



Oregon Health Plan
CAHPS® 5.0 Medicaid Survey

Banner Book Report

June 2017
Measurement Year 2016



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METHODOLOGY

Introduction

This banner book report summarizes the results of the 2017 CAHPS® Medicaid survey of Oregon Health Plan members. A total of 16 health plans participated in the survey; 15 Coordinated Care Organizations (CCOs) and the state-administered OHP Open Card plan or fee-for-service (FFS) plan. The survey was administered over a twelve-week period using a mixed-mode (mail and telephone) six-wave protocol. This protocol consisted of a pre-notification letter, an initial survey mailing and reminder postcard to all respondents, followed by a second survey mailing and reminder postcard to non-respondents. Phone follow-up was conducted for members who had not responded to the mailings. Respondents were surveyed in English and Spanish. DataStat administered the survey under contract with the Oregon Health Authority.

Survey Milestones

Pre-notification letters mailed:	January 5, 2017
1st mailing of survey packets:	January 12, 2017
1st mailing of reminder postcards:	January 19, 2017
2nd mailing of survey packets:	February 9, 2017
2nd mailing of reminder postcards:	February 16, 2017
Phone follow-up start:	March 8, 2017
Mail and phone field terminated:	April 6, 2017

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. The state elected to sample 1800 members from each age group of the Open Card population. Adults were defined as members aged 18 years or older and children as 17 years old or younger, both as of November 30, 2016. To be eligible, members had to have been enrolled in Oregon Health Plan for at least six months as of November 30, 2016. The final selected sample consisted of 16,200 adult OHP enrollees and 16,200 child OHP enrollees.

Questionnaires

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

Selection of Cases for Analysis

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

Composites, Overall Ratings, and Measures for Reporting

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

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

Composite: Getting Needed Care

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

Q25/46. Getting appointments with specialists

Composite: Getting Care Quickly

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

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

Composite: How Well Doctors Communicate

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

Q18/33. Personal doctor listened carefully to you

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

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

Composite: Customer Service

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

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

Composite: Shared Decision Making

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

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

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

Rating Questions

Q13/14. Rating of all health care

Q23/41. Rating of personal doctor

Q27/47. Rating of specialist doctor

Q35/54. Rating of health plan

Composite: Access to Specialized Services (Child only)

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

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

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

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

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

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

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

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

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

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

Comparisons, Statistical Testing, Scoring, and Weighting

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

Significance testing was conducted between overall OHP results and plan or demographic subgroup results. Statistically significant differences were determined with binomial and t-tests, using a significance level of .05 or less. Tests were considered valid when the number of cases used to compute the score was 50 or greater and there was non-zero variation in the tested groups. The symbol '~' is used to indicate the test was not valid. For comparisons with statistically significant differences, a star (*) is found to the right of the relevant percentage in the table.

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

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

Sample Disposition

Adult Population

Category	Total	AHP	CCC	COPA	EAST	FMCA	FFS	INHE	JCC	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO	PCG	HTS
**First mailing - sent	16200	900	900	900	900	900	1800	900	900	900	900	900	900	900	900	900	900	900
*First mailing - usable survey returned	2801	172	142	144	157	116	309	172	145	153	172	161	179	188	140	164	166	121
Second mailing - sent	13319	732	748	751	727	760	1499	720	736	767	723	721	719	702	744	740	751	779
*Second mailing - usable survey returned	978	51	53	50	52	55	114	57	65	42	58	64	58	55	49	53	54	48
*Phone - usable surveys	1303	72	92	63	86	64	121	76	75	70	58	65	73	79	65	78	90	76
Total - usable surveys	5082	295	287	257	295	235	544	305	285	265	288	290	310	322	254	295	310	245
†Ineligible: According to population criteria‡	346	15	14	20	16	26	48	20	14	18	20	16	16	21	19	20	22	21
†Ineligible: Deceased	31	1	0	0	0	0	12	1	3	1	0	0	4	1	1	2	3	2
†Ineligible: Mentally or physically unable to complete survey	195	8	9	2	9	7	66	7	8	10	7	5	9	8	11	8	7	14
†Ineligible: Language barrier	64	1	1	0	1	11	12	1	1	1	1	2	2	1	5	0	0	24
Incorrect address AND incorrect phone number	848	50	57	45	48	50	88	55	48	37	47	45	45	54	48	53	36	42
Refusal/Returned survey blank	672	36	24	38	31	31	84	28	52	35	44	44	39	39	42	34	27	44
Nonresponse - Unavailable by mail or phone	8962	494	508	538	500	540	946	483	489	533	493	498	475	454	520	488	495	508
Adjusted Response Rate	32.7%	33.7%	32.8%	29.3%	33.8%	27.5%	32.7%	35.0%	32.6%	30.5%	33.0%	33.1%	35.7%	37.1%	29.4%	33.9%	35.7%	29.2%

*Included in response rate numerator

†Excluded from adjusted response rate denominator

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

Sample Disposition

Child Population

Category	Total	AHP	CCC	COPA	EAST	FMCA	FFS	INHE	JCC	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO	PCG	HTS
**First mailing - sent	16200	900	900	900	900	900	1800	900	900	900	900	900	900	900	900	900	900	900
*First mailing - usable survey returned	2168	124	119	104	126	113	226	122	113	116	132	128	117	141	124	103	155	105
Second mailing - sent	13616	752	761	747	756	758	1519	765	751	766	759	744	724	732	764	781	766	771
*Second mailing - usable survey returned	886	53	44	38	44	50	102	49	58	44	48	41	47	40	60	63	51	54
*Phone - usable surveys	2255	133	117	122	131	131	196	146	134	101	98	126	106	106	155	138	151	164
Total - usable surveys	5309	310	280	264	301	294	524	317	305	261	278	295	270	287	339	304	357	323
†Ineligible: According to population criteria‡	200	13	9	9	6	17	48	11	9	11	9	11	5	7	6	10	10	9
†Ineligible: Deceased	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
†Ineligible: Mentally or physically unable to complete survey	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
†Ineligible: Language barrier	59	1	0	0	3	13	6	3	3	0	0	0	1	1	0	0	2	26
Incorrect address AND incorrect phone number	710	40	49	47	44	38	84	40	34	37	44	35	44	44	29	35	33	33
Refusal/Returned survey blank	829	55	36	46	42	51	108	53	37	61	59	57	57	42	25	42	24	34
Nonresponse - Unavailable by mail or phone	9093	481	526	534	504	487	1030	476	512	530	510	502	523	519	501	509	474	475
Adjusted Response Rate	33.3%	35.0%	31.4%	29.6%	33.8%	33.8%	30.0%	35.8%	34.3%	29.4%	31.2%	33.2%	30.2%	32.2%	37.9%	34.2%	40.2%	37.3%

