% | 11 12% | ~ | 1 50% | 1 25% | ~ | 1 50% | ~ | ~ | ~ | ~ | 1 100% | 2 50% | 2 33% | ~ | 1 20% | 1 100% |
| NO | 4 67% | 78 88% | ~ | 1 50% | 3 75% | ~ | 1 50% | 1 100% | ~ | 2 100% | ~ | 2 100% | 2 50% | 4 67% | ~ | 4 80% | ~ |
| VALID CASES | 6 | 89 | | 2 | 4 | | 2 | 1 | | | 2 | 1 | 2 | 4 | | 5 | 1 |
| NUMBER OF RESPONDENTS | 6 100% | 89 100% | | 2 100% | 4 100% | | 2 100% | 1 100% | | | 2 100% | 1 100% | 2 100% | 4 100% | | 5 100% | 1 100% |

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

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

| | | | AGE | | | | | RACE | | | | | ETHNIC- ITY | HEALTH STATUS | CCC SCREENER | | | |
|-----------------------|---------------------|--------------------|-----|-----------|-----------|------|-------------------|--------------------|------------|-----------------------------|------------------------------|------------|----------------|---------------------------|--|-----------|-----------|-----------|
| | COPA TOT CHLD | OHP TOT CHLD | <1 | 1-3 | 4-7 | 8-12 | 13 AND OVER | BLCK OR AFR- | AS- IAN | NATV HAW/ PAC ILND | AMER IND/ ALSK NATV | MUL- TI | HIS- IC | NOT HIS- PAN- IC | EX & VERY GOOD & FAIR & GOOD POOR | NO CCC | CCC | |
| Q83.4 YES | 2 33% | 19 21% | ~ | 1 50% | 1 25% | ~ | ~ | ~ | 1 100% | ~ | ~ | 1 50% | ~ | 2 50% | 2 33% | ~ | 2 40% | |
| NO | 4 67% | 70 79% | ~ | 1 50% | 3 75% | ~ | 2 100% | ~ | ~ | ~ | 1 50% | 1 100% | 2 100% | 2 50% | 4 67% | ~ | 3 60% | 1 100% |
| VALID CASES | 6 | 89 | | 2 | 4 | | 2 | 1 | | | 2 | 1 | 2 | 4 | 6 | | 5 | 1 |
| NUMBER OF RESPONDENTS | 6 100% | 89 100% | | 2 100% | 4 100% | | 2 100% | 1 100% | | | 2 100% | 1 100% | 2 100% | 4 100% | 6 100% | | 5 100% | 1 100% |

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

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

| | | AGE | | | | | RACE | | | | | ETHNICITY | | HEALTH STATUS | | CCC SCREENER | |
|-----------------------|---------------|------|-------|-------|------|-------------|------------------|---------|----------------|----------------|-----------|-----------|---------|---------------|------------------------------|--------------|-------|
| | | <1 | 1-3 | 4-7 | 8-12 | 13 AND OVER | BLCK OR AFR- WHT | AS- IAN | NATV HAW/ ILND | AMER IND/ ALSK | MUL- OTHR | TI | HIS- IC | NOT HIS- IC | EX & VERY GOOD & FAIR & POOR | NO CCC | CCC |
| Q83.5 | COPA TOT CHLD | | | | | | | | | | | | | | | | |
| YES | OHP TOT CHLD | 8 | | | | | | | | | | | | | | | |
| | | 10% | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ |
| NO | | 6 | 2 | 4 | | 2 | 1 | | | 2 | 1 | 2 | 4 | 6 | | 5 | 1 |
| | | 100% | ~100% | ~100% | ~ | ~100% | ~100% | ~ | ~ | ~100% | ~100% | ~100% | ~100% | ~100% | ~100% | ~100% | ~100% |
| VALID CASES | | 6 | 2 | 4 | | 2 | 1 | | | 2 | 1 | 2 | 4 | 6 | | 5 | 1 |
| NUMBER OF RESPONDENTS | | 6 | 2 | 4 | | 2 | 1 | | | 2 | 1 | 2 | 4 | 6 | | 5 | 1 |
| | | 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]

NQ14 RATING OF ALL CHILD'S HEALTH CARE

| | | | AGE | | | | | RACE | | | | | ETHNICITY | | HEALTH STATUS | | CCC SCREENER | | | | |
|-------------------------|---------------|--------------|-----------|------------|------------|------------|-------------|-----------------|-----------|----------------|----------------|-----------|-----------|--------------|------------------|------------------------------|--------------|-----------|-------------|------------|------|
| | COPA TOT CHLD | OHP TOT CHLD | <1 | 1-3 | 4-7 | 8-12 | 13 AND OVER | BLK OR AFR- WHT | AS- IAN | NATV HAW/ ILND | AMER IND/ ALSK | OTHR | MUL- TI | HIS- PAN- IC | NOT HIS- PAN- IC | EX & VERY GOOD & FAIR & POOR | NO CCC | CCC | | | |
| NQ14 0-6 | 25 13% | 329 10% | 1 33% | 4 10% | 8 14% | 6 15% | 6 13% | 17 12% | ~ | ~ | ~ | ~ | 2 22% | 2 10% | 3 8% | 19 13% | 20 12% | 2 25% | 14 12% | 11 16% | |
| 7-8 | 58 31% | 1112 32% | ~ | 14 34% | 17 30% | 14 35% | 13 29% | 42 30% | ~ | 1 50% | 1 100% | 1 50% | 3 33% | 8 40% | 12 32% | 44 31% | 54 31% | 3 38% | 41 35% | 17 25% | |
| 9-10 | 103 55% | 2025 58% | 2 67% | 23 56% | 32 56% | 20 50% | 26 58% | 80 58% | 1 100% | 1 50% | ~ | 1 50% | 4 44% | 10 50% | 23 61% | 79 56% | 99 57% | 3 38% | 63 53% | 40 59% | |
| VALID CASES | 186 | 3466 | 3 | 41 | 57 | 40 | 45 | 139 | 1 | 2 | 1 | 2 | 9 | 20 | 38 | 142 | 173 | 8 | 118 | 68 | |
| NUMBER OF RESPONDENTS | 186 100% | 3466 100% | 3 100% | 41 100% | 57 100% | 40 100% | 45 100% | 139 100% | 1 100% | 2 100% | 1 100% | 2 100% | 9 100% | 20 100% | 38 100% | 142 100% | 173 100% | 8 100% | 118 100% | 68 100% | |
| MEAN | 2.42 | 2.49 | 2.33 | 2.46 | 2.42 | 2.35 | 2.44 | 2.45 | 3.00 | 2.50 | 2.00 | 2.50 | 2.22 | 2.40 | 2.53 | 2.42 | 2.46 | 2.13 | 2.42 | 2.43 | |
| p stat_(*=Sig @ p<=.05) | | .153 | ~ | ~ | .983 | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | .921 | .921 |