*Included in response rate numerator

†Excluded from adjusted response rate denominator

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

Response/Non-Response Comparison

Presented below is a comparison, by age and gender within each age category, of respondents and non-respondents, all of whom were part of the random sample for the Oregon CAHPS© 2017 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	4030 44.3%	2051 40.4%	-3.90%
Female	5076 55.7%	3031 59.6%	3.90%
18-24	1769 19.4%	499 9.8%	-9.61%
25-34	2582 28.4%	858 16.9%	-11.47%
35-44	1786 19.6%	800 15.7%	-3.87%
45-54	1418 15.6%	1049 20.6%	5.07%
55-64	1096 12.0%	1445 28.4%	16.40%
65-74	253 2.8%	281 5.5%	2.75%
75 or Older	202 2.2%	150 3.0%	0.73%

Child

Gender / Age	Non-Respondents	Respondents	Difference
Male	4747 51.4%	2735 51.5%	0.13%
Female	4490 48.6%	2574 48.5%	-0.13%
<3	1831 19.8%	958 18.0%	-1.78%
4-7	2273 24.6%	1233 23.2%	-1.38%
8-12	2730 29.6%	1649 31.1%	1.51%
13 or older	2403 26.0%	1469 27.7%	1.66%

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

Banner I

	BANT OT1	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER		
		18 TO ADLT	25 TO ADLT	35 TO ADLT	45 TO ADLT	55 TO ADLT	65 AND OVER	BLCK OR AFR-	AS-	NATV HAW/ PAC	AMER IND/ ALSK	MUL-	TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	GOOD & POOR	MALE	FE- MALE	
Q1 YES	5061 100%	444 100%	781 100%	732 100%	984 100%	1383 100%	425 100%	3530 100%	45 100%	104 100%	14 100%	71 100%	69 100%	321 100%	569 100%	4133 100%	3252 100%	1498 100%	1916 100%	2872 100%
NOT ANSWERED	21	1	2	2	2	6	3	11	1	1		1		1	2	12	11	7	8	8
VALID CASES	5061	444	781	732	984	1383	425	3530	45	104	14	71	69	321	569	4133	3252	1498	1916	2872
NUMBER OF RESPONDENTS	5082 100%	444 100%	783 100%	734 100%	986 100%	1389 100%	428 100%	3541 100%	46 100%	105 100%	14 100%	72 100%	69 100%	321 100%	571 100%	4145 100%	3263 100%	1505 100%	1924 100%	2880 100%

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

Banner II

	BANT	DG01	DG02	DG03	DG04	DG05	DG06	DG17	DG07	DG08	DG16	DG09	DG10	DG11	DG12	DG13	DG14	DG15
	OHP																	
	TOT																	
	ADLT	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q1	5061	292	284	257	294	233	539	245	305	284	308	265	287	289	310	322	253	293
YES	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
NOT ANSWERED	21	3	3		1	2	5			1	2		1	1			1	2
VALID CASES	5061	292	284	257	294	233	539	245	305	284	308	265	287	289	310	322	253	293
NUMBER OF RESPONDENTS	5082	295	287	257	295	235	544	245	305	285	310	265	288	290	310	322	254	295
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

Banner I

	BANT OT1	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 & GOOD POOR	FE- MALE MALE			
Q3 YES	2007 41%	132 30%*	307 39%	292 40%	445 46%*	582 42%	163 39%	1474 42%*	15 34%~	18 17%*	9 61%~	39 56%*	35 51%	156 49%*	192 34%*	1701 41%*	1116 35%*	793 53%*	721 38%*	1212 43%*
NO	2922 59%	309 70%*	471 61%	440 60%	528 54%*	792 58%	253 61%	2026 58%*	30 66%~	87 83%*	5 39%~	31 44%*	34 49%	161 51%*	372 66%*	2399 59%*	2115 65%*	696 47%*	1177 62%*	1638 57%*
NOT ANSWERED	153	4	4	3	13	15	12	41	1	1		3		4	8	45	32	16	26	29
VALID CASES	4929	440	779	731	973	1374	416	3500	45	104	14	69	69	317	563	4100	3231	1489	1898	2851
NUMBER OF RESPONDENTS	5082	444	783	734	986	1389	428	3541	46	105	14	72	69	321	571	4145	3263	1505	1924	2880
	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?

Banner II

	BANT	DG01	DG02	DG03	DG04	DG05	DG06	DG17	DG07	DG08	DG16	DG09	DG10	DG11	DG12	DG13	DG14	DG15	
	OT11																		
	OHP																		
	TOT																		
	ADLT	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO	
Q3																			
YES	2007	109	101	106	108	89	224	89	130	112	107	123	113	123	131	138	102	112	
	41%	38%	36%	42%	37%	39%	43%	38%	44%	41%	36%	47%*	41%	43%	43%	44%	41%	39%	
NO	2922	180	179	149	181	138	298	148	166	164	193	136	165	160	172	174	145	173	
	59%	62%	64%	58%	63%	61%	57%	62%	56%	59%	64%	53%*	59%	57%	57%	56%	59%	61%	
NOT ANSWERED	153	6	7	2	6	8	22	8	9	9	10	6	10	7	7	10	7	10	
VALID CASES	4929	289	280	255	289	227	522	237	296	276	300	259	278	283	303	312	247	285	
NUMBER OF RESPONDENTS	5082	295	287	257	295	235	544	245	305	285	310	265	288	290	310	322	254	295	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	

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

Banner I

	BANT OT1	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER		
		OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS-	NATV HAW/ PAC	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & GOOD POOR	FE- MALE MALE	FE- MALE MALE		
Q4 NEVER	45 2%	7 6%	7 3%	4 1%	11 3%	15 3%	~	27 2%	~	~	~	4%~	5 18%~	6 4%	5 3%	40 3%	21 2%	23 3%	22 4%*	22 2%
SOMETIMES	250 14%	15 12%	49 18%*	45 16%	39 10%*	57 11%*	22 14%	173 13%	2 15%~	5 24%~	~	2 7%~	4 16%~	20 14%	19 11%	210 14%	112 11%*	116 16%*	86 14%	142 13%
USUALLY	462 25%	45 36%*	60 22%	73 26%	117 31%*	117 23%	24 15%*	339 26%	6 42%~	4 18%~	2 46%~	5 16%~	2 7%~	36 24%	35 21%	397 26%	269 27%	166 23%*	153 26%	286 25%
ALWAYS	1060 58%	58 46%*	154 57%	155 56%	206 55%	323 63%*	114 71%*	752 58%	6 43%~	11 58%~	3 54%~	24 73%~	16 59%~	87 58%	110 65%*	890 58%	590 59%	419 58%	336 56%	687 60%*
#ALWAYS + USUALLY (NET)	1522 84%	104 82%	214 79%*	228 82%	323 87%	440 86%	138 86%	1091 85%	13 85%~	15 76%~	5 100%~	29 89%~	17 66%~	124 82%	146 86%	1287 84%	859 87%*	585 81%*	489 82%	973 86%*
TOP BOX SCORE	1060 58%	58 46%*	154 57%	155 56%	206 55%	323 63%*	114 71%*	752 58%	6 43%~	11 58%~	3 54%~	24 73%~	16 59%~	87 58%	110 65%*	890 58%	590 59%	419 58%	336 56%	687 60%*
NOT ANSWERED	200	6	19	25	62	69	13	145	2	2	1	2	9	9	21	163	111	77	78	113
VALID CASES	1817	126	270	277	373	512	160	1291	15	19	5	33	26	150	169	1538	992	724	597	1138
NUMBER OF RESPONDENTS	2017	132	289	302	435	581	173	1436	17	21	5	35	35	159	190	1701	1103	801	675	1251
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q3 = YES]