[ASKED IF Q7 >= 1 TIME]

NQ41 RATING OF CHILD'S PERSONAL DOCTOR

| | | | AGE | | | | | RACE | | | | | ETHNICITY | | HEALTH STATUS | | CCC SCREENER | | | |
|-------------------------|---------------|--------------|-----------|------------|------------|------------|-------------|-----------------|-----------|----------------|----------------|-----------|-----------|--------------|------------------|------------------------------|--------------|------------|-------------|------------|
| | COPA TOT CHLD | OHP TOT CHLD | <1 | 1-3 | 4-7 | 8-12 | 13 AND OVER | BLK 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 | | |
| NQ41 0-6 | 26 11% | 319 8% | 1 33% | 7 15% | 6 8% | 7 13% | 5 10% | 19 11% | ~ | ~ | ~ | ~ | 1 13% | 3 14% | 3 6% | 21 12% | 23 11% | 1 10% | 18 11% | 8 |
| 7-8 | 67 29% | 980 23% | 1 33% | 10 21% | 25 34% | 13 24% | 18 35% | 51 29% | ~ | ~ | ~ | 1 50% | 3 38% | 6 29% | 14 26% | 52 30% | 64 29% | 3 30% | 51 32% | 16 23% |
| 9-10 | 138 60% | 2929 69%* | 1 33% | 31 65% | 42 58% | 35 64% | 29 56% | 104 60% | 1 100% | 1 100% | ~ | 1 50% | 4 50% | 12 57% | 36 68% | 100 58% | 130 60% | 6 60% | 91 57% | 47 66% |
| VALID CASES | 231 | 4228 | 3 | 48 | 73 | 55 | 52 | 174 | 1 | 1 | | 2 | 8 | 21 | 53 | 173 | 217 | 10 | 160 | 71 |
| NUMBER OF RESPONDENTS | 231 100% | 4228 100% | 3 100% | 48 100% | 73 100% | 55 100% | 52 100% | 174 100% | 1 100% | 1 100% | | 2 100% | 8 100% | 21 100% | 53 100% | 173 100% | 217 100% | 10 100% | 160 100% | 71 100% |
| MEAN | 2.48 | 2.62 | 2.00 | 2.50 | 2.49 | 2.51 | 2.46 | 2.49 | 3.00 | 3.00 | | 2.50 | 2.38 | 2.43 | 2.62 | 2.46 | 2.49 | 2.50 | 2.46 | 2.55 |
| p stat_(*=Sig @ p<=.05) | | .004* | ~ | ~ | .902 | .767 | .779 | .889 | ~ | ~ | ~ | ~ | ~ | ~ | .099 | .272 | ~ | ~ | .350 | .347 |

[ASKED IF Q30 = YES]

NQ48 RATING OF SPECIALIST CHILD SAW MOST OFTEN

| | | | AGE | | | | | RACE | | | | | ETHNICITY | | HEALTH STATUS | | CCC SCREENER | | | |
|-------------------------|---------------|--------------|-----|------------|------------|-----------|-------------|-----------------|-----------|----------------|----------------|-----------|-----------|--------------|------------------|------------------------------|--------------------|------------|------------|-----|
| | COPA TOT CHLD | OHP TOT CHLD | <1 | 1-3 | 4-7 | 8-12 | 13 AND OVER | BLK OR AFR- WHT | AS- IAN | NATV HAW/ ILND | AMER IND/ ALSK | MUL- OTHR | TI | HIS- PAN- IC | NOT HIS- PAN- IC | EX & VERY GOOD & FAIR & POOR | GOOD & FAIR & POOR | NO CCC | CCC | |
| NQ48 0-6 | 7 18% | 69 10% | ~ | 10% | 10% | 25% | 30% | 22% | ~ | ~ | ~ | ~ | ~ | 20% | 18% | 14% | 67% | 8% | 23% | |
| 7-8 | 9 24% | 178 26% | ~ | 30% | 20% | 25% | 20% | 28% | ~ | ~ | ~ | ~ | ~ | 20% | 24% | 26% | ~ | 17% | 27% | |
| 9-10 | 22 58% | 428 63% | ~ | 60% | 70% | 50% | 50% | 50% | 100% | ~ | ~ | 100% | 100% | 100% | 60% | 58% | 60% | 33% | 75% | 50% |
| VALID CASES | 38 | 675 | | 10 | 10 | 8 | 10 | 32 | 1 | | 1 | 2 | 1 | 5 | 33 | 35 | 3 | 12 | 26 | |
| NUMBER OF RESPONDENTS | 38 100% | 675 100% | | 10 100% | 10 100% | 8 100% | 10 100% | 32 100% | 1 100% | | 1 100% | 2 100% | 1 100% | 5 100% | 33 100% | 35 100% | 3 100% | 12 100% | 26 100% | |
| MEAN | 2.39 | 2.53 | | 2.50 | 2.60 | 2.25 | 2.20 | 2.28 | 3.00 | | 3.00 | 3.00 | 3.00 | 2.40 | 2.39 | 2.46 | 1.67 | 2.67 | 2.27 | |
| p stat_(*=Sig @ p<=.05) | | | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | |

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

NQ54 RATING OF CHILD'S HEALTH PLAN

| | | | AGE | | | | | RACE | | | | | ETHNICITY | | HEALTH STATUS | | CCC SCREENER | | | | |
|-------------------------|---------------|--------------|-----------|------------|------------|------------|-------------|------------------|-------------|----------------|----------------|-----------|------------|--------------|------------------|------------------------------|--------------|-------------|-------------|------------|-----------|
| | COPA TOT CHLD | OHP TOT CHLD | <1 | 1-3 | 4-7 | 8-12 | 13 AND OVER | BLCK OR AFR- WHT | AS- IAN | NATV HAW/ ILND | AMER IND/ ALSK | MUL- OTHR | TI | HIS- PAN- IC | NOT HIS- PAN- IC | EX & VERY GOOD & FAIR & POOR | NO CCC | CCC | | | |
| NQ54 0-6 | 27 10% | 619 12% | ~ | 4 7% | 5 6% | 8 11% | 10 14% | 23 11% | ~ | ~ | ~ | ~ | ~ | 4 14% | 2 3%* | 25 12%* | 26 10%~ | 1 8%~ | 16 8% | 11 14% | |
| 7-8 | 101 36% | 1448 29%* | 33%~ | 1 43% | 23 41% | 33 30% | 21 32% | 23 37% | 75 100%~ | 1 67%~ | 2 100%~ | 1 67%~ | 2 18%~ | 2 38%~ | 11 24%* | 18 40%* | 80 36%~ | 96 23%~ | 3 35% | 70 39% | 31 |
| 9-10 | 152 54% | 2927 59% | 67%~ | 2 50% | 27 53% | 42 59% | 41 55% | 40 52% | 107 52% | ~ | 1 33%~ | ~ | 1 33%~ | 9 82%~ | 14 48%~ | 55 73%* | 97 48%* | 142 54%~ | 9 69%~ | 114 57% | 38 48% |
| VALID CASES | 280 | 4994 | 3 | 54 | 80 | 70 | 73 | 205 | 1 | 3 | 1 | 3 | 11 | 29 | 75 | 202 | 264 | 13 | 200 | 80 | |
| NUMBER OF RESPONDENTS | 280 100% | 4994 100% | 3 100% | 54 100% | 80 100% | 70 100% | 73 100% | 205 100% | 1 100% | 3 100% | 1 100% | 3 100% | 11 100% | 29 100% | 75 100% | 202 100% | 264 100% | 13 100% | 200 100% | 80 100% | |
| MEAN | 2.45 | 2.46 | 2.67 | 2.43 | 2.46 | 2.47 | 2.41 | 2.41 | 2.00 | 2.33 | 2.00 | 2.33 | 2.82 | 2.34 | 2.71 | 2.36 | 2.44 | 2.62 | 2.49 | 2.34 | |
| p stat_(*=Sig @ p<=.05) | | .707 | ~.794 | .790 | .726 | .618 | .108 | ~ | ~ | ~ | ~ | ~ | ~ | ~ | .000* | .000* | ~ | ~ | .100 | .098 | |

GETTING NEEDED CARE

| | | | AGE | | | | | RACE | | | | | ETHNICITY | | HEALTH STATUS | | CCC SCREENER | | | |
|-------------------------|---------------|--------------|------|-------|------|------|-------------|------------------|----------|----------------|----------------|-----------|-----------|--------------|------------------|------------------------------|--------------|-------|------|------|
| | COPA TOT CHLD | OHP TOT CHLD | <1 | 1-3 | 4-7 | 8-12 | 13 AND OVER | BLCK OR AFR- WHT | AMER 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 | | |
| NPRBSEE4 NQ46 | 2.43 | 2.21 | 2.70 | 2.18 | 2.38 | 2.45 | 2.45 | 2.00 | 3.00 | 2.33 | 1.00 | 2.29 | 2.45 | 2.43 | 2.33 | 2.62 | 2.33 | | | |
| p stat_(*=Sig @ p<=.05) | | | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | | | |
| NCARNES4 NQ15 | 2.37 | 2.44 | 2.33 | 2.48 | 2.40 | 2.28 | 2.31 | 2.42 | 2.00 | 2.50 | 1.00 | 2.50 | 2.00 | 2.55 | 2.32 | 2.41 | 2.39 | 2.25 | 2.45 | 2.23 |
| p stat_(*=Sig @ p<=.05) | .240 | | ~ | ~.691 | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~.058 | .058 | |
| COMPOSITE | 2.40 | 2.32 | 2.33 | 2.59 | 2.29 | 2.33 | 2.38 | 2.44 | 2.00 | 2.50 | 1.00 | 2.75 | 2.17 | 1.77 | 2.30 | 2.43 | 2.41 | 2.29 | 2.53 | 2.28 |
| p stat_(*=Sig @ p<=.05) | .419 | | ~ | ~.448 | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~.065 | .338 | |

GETTING CARE QUICKLY

| | | AGE | | | | | | RACE | | | | | | ETHNICITY | | HEALTH STATUS | | CCC SCREENER | | |
|-------------------------|---------------|--------------|------|------|------|------|-------------|--------------|----------|---------------|----------------|-----------|------|--------------|------------------|------------------------------|--------|--------------|------|------|
| | COPA TOT CHLD | OHP TOT CHLD | <1 | 1-3 | 4-7 | 8-12 | 13 AND OVER | BLCK OR AFR- | AMER IAN | NATV HAW/ PAC | AMER IND/ ALSK | MUL- OTHR | TI | HIS- PAN- IC | NOT HIS- PAN- IC | EX & VERY GOOD & FAIR & POOR | NO CCC | CCC | | |
| NCARSN4 NQ4 | 2.60 | 2.60 | 3.00 | 2.77 | 2.64 | 2.41 | 2.50 | 2.59 | 3.00 | 3.00 | 1.00 | 3.00 | 2.33 | 3.00 | 2.55 | 2.62 | 2.66 | 2.00 | 2.57 | 2.64 |
| p stat_(*=Sig @ p<=.05) | | .981 | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ |
| NAPGET4 NQ6 | 2.36 | 2.43 | 2.00 | 2.27 | 2.38 | 2.48 | 2.38 | 2.39 | 2.00 | | 2.50 | 2.43 | 2.41 | 2.40 | 2.39 | 2.41 | 2.00 | 2.43 | 2.25 | |
| p stat_(*=Sig @ p<=.05) | | .238 | ~ | ~ | .819 | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | .137 | .137 |
| COMPOSITE | 2.48 | 2.51 | 2.50 | 2.52 | 2.51 | 2.45 | 2.44 | 2.49 | 2.50 | 3.00 | 1.00 | 2.75 | 2.38 | 2.71 | 2.48 | 2.51 | 2.53 | 2.00 | 2.50 | 2.44 |
| p stat_(*=Sig @ p<=.05) | | .783 | ~ | ~ | .865 | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | .731 | ~ | ~ | ~ | .857 | .833 |