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

	BANT	DG01	DG02	DG03	DG04	DG05	DG06	DG17	DG07	DG08	DG16	DG09	DG10	DG11	DG12	DG13	DG14	DG15
	OT11																	
	OHP																	
	TOT																	
	ADLT	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q4																		
NEVER	45 2%	5 5%	5 5%	2 2%	3 3%	2 2%	3 1%	2 3%	1 0.8%	1 1%	1 1%	3 3%	~	4 4%	4 3%	1 0.8%*	3 3%	2 2%
SOMETIMES	250 14%	12 12%	12 13%	11 12%	15 17%	14 17%	28 14%	8 10%	15 12%	13 13%	21 22%*	24 22%*	18 18%	14 13%	18 15%	16 13%	12 13%	17 16%
USUALLY	462 25%	34 33%	31 33%	21 22%	20 22%	18 22%	45 22%	20 25%	29 24%	24 24%	19 20%	35 32%	23 23%	30 28%	30 25%	33 26%	26 29%	28 27%
ALWAYS	1060 58%	51 50%	47 49%	61 64%	51 57%	47 58%	127 63%	50 62%	76 63%	62 62%	53 56%	48 44%*	59 59%	61 56%	68 57%	77 61%	49 54%	58 55%
#ALWAYS + USUALLY (NET)	1522 84%	85 83%	78 82%	82 86%	71 80%	65 80%	172 85%	70 88%	105 87%	86 86%	72 77%	83 75%*	82 82%	91 83%	98 82%	110 87%	75 83%	86 82%
TOP BOX SCORE	1060 58%	51 50%	47 49%	61 64%	51 57%	47 58%	127 63%	50 62%	76 63%	62 62%	53 56%	48 44%*	59 59%	61 56%	68 57%	77 61%	49 54%	58 55%
NOT ANSWERED	200	7	6	11	19	8	21	9	9	12	13	13	13	14	11	11	12	7
VALID CASES	1817	102	95	95	89	81	203	80	121	100	94	110	100	109	120	127	90	105
NUMBER OF RESPONDENTS	2017	109	101	106	108	89	224	89	130	112	107	123	113	123	131	138	102	112
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q3 = YES]

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

	BANT OT1	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER		
		18 TO ADLT	25 TO ADLT	35 TO ADLT	45 TO ADLT	55 TO ADLT	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	
Q5 YES	3433 70%	239 55%*	486 63%*	493 68%	758 78%*	1010 73%*	320 77%*	2464 71%	33 73%~	77 74%	8 55%~	49 70%	45 68%	229 71%	370 66%*	2899 71%*	2089 65%*	1211 82%*	1203 64%*	2120 75%*
NO	1474 30%	198 45%*	285 37%*	236 32%	214 22%*	365 27%*	96 23%*	1023 29%	12 27%~	27 26%	6 45%~	21 30%	21 32%	92 29%	194 34%*	1186 29%*	1131 35%*	273 18%*	690 36%*	721 25%*
NOT ANSWERED	175	8	12	5	14	14	11	55	1	1		2	2	1	7	60	42	21	31	40
VALID CASES	4907	436	771	729	972	1375	417	3486	45	104	14	70	67	320	564	4085	3221	1484	1893	2840
NUMBER OF RESPONDENTS	5082 100%	444 100%	783 100%	734 100%	986 100%	1389 100%	428 100%	3541 100%	46 100%	105 100%	14 100%	72 100%	69 100%	321 100%	571 100%	4145 100%	3263 100%	1505 100%	1924 100%	2880 100%

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

Banner II

	BANT OT11	DG01	DG02	DG03	DG04	DG05	DG06	DG17	DG07	DG08	DG16	DG09	DG10	DG11	DG12	DG13	DG14	DG15
	OHP TOT ADLT	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q5																		
YES	3433 70%	198 69%	189 67%	170 67%	177 61%*	155 69%	373 71%	174 74%	187 63%*	190 69%	190 64%*	187 71%	187 67%	203 72%	213 71%	218 71%	164 67%	190 67%
NO	1474 30%	91 31%	93 33%	82 33%	113 39%*	69 31%	149 29%	61 26%	110 37%*	86 31%	109 36%*	75 29%	93 33%	79 28%	88 29%	89 29%	80 33%	94 33%
NOT ANSWERED	175	6	5	5	5	11	22	10	8	9	11	3	8	8	9	15	10	11
VALID CASES	4907	289	282	252	290	224	522	235	297	276	299	262	280	282	301	307	244	284
NUMBER OF RESPONDENTS	5082 100%	295 100%	287 100%	257 100%	295 100%	235 100%	544 100%	245 100%	305 100%	285 100%	310 100%	265 100%	288 100%	290 100%	310 100%	322 100%	254 100%	295 100%

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

Banner I

	BANT OT1	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	AMER ALSK NATV	MUL- THR TI	HIS- PAN- IC		NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	MALE	FE- MALE	
Q6 NEVER	86 3%	2 1%*	14 3%	14 3%	22 3%	26 3%	51 2%*	2 6%~	3 4%	1 6%~	2 ~	8 5%~	4 4%	5 2%	71 3%	52 3%	28 3%	26 2%	51 3%	
SOMETIMES	639 21%	76 33%*	125 28%*	96 22%	116 18%*	148 17%*	46 17%*	391 18%*	6 17%~	28 46%*	5 68%~	7 16%~	11 25%~	54 25%	78 24%	529 21%	417 23%*	187 18%*	238 22%	377 20%
USUALLY	851 28%	65 28%	129 29%	108 25%	212 33%*	235 27%	77 28%	613 28%	15 45%~	17 27%	14 ~	14 31%~	49 23%	78 24%	726 28%	495 27%*	327 31%*	287 27%	534 29%	
ALWAYS	1446 48%	85 37%*	182 41%*	213 49%	289 45%	466 53%*	152 55%*	1096 51%*	11 32%~	15 23%*	2 26%~	23 53%~	18 39%~	102 48%	161 50%	1227 48%	880 48%	520 49%	506 48%	903 48%
#ALWAYS + USUALLY (NET)	2298 76%	150 66%*	311 69%*	322 75%	501 78%	702 80%*	230 83%*	1709 79%*	25 77%~	31 50%*	2 26%~	37 84%~	32 71%~	151 71%	239 74%	1953 77%	1375 75%*	846 80%*	794 75%	1436 77%
TOP BOX SCORE	1446 48%	85 37%*	182 41%*	213 49%	289 45%	466 53%*	152 55%*	1096 51%*	11 32%~	15 23%*	2 26%~	23 53%~	18 39%~	102 48%	161 50%	1227 48%	880 48%	520 49%	506 48%	903 48%
NOT ANSWERED	342	6	32	40	85	117	45	267	1	7	1	2	1	11	41	279	192	120	121	206
VALID CASES	3023	228	449	431	639	876	275	2151	33	62	7	44	46	214	322	2553	1843	1061	1057	1864
NUMBER OF RESPONDENTS	3365 100%	234 100%	481 100%	471 100%	724 100%	993 100%	320 100%	2418 100%	34 100%	69 100%	8 100%	46 100%	47 100%	225 100%	363 100%	2832 100%	2035 100%	1181 100%	1178 100%	2070 100%

[ASKED IF Q5 = YES]

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

Banner II

	BANT OT11	DG01	DG02	DG03	DG04	DG05	DG06	DG17	DG07	DG08	DG16	DG09	DG10	DG11	DG12	DG13	DG14	DG15
	OHP TOT ADLT	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q6 NEVER	86 3%	2 1%*0.6%*	1 0.6%*	3 2%	7 5%	2 1%	6 2%	5 3%	1 0.6%*	2 1%	7 4%	6 3%	3 2%	9 5%	14 7%*	5 3%	7 5%	3 2%
SOMETIMES	639 21%	32 17%	35 20%	29 18%	34 22%	34 25%	56 18%	39 25%	42 24%	24 15%*	37 22%	30 17%	25 15%*	41 21%	31 16%	33 16%	31 22%	37 21%
USUALLY	851 28%	57 31%	58 33%	43 27%	43 28%	38 28%	88 28%	41 26%	41 24%	46 28%	50 30%	59 34%	49 29%	58 30%	56 30%	60 30%	40 28%	57 33%
ALWAYS	1446 48%	92 50%	84 47%	82 52%	71 46%	62 46%	169 53%	74 47%	88 51%	93 56%*	75 44%	77 45%	90 54%	85 44%	88 47%	102 51%	64 45%	76 44%
#ALWAYS + USUALLY (NET)	2298 76%	149 81%	142 80%	125 80%	114 74%	100 74%	257 81%	115 72%	129 75%	139 84%*	125 74%	136 79%	139 83%*	143 74%	144 76%	162 81%	104 73%	133 77%
TOP BOX SCORE	1446 48%	92 50%	84 47%	82 52%	71 46%	62 46%	169 53%	74 47%	88 51%	93 56%*	75 44%	77 45%	90 54%	85 44%	88 47%	102 51%	64 45%	76 44%
NOT ANSWERED	342	15	11	13	22	19	54	15	15	25	21	15	20	10	24	18	22	17
VALID CASES	3023	183	178	157	155	136	319	159	172	165	169	172	167	193	189	200	142	173
NUMBER OF RESPONDENTS	3365 100%	198 100%	189 100%	170 100%	177 100%	155 100%	373 100%	174 100%	187 100%	190 100%	190 100%	187 100%	187 100%	203 100%	213 100%	218 100%	164 100%	190 100%

[ASKED IF Q5 = YES]

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

Banner I

	BANT OT1	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	AMER ALSK IND/ NATV	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	MALE	FE- MALE		
Q7 NONE	1187 25%	158 36%*	238 31%*	209 29%*	183 19%*	267 20%*	83 20%*	831 24%	13 28%~	29 28%	3 18%~	14 20%	15 21%	68 22%	155 29%*	968 24%*	931 29%*	213 15%*	582 31%*	571 20%*
1 TIME	923 19%	86 20%	136 18%	112 16%*	177 18%	290 21%*	76 18%	616 18%*	7 15%~	32 31%*	1 4%~	9 12%	8 11%*	65 21%	120 22%	748 18%*	668 21%*	213 15%*	373 20%	510 18%
2	876 18%	82 19%	131 17%	138 19%	182 19%	236 18%	85 21%	639 18%	11 24%~	18 18%	5 39%~	13 18%	11 16%	58 19%	95 17%	757 19%*	582 18%	259 18%	329 17%	537 19%*
3	579 12%	36 8%*	81 10%	80 11%	135 14%*	166 12%	65 16%*	434 13%	3 7%~	11 11%	1 5%~	11 16%	16 24%*	28 9%	67 12%	491 12%	361 11%*	207 14%*	194 10%*	372 13%*
4	420 9%	30 7%	66 9%	61 9%	87 9%	129 10%	37 9%	335 10%*	1 2%~	2 2%*	1 8%~	11 16%	9 13%	26 8%	32 6%*	373 9%*	244 8%*	170 12%*	169 9%	241 9%
5 TO 9	555 12%	38 9%*	89 11%	81 11%	121 13%	172 13%	42 10%	424 12%*	7 15%~	7 7%*	4 27%~	9 13%	9 13%	25 8%*	52 10%	475 12%	279 9%*	261 18%*	152 8%*	386 14%*
10 OR MORE TIMES	273 6%	8 2%*	29 4%*	35 5%	74 8%*	88 7%	24 6%	183 5%	4 9%~	4 4%	~	4 6%	1 2%*	39 13%*	21 4%*	235 6%	122 4%*	144 10%*	85 4%*	174 6%*
NOT ANSWERED	269	7	13	17	28	40	16	78		3		1		12	29	97	75	39	40	90
VALID CASES	4813	437	770	717	958	1349	412	3463	46	102	14	71	69	309	542	4048	3188	1466	1884	2790
NUMBER OF RESPONDENTS	5082 100%	444 100%	783 100%	734 100%	986 100%	1389 100%	428 100%	3541 100%	46 100%	105 100%	14 100%	72 100%	69 100%	321 100%	571 100%	4145 100%	3263 100%	1505 100%	1924 100%	2880 100%