HOW WELL DOCTORS COMMUNICATE

| | | | AGE | | | | | RACE | | | | | ETHNICITY | | HEALTH STATUS | | CCC SCREENER | | | |
|-------------------------|---------------|--------------|------|------|------|------|-------------|-------------|----------|--------|---------------|--------------|-----------|----------|---------------|------------|----------------|------------------------------|--------|------|
| | COPA TOT CHLD | OHP TOT CHLD | <1 | 1-3 | 4-7 | 8-12 | 13 AND OVER | BLCK OR WHT | AFR-AMER | AS-IAN | NATV HAW/ILND | AMER IND/PAC | ALSK NATV | MUL-OTHR | TI | HIS-PAN-IC | NOT HIS-PAN-IC | EX & VERY GOOD & FAIR & POOR | NO CCC | CCC |
| NDREXPL4 NQ32 | 2.66 | 2.69 | 2.67 | 2.78 | 2.52 | 2.72 | 2.65 | 2.70 | 3.00 | 3.00 | | 2.00 | 2.40 | 2.57 | 2.68 | 2.68 | 2.68 | 2.50 | 2.67 | 2.64 |
| p stat_(*=Sig @ p<=.05) | | .488 | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | .826 | .821 |
| NDRLSTN4 NQ33 | 2.61 | 2.71 | 3.00 | 2.70 | 2.52 | 2.69 | 2.53 | 2.63 | 3.00 | 3.00 | | 1.00 | 2.40 | 2.64 | 2.68 | 2.62 | 2.64 | 2.17 | 2.64 | 2.58 |
| p stat_(*=Sig @ p<=.05) | | .089 | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | .604 | .602 |
| NDRESPU4 NQ34 | 2.68 | 2.77 | 2.67 | 2.80 | 2.59 | 2.76 | 2.60 | 2.72 | 3.00 | 3.00 | | 1.00 | 2.40 | 2.57 | 2.79 | 2.67 | 2.71 | 2.33 | 2.73 | 2.61 |
| p stat_(*=Sig @ p<=.05) | | .094 | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | .296 | .293 |
| NDRTMEN4 NQ37 | 2.48 | 2.49 | 2.67 | 2.65 | 2.28 | 2.62 | 2.42 | 2.51 | 3.00 | 3.00 | | 2.00 | 2.00 | 2.57 | 2.36 | 2.52 | 2.51 | 2.17 | 2.49 | 2.47 |
| p stat_(*=Sig @ p<=.05) | | .893 | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | .908 | .908 |
| COMPOSITE | 2.61 | 2.67 | 2.75 | 2.73 | 2.48 | 2.70 | 2.55 | 2.64 | 3.00 | 3.00 | x | 1.50 | 2.30 | 2.59 | 2.63 | 2.62 | 2.63 | 2.29 | 2.63 | 2.58 |
| p stat_(*=Sig @ p<=.05) | | .754 | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | .883 | .884 |

CUSTOMER SERVICE

| | | | AGE | | | | | RACE | | | | | ETHNICITY | | HEALTH STATUS | | CCC SCREENER | | |
|-------------------------|---------------|--------------|------|------|------|------|-------------|------------------|---------|----------------|----------------|-----------|-----------|--------------|------------------|----------------------------|--------------|------|------|
| | COPA TOT CHLD | OHP TOT CHLD | <1 | 1-3 | 4-7 | 8-12 | 13 AND OVER | BLCK OR AFR- WHT | AS- IAN | NATV HAW/ ILND | AMER IND/ ALSK | MUL- OTHR | TI | HIS- PAN- IC | NOT HIS- PAN- IC | EX & VERY GOOD & FAIR POOR | NO CCC | CCC | |
| NPBCLCS4 NQ50 | 2.35 | 2.24 | 2.33 | 2.47 | 2.18 | 2.44 | 2.45 | 2.27 | 3.00 | | | 2.50 | 2.40 | 2.50 | 2.29 | 2.33 | 2.75 | 2.43 | 2.17 |
| p stat_(*=Sig @ p<=.05) | | .279 | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ |
| NCSRESP NQ51 | 2.63 | 2.57 | 2.00 | 2.67 | 2.59 | 2.67 | 2.82 | 2.61 | 3.00 | | | 2.67 | 3.00 | 2.72 | 2.63 | 2.65 | 2.75 | 2.62 | 2.67 |
| p stat_(*=Sig @ p<=.05) | | .480 | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ |
| COMPOSITE | 2.49 | 2.41 | 2.17 | 2.57 | 2.39 | 2.56 | 2.64 | 2.44 | x 3.00 | x | x | 2.58 | 2.70 | 2.61 | 2.46 | 2.49 | 2.75 | 2.52 | 2.42 |
| p stat_(*=Sig @ p<=.05) | | .724 | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ |

SHARED DECISION MAKING

| | | | AGE | | | | | RACE | | | | | ETHNICITY | | HEALTH STATUS | | CCC SCREENER | |
|-------------------------|---------------|--------------|------|------|------|------|-------------|------------------|---------|----------------|----------------|-----------|-----------|--------------|------------------|----------------------------|--------------|------|
| | COPA TOT CHLD | OHP TOT CHLD | <1 | 1-3 | 4-7 | 8-12 | 13 AND OVER | BLCK OR AFR- WHT | AS- IAN | NATV HAW/ ILND | AMER IND/ ALSK | MUL- OTHR | TI | HIS- PAN- IC | NOT HIS- PAN- IC | EX & VERY GOOD & FAIR POOR | NO CCC | CCC |
| NNRXWHY NQ11 | 2.89 | 2.88 | 3.00 | 3.00 | 3.00 | 2.71 | 2.80 | 2.87 | 3.00 | 3.00 | 3.00 | 3.00 | 2.64 | 2.96 | 2.89 | 3.00 | 2.90 | 2.89 |
| p stat_(*=Sig @ p<=.05) | .746 | | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ |
| NNRXWYNT NQ12 | 2.54 | 2.40 | 3.00 | 2.57 | 2.73 | 1.86 | 2.58 | 2.47 | 3.00 | 3.00 | 3.00 | 2.67 | 2.27 | 2.59 | 2.54 | 2.33 | 2.47 | 2.57 |
| p stat_(*=Sig @ p<=.05) | .254 | | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ |
| NRXBST NQ13 | 2.44 | 2.55 | 1.00 | 2.47 | 2.47 | 2.43 | 2.47 | 2.47 | 3.00 | 1.00 | 3.00 | 2.67 | 2.50 | 2.45 | 2.46 | 2.50 | 2.20 | 2.57 |
| p stat_(*=Sig @ p<=.05) | .357 | | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ |
| COMPOSITE | 2.62 | 2.61 | 2.33 | 2.68 | 2.73 | 2.33 | 2.62 | 2.60 | x 3.00 | x 2.33 | 3.00 | 2.78 | 2.47 | 2.67 | 2.63 | 2.61 | 2.52 | 2.68 |
| p stat_(*=Sig @ p<=.05) | .968 | | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ |