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

Banner II

	BANT OT11	DG01	DG02	DG03	DG04	DG05	DG06	DG17	DG07	DG08	DG16	DG09	DG10	DG11	DG12	DG13	DG14	DG15
	OHP TOT ADLT	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q7																		
NONE	1187 25%	73 25%	67 24%	61 24%	84 29%	56 25%	110 21%	54 24%	75 25%	64 24%	89 30%*	60 24%	76 27%	72 26%	74 25%	81 27%	61 26%	85 30%
1 TIME	923 19%	64 22%	50 18%	42 17%	48 17%	49 22%	95 19%	38 17%	67 23%	51 19%	57 19%	45 18%	57 21%	51 18%	54 18%	55 18%	56 24%	48 17%
2	876 18%	53 18%	53 19%	44 18%	52 18%	43 19%	92 18%	42 18%	52 18%	56 21%	53 18%	44 18%	45 16%	59 21%	50 17%	56 18%	32 14%*	52 18%
3	579 12%	34 12%	38 14%	32 13%	32 11%	22 10%	59 12%	31 14%	29 10%	40 15%	30 10%	41 17%*	30 11%	35 12%	33 11%	44 14%	23 10%	28 10%
4	420 9%	20 7%	23 8%	18 7%	15 5%*	19 9%	54 11%	23 10%	26 9%	20 7%	30 10%	19 8%	21 8%	18 6%	30 10%	22 7%	21 9%	23 8%
5 TO 9	555 12%	37 13%	29 11%	42 17%*	36 13%	21 9%	67 13%	25 11%	34 11%	29 11%	21 7%*	30 12%	33 12%	30 11%	42 14%	35 11%	25 11%	35 12%
10 OR MORE TIMES	273 6%	7 2%*	15 5%	12 5%	18 6%	13 6%	36 7%	15 7%	13 4%	11 4%	13 4%	9 4%	15 5%	17 6%	15 5%	12 4%	13 6%	14 5%
NOT ANSWERED	269	7	12	6	10	12	31	17	9	14	17	17	11	8	12	17	23	10
VALID CASES	4813	288	275	251	285	223	513	228	296	271	293	248	277	282	298	305	231	285
NUMBER OF RESPONDENTS	5082	295	287	257	295	235	544	245	305	285	310	265	288	290	310	322	254	295
	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?

Banner I

	BANT OT1	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 & GOOD POOR	GOOD & FAIR & POOR	MALE	FE- MALE	
Q8 #YES	2528 72%	164 61%*	338 65%*	351 71%	564 77%*	790 76%*	234 71%	1894 74%*	26 74%~	34 52%*	8 84%~	38 69%	34 68%	162 67%	251 69%	2164 72%	1530 70%*	909 75%*	919 74%*	1531 71%*
NO	991 28%	107 39%*	178 35%*	144 29%	172 23%*	244 24%*	93 29%	656 26%*	9 26%~	31 48%*	1 16%~	17 31%	16 32%	80 33%	114 31%	831 28%	642 30%*	307 25%*	320 26%*	638 29%*
NOT ANSWERED	88	2	7	3	22	37	9	48		3		1	4	6	15	60	51	22	36	44
VALID CASES	3519	271	516	495	736	1033	327	2549	35	65	9	55	50	243	365	2994	2172	1216	1238	2170
NUMBER OF RESPONDENTS	3607	273	523	498	758	1070	336	2597	35	68	9	55	54	249	380	3054	2223	1238	1274	2214
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q7 >= 1 TIME]

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

Banner II

	BANT OT11	DG01	DG02	DG03	DG04	DG05	DG06	DG17	DG07	DG08	DG16	DG09	DG10	DG11	DG12	DG13	DG14	DG15
	OHP TOT ADLT	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q8 #YES	2528 72%	161 77%	143 69%	133 71%	140 71%	121 75%	281 72%	118 69%	156 71%	154 76%	141 71%	128 70%	147 76%	161 77%	147 69%	156 71%	109 66%	139 71%
NO	991 28%	49 23%	63 31%	54 29%	56 29%	40 25%	110 28%	52 31%	63 29%	48 24%	58 29%	54 30%	46 24%	48 23%	66 31%	64 29%	56 34%	57 29%
NOT ANSWERED	88	5	2	3	5	6	12	4	2	5	5	6	8	1	11	4	5	4
VALID CASES	3519	210	206	187	196	161	391	170	219	202	199	182	193	209	213	220	165	196
NUMBER OF RESPONDENTS	3607 100%	215 100%	208 100%	190 100%	201 100%	167 100%	403 100%	174 100%	221 100%	207 100%	204 100%	188 100%	201 100%	210 100%	224 100%	224 100%	170 100%	200 100%

[ASKED IF Q7 >= 1 TIME]

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

Banner I

	BANT OT1	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER		
		OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ IND/ PAC	AMER ALSK NATV	MUL- OTHR TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & GOOD POOR	GOOD & FAIR & POOR	MALE	FE- MALE	
Q9 YES	1873 53%	123 45%*	245 47%*	277 56%	438 60%*	583 56%*	156 48%	1416 56%*	20 57%~	23 34%*	4 45%~	36 67%*	25 51%~	134 55%	164 45%*	1635 55%*	1078 50%*	734 61%*	673 54%	1154 53%
NO	1645 47%	148 55%*	271 53%*	217 44%	297 40%*	456 44%*	166 52%	1131 44%*	15 43%~	44 66%*	5 55%~	18 33%*	24 49%~	108 45%	196 55%*	1354 45%*	1094 50%*	474 39%*	567 46%	1009 47%
NOT ANSWERED	90	2	7	4	23	31	14	50	1	1		1	5	7	20	65	51	30	35	50
VALID CASES	3517	271	516	494	735	1039	322	2547	34	67	9	54	49	242	360	2989	2172	1208	1239	2164
NUMBER OF RESPONDENTS	3607	273	523	498	758	1070	336	2597	35	68	9	55	54	249	380	3054	2223	1238	1274	2214
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q7 >= 1 TIME]

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

Banner II

	BANT OT11	DG01	DG02	DG03	DG04	DG05	DG06	DG17	DG07	DG08	DG16	DG09	DG10	DG11	DG12	DG13	DG14	DG15
	OHP TOT ADLT	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q9 YES	1873 53%	106 51%	107 52%	109 57%	96 50%	81 50%	218 56%	91 54%	115 53%	103 51%	94 48%	91 49%	101 53%	117 56%	125 59%	115 52%	88 53%	100 51%
NO	1645 47%	103 49%	98 48%	81 43%	97 50%	80 50%	171 44%	79 46%	104 47%	97 49%	102 52%	93 51%	91 47%	92 44%	88 41%	105 48%	79 47%	95 49%
NOT ANSWERED	90	6	3		8	6	14	4	2	7	8	4	9	1	11	4	3	5
VALID CASES	3517	209	205	190	193	161	389	170	219	200	196	184	192	209	213	220	167	195
NUMBER OF RESPONDENTS	3607 100%	215 100%	208 100%	190 100%	201 100%	167 100%	403 100%	174 100%	221 100%	207 100%	204 100%	188 100%	201 100%	210 100%	224 100%	224 100%	170 100%	200 100%

[ASKED IF Q7 >= 1 TIME]

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

Banner I

	BANT OT1	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER			
		18 TO ADLT	25 TO ADLT	35 TO ADLT	45 TO ADLT	55 TO ADLT	65 AND OVER	BLCK OR AFR-	AS-	NATV HAW/ PAC	AMER IND/ ALSK	MUL-	TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	GOOD & POOR	MALE	FE- MALE		
Q10 #YES	1689 93%	101 89%	231 95%	239 93%	376 92%	533 94%	153 92%	1264 94%	17 94%~	24 98%~	4 100%~	31 92%~	22 88%~	129 92%	129 86%*	1493 94%*	954 94%	674 92%	579 94%	1062 93%	
NO	125 7%	13 11%	12 5%	18 7%	32 8%	31 6%	14 8%	84 6%	1 6%~	1 2%~		3 ~	3 8%~	11 12%~	8 8%	21 14%*	99 6%*	61 6%	60 8%	37 6%	86 7%
NOT ANSWERED	43		5	6	11	14	4	37		1			1	2	2	38	24	16	16	24	
VALID CASES	1814	114	243	256	408	565	167	1348	18	24	4	34	25	139	149	1592	1015	734	616	1147	
NUMBER OF RESPONDENTS	1857 100%	114 100%	248 100%	262 100%	419 100%	579 100%	171 100%	1385 100%	18 100%	25 100%	4 100%	34 100%	25 100%	141 100%	151 100%	1630 100%	1039 100%	750 100%	632 100%	1171 100%	

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

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

	BANT	DG01	DG02	DG03	DG04	DG05	DG06	DG17	DG07	DG08	DG16	DG09	DG10	DG11	DG12	DG13	DG14	DG15
	OT11																	
	OHP																	
	TOT																	
	ADLT	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q10																		
#YES	1689	96	99	97	88	77	196	84	102	97	81	77	93	104	118	109	78	94
	93%	91%	94%	93%	95%	96%	94%	93%	91%	96%	90%	88%	94%	90%	97%*	95%	91%	96%
NO	125	9	6	7	5	3	12	6	10	4	9	11	6	11	4	6	8	4
	7%	9%	6%	7%	5%	4%	6%	7%	9%	4%	10%	12%	6%	10%	3%*	5%	9%	4%
NOT ANSWERED	43	1	2	5	3	1	10	1	3	2	4	3	2	2	3		2	2
VALID CASES	1814	105	105	104	93	80	208	90	112	101	90	88	99	115	122	115	86	98
NUMBER OF RESPONDENTS	1857	106	107	109	96	81	218	91	115	103	94	91	101	117	125	115	88	100
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

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

Banner I

	BANT OT1	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER		
		OHP TOT ADLT	18 TO	25 TO	35 TO	45 TO	55 TO	65 AND OVER	BLCK OR AFR-	AS-	NATV HAW/ PAC	AMER IND/ ALSK	MUL-	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD &	FAIR & POOR	MALE	FE- MALE	
Q11 #YES	1343 74%	85 74%	183 77%	199 78%	314 77%	384 68%*	123 73%	1023 76%*	11 59%~	9 37%~	4 100%~	30 87%~	20 88%~	104 75%	102 68%	1186 75%	759 75%	531 72%	447 73%	857 75%
NO	470 26%	29 26%	56 23%	57 22%	93 23%	181 32%*	45 27%	324 24%*	7 41%~	15 63%~		4 ~ 13%~	3 12%~	35 25%	48 32%	401 25%	251 25%	206 28%	167 27%	290 25%
NOT ANSWERED	44		9	5	12	14	3	37		1			2	2	1	42	28	13	18	24
VALID CASES	1813	114	239	257	407	565	168	1348	18	24	4	34	23	139	151	1588	1011	737	614	1147
NUMBER OF RESPONDENTS	1857 100%	114 100%	248 100%	262 100%	419 100%	579 100%	171 100%	1385 100%	18 100%	25 100%	4 100%	34 100%	25 100%	141 100%	151 100%	1630 100%	1039 100%	750 100%	632 100%	1171 100%

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

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

	BANT	DG01	DG02	DG03	DG04	DG05	DG06	DG17	DG07	DG08	DG16	DG09	DG10	DG11	DG12	DG13	DG14	DG15
	OT11																	
	OHP																	
	TOT																	
	ADLT	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q11																		
#YES	1343	82	74	77	60	63	151	68	81	74	68	67	78	86	90	96	55	76
	74%	79%	70%	74%	65%	80%	72%	76%	72%	75%	76%	77%	80%	74%	74%	83%*	64%*	77%
NO	470	22	32	27	32	16	58	22	32	25	21	20	20	30	32	19	31	23
	26%	21%	30%	26%	35%	20%	28%	24%	28%	25%	24%	23%	20%	26%	26%	17%*	36%*	23%
NOT ANSWERED	44	2	1	5	4	2	9	1	2	4	5	4	3	1	3		2	1
VALID CASES	1813	104	106	104	92	79	209	90	113	99	89	87	98	116	122	115	86	99
NUMBER OF RESPONDENTS	1857	106	107	109	96	81	218	91	115	103	94	91	101	117	125	115	88	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?

Banner I

	BANT OT1	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER		
		OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AMER IAN	NATV HAW/ IND/ PAC	AMER ALSK NATV	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & GOOD POOR	FE- MALE MALE	FE- MALE MALE		
Q12 #YES	1365 76%	82 73%	202 83%*	189 74%	302 74%	411 74%	130 79%	1022 76%	14 82%~	18 75%~	4 94%~	27 79%~	15 62%~	102 74%	117 80%	1197 76%	787 78%*	522 72%*	462 75%	866 76%
NO	435 24%	31 27%	40 17%*	67 26%	105 26%	145 26%	34 21%	322 24%	3 18%~	6 25%~	1 6%~	7 21%~	9 38%~	35 26%	30 20%	386 24%	222 22%*	205 28%*	150 25%	272 24%
NOT ANSWERED	57	1	5	6	12	23	7	41	1	1			1	4	4	47	30	23	20	33
VALID CASES	1800	113	243	256	407	556	164	1344	17	24	4	34	25	137	147	1583	1009	727	612	1138
NUMBER OF RESPONDENTS	1857	114	248	262	419	579	171	1385	18	25	4	34	25	141	151	1630	1039	750	632	1171
	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?

Banner II

	BANT OT11	DG01	DG02	DG03	DG04	DG05	DG06	DG17	DG07	DG08	DG16	DG09	DG10	DG11	DG12	DG13	DG14	DG15
	OHP TOT ADLT	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q12 #YES	1365 76%	81 79%	80 75%	79 76%	66 72%	67 84%*	162 80%	63 70%	88 79%	77 78%	78 87%*	60 70%	71 72%	88 78%	88 72%	87 76%	61 71%	82 83%
NO	435 24%	22 21%	26 25%	25 24%	26 28%	13 16%*	41 20%	27 30%	24 21%	22 22%	12 13%*	26 30%	27 28%	25 22%	35 28%	27 24%	25 29%	17 17%
NOT ANSWERED	57	3	1	5	4	1	15	1	3	4	4	5	3	4	2	1	2	1
VALID CASES	1800	103	106	104	92	80	203	90	112	99	90	86	98	113	123	114	86	99
NUMBER OF RESPONDENTS	1857 100%	106 100%	107 100%	109 100%	96 100%	81 100%	218 100%	91 100%	115 100%	103 100%	94 100%	91 100%	101 100%	117 100%	125 100%	115 100%	88 100%	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?