ACCESS TO SPECIALIZED SERVICES

| | | | AGE | | | | | RACE | | | | | ETHNICITY | | HEALTH STATUS | | CCC SCREENER | | |
|-------------------------|---------------|--------------|--------|------|------|------|-------------|------------------|----------|----------------|----------------|-----------|-----------|--------------|------------------|------------------------------|--------------|------|------|
| | COPA TOT CHLD | OHP TOT CHLD | <1 | 1-3 | 4-7 | 8-12 | 13 AND OVER | BLCK OR AFR- WHT | AMER 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 | |
| NEZMDEQ NQ20 | 2.23 | 2.15 | 2.50 | 1.33 | 2.00 | 3.00 | 2.09 | 3.00 | | | | 3.00 | 1.00 | 2.33 | 2.23 | | 2.33 | 2.20 | |
| p stat_(*=Sig @ p<=.05) | | | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | |
| NEZTHP NQ23 | 2.05 | 1.94 | 2.40 | 2.00 | 3.00 | 1.50 | 2.14 | 1.00 | | | | 3.00 | 1.00 | 1.75 | 2.13 | 2.05 | 2.22 | 1.91 | |
| p stat_(*=Sig @ p<=.05) | | | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | |
| NEZTC NQ26 | 1.97 | 2.08 | 2.50 | 1.89 | 1.57 | 2.13 | 1.92 | | | | | 2.50 | 1.80 | 2.38 | 1.85 | 2.00 | 1.80 | 2.00 | |
| p stat_(*=Sig @ p<=.05) | | | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | |
| COMPOSITE | 2.08 | 2.06 | x 2.47 | 1.74 | 2.19 | 2.21 | 2.05 | 2.00 | x | x | x | 2.75 | 1.93 | 1.71 | 2.10 | 2.09 | 1.00 | 2.12 | 2.04 |
| p stat_(*=Sig @ p<=.05) | .840 | | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | |

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

| | | | AGE | | | | | RACE | | | | | | ETHNICITY | | HEALTH STATUS | | CCC SCREENER | | |
|-------------|---------------|--------------|-------|-------|-------|-------|-------------|-------|-----------------|--------|-------------------|--------------------|--------|------------|----------------|------------------------------|--------|--------------|-------|-------|
| | COPA TOT CHLD | OHP TOT CHLD | <1 | 1-3 | 4-7 | 8-12 | 13 AND OVER | WHT | BLK 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 | | |
| PRBSEE4 Q46 | 90% | 75% | | 100% | 73% | 88% | 100% | 94% | 100% | | | 100% | 67% | 0% | 86% | 91% | 89% | 100% | 100% | 85% |
| CARNES4 Q15 | 81% | 88% | 67% | 86% | 82% | 75% | 82% | 84% | 100% | 100% | 0% | 100% | 67% | 90% | 74% | 85% | 83% | 63% | 85% | 76% |
| AVERAGE | 85.64 | 81.22 | 66.67 | 92.86 | 77.59 | 81.25 | 91.11 | 88.76 | x | x | x | x | 66.67 | 90.00 | 79.70 | 87.76 | 85.97 | 81.25 | 92.31 | 80.45 |

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

| | | | AGE | | | | | RACE | | | | | | ETHNICITY | | HEALTH STATUS | | CCC SCREENER | | |
|-----------|---------------|--------------|-------|-------|-------|-------|-------------|-------|-----------------|--------|-------------------|--------------------|--------|------------|----------------|------------------------------|--------|--------------|-------|-------|
| | COPA TOT CHLD | OHP TOT CHLD | <1 | 1-3 | 4-7 | 8-12 | 13 AND OVER | WHT | BLK 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 | | |
| CARSN4 Q4 | 89% | 90% | 100% | 95% | 96% | 71% | 86% | 91% | 100% | 100% | 0% | 100% | 67% | 100% | 85% | 91% | 92% | 57% | 86% | 93% |
| APGET4 Q6 | 83% | 84% | 67% | 78% | 84% | 83% | 91% | 87% | 100% | | | 100% | 86% | 76% | 80% | 87% | 87% | 57% | 83% | 84% |
| AVERAGE | 86.10 | 87.16 | 83.33 | 86.62 | 90.46 | 76.67 | 88.45 | 88.63 | x | x | x | x | 76.19 | 88.24 | 82.50 | 88.77 | 89.25 | 57.14 | 84.52 | 88.23 |

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

| | | | AGE | | | | | RACE | | | | | ETHNICITY | | HEALTH STATUS | | CCC SCREENER | | | |
|-------------|---------------|--------------|------|------|------|------|-------------|-------------------|---------|----------------|----------------|--------------|--------------|------------------|------------------------------|--------|--------------|------|------|------|
| | COPA TOT CHLD | OHP TOT CHLD | <1 | 1-3 | 4-7 | 8-12 | 13 AND OVER | BLCK OR AFR- Whte | AS- IAN | NATV HAW/ ILND | AMER IND/ ALSK | MUL- OTHR TI | HIS- PAN- IC | NOT HIS- PAN- IC | EX & VERY GOOD & FAIR & POOR | NO CCC | CCC | | | |
| DREXPL4 Q32 | 94% | 93% | 100% | 100% | 93% | 90% | 90% | 95% | 100% | 100% | 100% | 100% | 93% | 96% | 95% | 95% | 83% | 96% | 92% | |
| DRLSTN4 Q33 | 87% | 94% | 100% | 90% | 87% | 86% | 83% | 88% | 100% | 100% | 0% | 80% | 93% | 89% | 88% | 88% | 67% | 90% | 83% | |
| DRESPU4 Q34 | 91% | 95% | 100% | 95% | 89% | 90% | 87% | 91% | 100% | 100% | 0% | 80% | 93% | 96% | 90% | 91% | 83% | 94% | 85% | |
| DRTMEN4 Q37 | 86% | 86% | 100% | 87% | 78% | 93% | 87% | 87% | 100% | 100% | 100% | 80% | 86% | 82% | 87% | 86% | 83% | 87% | 85% | |
| AVERAGE | 89.4 | 92.0 | 100 | 93.1 | 87.0 | 89.7 | 86.9 | 90.2 | x | x | x | x | 85.0 | 91.1 | 91.1 | 89.9 | 90.3 | 79.2 | 91.6 | 86.0 |