Banner I

	BANT OT1	AGE						RACE						ETHNIC- ITY	HEALTH STATUS		GENDER				
		OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- NATV		OTH- R	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	MALE
Q13 WORST HEALTH CARE POSSIBLE	16 0.5%		2 ~0.4%	1 0.3%	6 0.9%	5 0.4%	1 0.4%	12 0.5%	~	~	~	~	~	3 1%		16 ~0.5%*	4 0.2%*	10 0.9%*	5 0.4%	11 0.5%	
01	16 0.4%	2 0.6%	2 0.4%	3 0.5%	3 0.4%	3 0.2%	2 0.5%	11 0.4%	~	~	3%~	~	~	1 0.5%	1 0.5%	2 0.6%	12 0.4%	5 0.2%*	7 0.6%	6 0.5%	8 0.4%
02	35 1%		3 ~0.6%	6 1%	8 1%	11 1%	4 1%	29 1%	~	~	~	2%	1 3%	1 0.9%	2 0.9%	1 0.4%	32 1%	20 0.9%	14 1%	7 0.5%*	27 1%
03	71 2%	1 0.5%*	8 2%	11 2%	27 4%*	17 2%	3 1%	54 2%	~	2 3%	~	~	2 3%	7 3%	1 0.3%*	66 2%*	27 1%*	45 4%*	31 3%	36 2%	
04	93 3%	12 4%	8 2%*	8 2%*	16 2%	38 4%*	7 2%	65 3%	1 0.3%~	1 1%	1 6%~	3 5%	4 8%	10 4%	5 1%	83 3%	34 2%*	56 5%*	34 3%	55 3%	
05	196 6%	9 3%	35 7%	21 4%	50 7%	55 5%	20 6%	146 6%	3 9%~	2 3%	~	1 2%	3 6%	10 4%	20 6%	165 6%	92 4%*	98 8%*	58 5%	132 6%	
06	199 6%	20 7%	31 6%	32 7%	41 6%	48 5%	18 6%	155 6%	4 10%~	1 2%	~	2 4%	7 13%	15 6%	8 2%*	179 6%*	118 5%	76 6%	57 5%*	136 6%*	
07	453 13%	31 11%	85 16%*	66 14%	94 13%	120 12%	38 12%	314 12%	6 16%~	15 23%	~	15 27%*	10 18%	30 12%	30 8%*	403 13%*	254 12%*	188 15%*	167 13%	269 12%	
08	783 22%	80 30%*	115 22%	118 24%	152 21%	225 22%	60 19%	594 23%*	5 14%~	18 27%	~	12 23%	4 7%*	44 18%	82 23%	673 23%	521 24%*	226 19%*	272 22%	490 23%	
09	609 17%	50 19%	99 19%	81 17%	119 16%	167 16%	67 21%	454 18%	4 11%~	12 18%	1 2%~	5 9%*	8 14%	36 15%	68 19%	505 17%	398 18%*	185 15%*	201 16%	387 18%	
BEST HEALTH CARE POSSIBLE	1048 30%	64 24%*	133 26%*	142 29%	218 30%	352 34%*	103 32%	711 28%*	14 40%~	15 23%	8 89%~	15 28%	15 28%	83 34%	145 40%*	858 29%*	704 32%*	307 25%*	405 33%*	613 28%*	
#8-10 (NET)	2440 69%	194 72%	347 67%	341 70%	489 66%	744 71%	231 71%	1759 69%	23 65%~	45 68%	8 91%~	32 59%	26 48%*	163 67%	295 81%*	2036 68%*	1622 75%*	718 59%*	879 71%	1490 69%	

Continued

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

Banner I

BANT OT1	AGE							RACE							ETHNIC- ITY	HEALTH STATUS		GENDER		
	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	FE- MALE	MALE	
9-10 (NET)	1657 47%	115 43%	232 45%	223 46%	337 46%	519 50%*	170 53%*	1165 46%*	18 51%~	27 41%	8 91%~	20 36%	23 42%	119 49%	213 59%*	1363 46%*	1102 51%*	492 41%*	607 49%	1000 46%
NOT ANSWERED	87	4	2	8	22	29	12	53		2		1		8	17	63	48	26	29	51
VALID CASES	3520	269	521	490	736	1041	324	2544	35	66	9	55	54	241	363	2991	2175	1212	1245	2163
NUMBER OF RESPONDENTS	3607	273	523	498	758	1070	336	2597	35	68	9	55	54	249	380	3054	2223	1238	1274	2214
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
MEAN	8.02	8.06	7.98	8.04	7.87	8.13	8.16	7.98	8.27	8.08	9.34	7.88	7.40	7.96	8.56	7.97	8.27	7.59	8.11	7.99
p stat_(*=Sig @ p<=.05)		.733	.604	.868	.029*	.058	.199	.056		~.758		~.592	.053	.665	.000*	.000*	.000*	0.000*	.053	.176

[ASKED IF Q7 >= 1 TIME]