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

| | | | AGE | | | | | RACE | | | | | | ETHNICITY | | HEALTH STATUS | | CCC SCREENER | | |
|-------------|---------------|--------------|-------|-------|-------|-------|-------------|-------|-----------------|--------|--------------|---------------|-------|-----------|------------|----------------|------------------------------|--------------|-------|-------|
| | COPA TOT CHLD | OHP TOT CHLD | <1 | 1-3 | 4-7 | 8-12 | 13 AND OVER | WHT | BLK OR AFR-AMER | AS-IAN | NATV HAW/PAC | AMER IND/ALSK | OTH | MUL-TI | HIS-PAN-IC | NOT HIS-PAN-IC | EX & VERY GOOD & FAIR & POOR | NO CCC | CCC | |
| PBCLCS4 Q50 | 83% | 77% | 100% | 87% | 77% | 89% | 82% | 80% | | 100% | | | 83% | 80% | 89% | 80% | 82% | 100% | 83% | 83% |
| CSRESP Q51 | 95% | 91% | 67% | 93% | 100% | 89% | 100% | 98% | | 100% | | | 83% | 100% | 100% | 95% | 96% | 100% | 93% | 100% |
| AVERAGE | 89.17 | 83.89 | 83.33 | 90.00 | 88.64 | 88.89 | 90.91 | 89.02 | x | x | x | x | 83.33 | 90.00 | 94.44 | 87.80 | 89.09 | 100.0 | 88.10 | 91.67 |

SHARED DECISION MAKING (YES) -- GLOBAL PROPORTION COMPOSITE

| | | | AGE | | | | | RACE | | | | | ETHNICITY | | HEALTH STATUS | | CCC SCREENER | | | |
|-------------|---------------|--------------|------|------|------|------|-------------|------------------|---------|----------------|----------------|-----------|-----------|--------------|------------------|------------------------------|--------------|------|------|------|
| | COPA TOT CHLD | OHP TOT CHLD | <1 | 1-3 | 4-7 | 8-12 | 13 AND OVER | BLCK OR AFR- WHT | AS- IAN | NATV HAW/ ILND | AMER IND/ ALSK | MUL- OTHR | TI | HIS- PAN- IC | NOT HIS- PAN- IC | EX & VERY GOOD & FAIR & POOR | NO CCC | CCC | | |
| NRXWHY Q11 | 95% | 94% | 100% | 100% | 100% | 86% | 90% | 93% | 100% | 100% | 100% | 100% | 82% | 98% | 94% | 100% | 95% | 95% | | |
| NRXWYNT Q12 | 77% | 70% | 100% | 79% | 87% | 43% | 79% | 73% | 100% | 100% | 100% | 83% | 64% | 80% | 77% | 67% | 74% | 78% | | |
| RXBST Q13 | 72% | 78% | 0% | 73% | 73% | 71% | 74% | 73% | 100% | 0% | 100% | 83% | 75% | 73% | 73% | 75% | 60% | 78% | | |
| AVERAGE | 81.2 | 80.5 | x | 84.0 | 86.7 | 66.7 | 80.9 | 80.0 | x | x | x | x | x | 88.9 | 73.5 | 83.4 | 81.4 | 80.6 | 76.2 | 83.8 |

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

| | | | AGE | | | | | RACE | | | | | ETHNICITY | | HEALTH STATUS | | CCC SCREENER | | | |
|------------|---------------|--------------|------|------|------|------|-------------|------------------|---------|----------------|----------------|-----------|-----------|--------------|------------------|------------------------------|--------------|-----|------|------|
| | COPA TOT CHLD | OHP TOT CHLD | <1 | 1-3 | 4-7 | 8-12 | 13 AND OVER | BLCK OR AFR- WHT | AS- IAN | NATV HAW/ ILND | AMER IND/ ALSK | MUL- OTHR | TI | HIS- PAN- IC | NOT HIS- PAN- IC | EX & VERY GOOD & FAIR & POOR | NO CCC | CCC | | |
| EZMDEQ Q20 | 69% | 70% | 75% | 33% | 67% | 100% | 64% | 100% | | | | 100% | 0% | 75% | 69% | | 67% | 70% | | |
| EZTHP Q23 | 60% | 61% | 80% | 60% | 100% | 25% | 64% | 0% | | | | 100% | 0% | 50% | 60% | 58% | 78% | 45% | | |
| EZTC Q26 | 56% | 67% | 100% | 56% | 29% | 63% | 54% | | | | | 100% | 40% | 75% | 50% | 58% | 0% | 40% | 59% | |
| AVERAGE | 61.7 | 66.1 | x | 77.5 | 49.6 | 47.6 | 62.5 | 60.6 | x | x | x | x | x | 40.0 | 62.5 | 61.7 | 61.6 | x | 61.5 | 58.0 |

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

| | | | AGE | | | | | RACE | | | | | ETHNICITY | | HEALTH STATUS | | CCC SCREENER | | | |
|-------------|---------------|--------------|------|------|------|------|-------------|------------------|---------|----------------|----------------|-----------|-----------|---------|---------------|------------------------------|--------------|------|------|------|
| | COPA TOT CHLD | OHP TOT CHLD | <1 | 1-3 | 4-7 | 8-12 | 13 AND OVER | BLCK OR AFR- WHT | AS- IAN | NATV HAW/ ILND | AMER IND/ ALSK | MUL- OTHR | TI | HIS- IC | NOT HIS- IC | EX & VERY GOOD & FAIR & POOR | NO CCC | CCC | | |
| DRTLKU Q38 | 83% | 84% | 100% | 83% | 89% | 83% | 73% | 81% | 100% | 100% | 100% | 100% | 100% | 86% | 83% | 84% | 67% | 84% | 81% | |
| DRUNCON Q43 | 81% | 89% | | 78% | 69% | 88% | 86% | 80% | 100% | | | 100% | 71% | 71% | 82% | 80% | 100% | 78% | 81% | |
| DRUNFAM Q44 | 79% | 84% | | 78% | 69% | 88% | 80% | 78% | 100% | | | 100% | 71% | 71% | 80% | 78% | 100% | 78% | 79% | |
| AVERAGE | 80.8 | 85.5 | 100 | 79.4 | 75.5 | 85.9 | 79.7 | 79.4 | x | x | x | x | 100 | 81.0 | 76.2 | 81.4 | 80.5 | 88.9 | 79.9 | 80.4 |

CARE COORDINATION (YES) -- GLOBAL PROPORTION COMPOSITE

| | | | AGE | | | | | RACE | | | | | ETHNICITY | | HEALTH STATUS | | CCC SCREENER | | | |
|--------------|---------------|--------------|------|------|------|------|-------------|-------------------|---------|----------------|----------------|--------------|--------------|------------------|------------------------------|------|--------------|--------|------|------|
| | COPA TOT CHLD | OHP TOT CHLD | <1 | 1-3 | 4-7 | 8-12 | 13 AND OVER | BLCK OR AFR- Whte | AS- IAN | NATV HAW/ ILND | AMER IND/ ALSK | MUL- OTHR TI | HIS- PAN- IC | NOT HIS- PAN- IC | EX & VERY GOOD & FAIR & POOR | GOOD | FAIR | NO CCC | CCC | |
| HELPCONT Q18 | 95% | 94% | 100% | 100% | 75% | 100% | 100% | | | | | 100% | 50% | 100% | 94% | 95% | 100% | 89% | 100% | |
| HLPCOORD Q29 | 55% | 60% | 0% | 69% | 52% | 67% | 47% | 53% | | | | 50% | 50% | 67% | 51% | 50% | 100% | 54% | 56% | |
| AVERAGE | 74.9 | 76.8 | x | 69.2 | 76.2 | 70.8 | 73.5 | 76.5 | x | x | x | x | 50.0 | 50.0 | 83.3 | 72.4 | 72.4 | 100 | 71.4 | 77.8 |

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

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

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

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

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

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

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

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

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

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

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

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

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

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3. YOUR PERSONAL DOCTOR

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

4. GETTING HEALTH CARE FROM SPECIALISTS

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

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5. YOUR HEALTH PLAN

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

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

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

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

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

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

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

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

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

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

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

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

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5. ADDITIONAL QUESTIONS

- 39 Q35E IN THE LAST 6 MONTHS, 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?

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- 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?

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| 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, 2014? |
| 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? |

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| 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]

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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

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94 GETTING NEEDED CARE
95 GETTING CARE QUICKLY
96 HOW WELL DOCTORS COMMUNICATE
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100 GETTING CARE QUICKLY (ALWAYS + USUALLY) -- GLOBAL PROPORTION COMPOSITE
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102 CUSTOMER SERVICE (ALWAYS + USUALLY) -- GLOBAL PROPORTION COMPOSITE
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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 Health Plan Possible Best Health Plan 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, 2014?
- 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 doctors or other health providers?
 - Never
 - Sometimes
 - Usually
 - Always

- 10. In the last 6 months, did you and your child's doctor or other health provider talk about starting or stopping a prescription medicine for your child?
 - Yes
 - No → *Go to Question 14*

- 11. Did you and a doctor or other health provider talk about the reasons you might want your child to take a medicine?
 - Yes
 - No



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

- Yes
- No

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

- Yes
- No

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

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

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

- Never
- Sometimes
- Usually
- Always

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

- Yes
- No → *Go to Question 19*

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

- Yes
- No → *Go to Question 19*

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

- Yes
- No

SPECIALIZED SERVICES

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

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

- Yes
- No → *Go to Question 22*

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

- Never
- Sometimes
- Usually
- Always

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

- Yes
- No

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

- Yes
- No → *Go to Question 25*



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

- Never
- Sometimes
- Usually
- Always

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

- Yes
- No

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

- Yes
- No → *Go to Question 28*

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

- Never
- Sometimes
- Usually
- Always

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

- Yes
- No

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

- Yes
- No → *Go to Question 30*

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

- Yes
- No

YOUR CHILD'S PERSONAL DOCTOR

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

- Yes
- No → *Go to Question 45*

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

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

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

- Never
- Sometimes
- Usually
- Always

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

- Never
- Sometimes
- Usually
- Always

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

- Never
- Sometimes
- Usually
- Always

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

- Never
- Sometimes
- Usually
- Always

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

- Yes
- No → *Go to Question 37*

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

- Never
- Sometimes
- Usually
- Always

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

- Never
- Sometimes
- Usually
- Always

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

- Yes
- No

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

- Yes
- No → *Go to Question 41*

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

- Never
- Sometimes
- Usually
- Always

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

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

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

- Yes
- No → *Go to Question 45*



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

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

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

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 Best Health
 Plan Possible Plan Possible

PRESCRIPTION MEDICINES

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

- Yes
- No → *Go to Question 57a*

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

- Never
- Sometimes
- Usually
- Always

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

- Yes
- No

ACCESS TO DENTAL CARE

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

- Yes
- No

57b. In the last 6 months, 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. DataStat, Inc. 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.

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

↓ **COMIENZE 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

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

- | | | | | | | | | | | |
|---------------------------------|-----------------------|-----------------------|-----------------------|-----------------------|----------------------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |
| La peor atención médica posible | | | | | La mejor atención médica posible | | | | | |

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

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

SU DOCTOR PERSONAL

15. El doctor personal es aquel a quien usted va si necesita un chequeo, quiere pedir consejo sobre un problema de salud o si se enferma o lastima. ¿Tiene usted un doctor personal?

- Sí
- No → **Pase a la pregunta 24**

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

- Ninguna vez → **Pase a la pregunta 23**
- 1 vez
- 2
- 3
- 4
- 5 a 9
- 10 veces o más

17. En los últimos 6 meses, ¿con qué frecuencia su doctor personal le explicó las cosas de una manera fácil de entender?

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

18. En los últimos 6 meses, ¿con qué frecuencia su doctor personal le escuchó con atención?

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

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

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

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

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

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

- Sí
- No → *Pase a la pregunta 23*

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

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

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

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

LA ATENCIÓN MÉDICA QUE 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?

0 1 2 3 4 5 6 7 8 9 10
 El peor plan de salud posible El mejor plan de salud posible



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

35a. En los últimos 6 meses, ¿tuvo usted un problema de salud para el cual 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 cual 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

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 2014, ¿le han puesto la vacuna para la influenza o gripe ya sea en inyección o con un rociador o spray nasal?

- Sí
- No
- No sé

39. Actualmente, ¿fuma cigarrillos o usa tabaco todos los días, algunos días o nunca?

- Todos los días
- Algunos días
- No fumo en absoluto → **Pase a la pregunta 43**
- No sé → **Pase a la pregunta 43**

40. En los últimos 6 meses, ¿qué tan seguido le aconsejó un 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. DataStat, Inc. 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.

INSTRUCCIONES PARA EL CUESTIONARIO

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

Marca
Correcta



Marca
Incorrecta



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

- Sí → *Pase a la Pregunta 1*
- No



COMIENCE AQUI



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

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

- Sí → *Pase a la pregunta 3*
- No

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

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

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

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

Sí
 No → *Pase a la pregunta 5*

4. En los últimos 6 meses, cuando su niño necesitó atención inmediata, ¿con qué frecuencia atendieron a su niño tan pronto como él o ella lo necesitaba?

Nunca
 A veces
 La mayoría de las veces
 Siempre

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

Sí
 No → *Pase a la pregunta 7*

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

Nunca
 A veces
 La mayoría de las veces
 Siempre

7. En los últimos 6 meses, sin contar las veces en que su niño fue a una sala de emergencia, ¿cuántas veces fue su niño a un consultorio médico o a una clínica para que lo atendieran?

Ninguna vez → *Pase a la pregunta 16*
 1 vez
 2
 3
 4
 5 a 9
 10 veces o más

8. En los últimos 6 meses, ¿hablaron usted y el doctor u otro profesional médico de su niño sobre cosas específicas que usted podría hacer para prevenir que su niño se enferme?

Sí
 No

9. En los últimos 6 meses, ¿con qué frecuencia le contestaron sus preguntas los doctores u otros profesionales médicos de su niño?

Nunca
 A veces
 La mayoría de las veces
 Siempre

10. En los últimos 6 meses, ¿hablaron usted y el doctor u otro profesional médico de su niño sobre comenzar o suspender una medicina recetada?

- Sí
- No → *Pase a la pregunta 14*

11. ¿Hablaron usted y un doctor u otro profesional médico sobre las razones por las que tal vez usted quiera que su niño tome una medicina?

- Sí
- No

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

- Sí
- No

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

- Sí
- No

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

- | | | | | | | | | | | |
|---------------------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|----------------------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |
| La peor atención médica posible | | | | | | La mejor atención médica posible | | | | |

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

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

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

- Sí
- No → *Pase a la pregunta 19*

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

- Sí
- No → *Pase a la pregunta 19*

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

- Sí
- No

SERVICIOS ESPECIALIZADOS

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

- Sí
- No → *Pase a la pregunta 22*

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

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

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

- Sí
- No

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

- Sí
- No → *Pase a la pregunta 25*

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

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

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

- Sí
- No

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

- Sí
- No → *Pase a la pregunta 28*

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

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

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

- Sí
- No

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

- Sí
- No → *Pase a la pregunta 30*

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

- Sí
- No

EL DOCTOR PERSONAL DE SU NIÑO

30. El doctor personal es aquel a quien su niño va si necesita un chequeo, 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?

0 1 2 3 4 5 6 7 8 9 10

El peor especialista posible El mejor especialista posible

EL PLAN DE SALUD DE SU NIÑO

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

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

- Sí
- No → *Pase a la pregunta 52*

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

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

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

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

52. En los últimos 6 meses, ¿le dio el plan de salud de su niño algún formulario para llenar?

- Sí
- No → *Pase a la pregunta 54*

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

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

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

- | | | | | | | | | | | |
|-------------------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|--------------------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| <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 | | | | |

MEDICINAS RECETADAS

55. En los últimos 6 meses, ¿consiguió alguna medicina recetada o renovó una receta para una medicina recetada para su niño?

- Sí
- No → *Pase a la pregunta 57a*

56. En los últimos 6 meses, ¿con qué frecuencia fue fácil conseguir medicinas recetadas para su niño a través de su plan de salud?

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

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

- Sí
- No

ACCESO A CUIDADO DENTAL

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

- Sí
- No

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

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

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, 2014?

- 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 NEW NUMBER ON COVERSHEET AND RE-DIAL

RETURN TO COVERSHEET

MAIL.SCREEN

MS. INTERVIEWER: WE STILL NEED TO CONDUCT A TELEPHONE INTERVIEW EVEN
THOUGH R SAYS THEY'VE SENT BACK THE MAIL SURVEY.

I'm sorry, but we haven't received your survey back -- it may have been lost in the mail. And since the deadline for mailing surveys has passed, we're now in the telephone phase of this study. May I continue?

(IF NEEDED: "This is purely a research study -- we are polling people about their child's health and health care.")

(IF R SAYS THEY WILL DO THE MAIL SURVEY AND SEND IT BACK or THEY WOULD LIKE ANOTHER SURVEY MAILED TO THEM, EXPLAIN: "I'm sorry, but the deadline for mailing surveys has passed and we're now in the telephone phase of this study. May I continue?")

1. CONTINUE
2. REFUSAL BECAUSE ALREADY COMPLETED AND MAILED SURVEY BACK
3. REFUSAL
4. APPOINTMENT

IF MAIL.SCREEN = 1, GO TO RE.INTRO
RETURN TO COVERSHEET

RE.INTRO

RE.INTRO. (INTERVIEWER: READ PARENS TEXT IF R ISN'T PERSON WHO ANSWERED
PHONE OR HAS NOT HEARD IT YET.)

(Hello, I'm calling on behalf of Oregon Health Plan. Portions of this call may be monitored and recorded for quality control.)

We are conducting an important study to find out how satisfied families are with Oregon Health Plan. The results of the study will help Oregon Health Plan improve the care they provide and will also help consumers when they choose health care plans.

The interview is completely confidential and voluntary, and will not affect your child's health care or benefits in any way.

(IF R ASKS: "How long will this take?", EXPLAIN: "The questions should take about 12-15 minutes to answer.")

(IF NEEDED: "This is purely a research study -- we are polling people about their child's health and health care.")

(IF R SAYS THEY WILL DO THE MAIL SURVEY AND SEND IT BACK or THEY WOULD LIKE ANOTHER SURVEY MAILED TO THEM, EXPLAIN: "I'm sorry, but the deadline for mailing surveys has passed and we're now in the telephone phase of this study. May I continue?")

("DK" NOT ALLOWED)

1. CONTINUE
2. APPOINTMENT
3. REFUSAL
4. LANGUAGE PROBLEM -- SPEAKS SPANISH
5. LANGUAGE PROBLEM -- DOESN'T SPEAK ENGLISH OR SPANISH
6. R - DOES NOT WANT TO BE RECORDED (VOLUNTEERED)
7. RETURN TO CS

SEX

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

1. MALE
2. FEMALE

SPAN.VAR

(IWER: ENTER LANGUAGE TO BE USED DURING INTERVIEW)

("DK" NOT ALLOWED)

1. Spanish
2. English

MEMBER

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.