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

Banner II

	BANT OT11	DG01	DG02	DG03	DG04	DG05	DG06	DG17	DG07	DG08	DG16	DG09	DG10	DG11	DG12	DG13	DG14	DG15
	OHP TOT ADLT	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q13 WORST HEALTH CARE POSSIBLE	16 0.5%	2 1%	2 1%	1 0.5%	1 0.5%		2 ~0.5%		1 ~0.5%			3 2%		1 ~0.5%	2 0.9%		2 1%	2 1%
01	16 0.4%	1 0.5%	2 1%	1 0.5%			2 ~0.5%					1 0.6%	1 1%	2 0.5%	4 2%	3 1%	3 2%	1 0.5%
02	35 1%	1 0.5%	1 0.5%	2 1%	3 2%	1 0.6%	5 1%	2 1%	1 0.5%	2 1%	4 2%	2 1%	6 3%	1 0.5%	4 2%	2 0.9%	2 1%	
03	71 2%	5 2%	2 1%	4 2%	3 2%	2 1%	4 1%	5 3%	3 1%	4 2%		3 2%	2 1%	3 1%	6 3%	5 2%	7 4%	5 3%
04	93 3%	8 4%	2 1%*	9 5%	5 3%	1 0.6%*	8 2%	5 3%	7 3%	4 2%	4 2%	3 2%	5 3%	9 4%	9 4%	7 3%	5 3%	4 2%
05	196 6%	9 4%	23 11%*	13 7%	18 9%	11 7%	23 6%	3 2%*	20 9%	9 4%	11 6%	8 4%	7 4%	12 6%	21 10%*	22 10%*	12 7%	12 6%
06	199 6%	8 4%	14 7%	14 8%	12 6%	14 9%	23 6%	7 4%	7 3%*	21 10%*	7 4%	11 6%	5 3%*	10 5%	18 8%	27 12%*	7 4%	10 5%
07	453 13%	24 12%	22 11%	18 10%	30 15%	15 9%	46 12%	25 15%	27 12%	23 11%	18 9%	32 18%	27 14%	30 14%	32 15%	33 15%	20 12%	20 10%
08	783 22%	45 22%	44 22%	46 25%	47 24%	42 26%	89 23%	32 19%	62 28%*	43 21%	36 18%	39 22%	43 22%	47 23%	46 22%	39 18%	38 23%	41 21%
09	609 17%	38 18%	35 17%	23 12%*	24 12%*	18 11%*	71 18%	37 22%	34 16%	40 20%	44 22%	35 19%	36 19%	36 17%	24 11%*	33 15%	27 16%	37 19%
BEST HEALTH CARE POSSIBLE	1048 30%	67 32%	56 28%	55 30%	51 26%	57 35%	118 30%	55 32%	57 26%	55 27%	73 37%*	44 24%	61 31%	58 28%	47 22%*	49 22%*	45 27%	63 32%
#8-10 (NET)	2440 69%	150 72%	135 67%	124 67%	122 63%	117 73%	278 71%	124 73%	153 70%	138 69%	153 77%*	118 65%	140 72%	141 68%	117 55%*	121 55%*	110 65%	141 72%
9-10 (NET)	1657 47%	105 50%	91 45%	78 42%	75 39%*	75 47%	189 48%	92 54%*	91 42%	95 47%	117 59%*	79 44%	97 50%	94 45%	71 33%*	82 37%*	72 43%	100 51%

Continued

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

Banner II

	BANT	DG01	DG02	DG03	DG04	DG05	DG06	DG17	DG07	DG08	DG16	DG09	DG10	DG11	DG12	DG13	DG14	DG15
NOT ANSWERED	87	7	5	4	7	6	12	3	2	6	6	7	7	2	11	4	2	5
VALID CASES	3520	208	203	186	194	161	391	171	219	201	198	181	194	208	213	220	168	195
NUMBER OF RESPONDENTS	3607	215	208	190	201	167	403	174	221	207	204	188	201	210	224	224	170	200
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
MEAN	8.02	8.09	7.87	7.81	7.78	8.22	8.09	8.25	7.95	8.05	8.39	7.86	8.10	7.97	7.31	7.51	7.66	8.12
p stat_(*=Sig @ p<=.05)		.620	.289	.152	.086	.123		.075	.601	.854	.011*	.268	.589	.686	.000*	.000*	.037*	.516

[ASKED IF Q7 >= 1 TIME]

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

Banner I

	BANT OT1	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER		
		OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS-	NATV HAW/ PAC	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR GOOD POOR	FE- MALE MALE			
Q14 NEVER	83 2%	6 2%	15 3%	9 2%	27 4%*	16 1%*	2 0.5%*	52 2%	2 6%~	2 2%	1 6%~	2 ~	7 4%	3 3%	8 2%	67 2%	41 2%*	33 3%	37 3%	39 2%*
SOMETIMES	511 15%	39 15%	86 17%	71 14%	103 14%	151 14%	35 11%*	346 14%*	5 15%~	20 29%*	1 3%~	7 13%	15 27%*	38 16%	37 10%*	446 15%	265 12%*	224 18%*	168 13%	316 15%
USUALLY	1154 33%	111 41%*	181 35%	178 36%	244 33%	292 28%*	105 32%	842 33%	13 37%~	22 34%	~	17 32%	11 21%*	68 28%	135 38%*	975 33%	715 33%	402 33%	382 31%*	744 34%*
ALWAYS	1770 50%	112 42%*	235 45%*	236 48%	361 49%	582 56%*	182 56%*	1307 51%	15 42%~	23 35%*	8 91%~	30 55%	26 48%	130 54%	177 50%	1507 50%	1143 53%*	560 46%*	659 53%*	1063 49%
#ALWAYS + USUALLY (NET)	2923 83%	224 83%	416 80%	414 84%	605 82%	874 84%	286 89%*	2148 84%*	28 79%~	46 68%*	8 91%~	47 87%	37 69%*	197 81%	312 87%*	2482 83%	1858 86%*	962 79%*	1040 84%	1807 84%
TOP BOX SCORE	1770 50%	112 42%*	235 45%*	236 48%	361 49%	582 56%*	182 56%*	1307 51%	15 42%~	23 35%*	8 91%~	30 55%	26 48%	130 54%	177 50%	1507 50%	1143 53%*	560 46%*	659 53%*	1063 49%
NOT ANSWERED	90	5	5	4	24	30	13	51		1		1	1	7	23	59	59	19	29	53
VALID CASES	3517	268	518	494	734	1040	323	2546	35	67	9	55	54	242	357	2995	2164	1219	1245	2161
NUMBER OF RESPONDENTS	3607 100%	273 100%	523 100%	498 100%	758 100%	1070 100%	336 100%	2597 100%	35 100%	68 100%	9 100%	55 100%	54 100%	249 100%	380 100%	3054 100%	2223 100%	1238 100%	1274 100%	2214 100%

[ASKED IF Q7 >= 1 TIME]

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

Banner II

	BANT	DG01	DG02	DG03	DG04	DG05	DG06	DG17	DG07	DG08	DG16	DG09	DG10	DG11	DG12	DG13	DG14	DG15
	OT11																	
	OHP																	
	TOT																	
	ADLT	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q14																		
NEVER	83 2%	4 2%	5 2%	3 2%	9 5%	3 2%	12 3%	2 1%	3 1%	3 1%	4 2%	7 4%	4 2%	7 3%	10 5%	5 2%	4 2%	5 3%
SOMETIMES	511 15%	32 15%	38 19%	27 14%	28 14%	23 14%	51 13%	20 12%	30 14%	33 16%	24 12%	31 17%	25 13%	36 17%	45 21%*	36 17%	28 17%	32 17%
USUALLY	1154 33%	61 29%	66 32%	59 32%	72 37%	47 29%	120 31%	65 38%	68 31%	63 31%	85 44%*	61 34%	61 32%	63 30%	58 27%	82 38%	53 32%	66 34%
ALWAYS	1770 50%	112 54%	95 47%	98 52%	85 44%	88 55%	205 53%	84 49%	118 54%	102 51%	81 42%*	83 46%	101 53%	103 49%	100 47%	94 43%*	83 49%	90 47%
#ALWAYS + USUALLY (NET)	2923 83%	173 83%	161 79%	157 84%	157 81%	135 84%	325 84%	149 87%	186 85%	165 82%	166 86%	144 79%	162 85%	166 79%	158 74%*	176 81%	136 81%	156 81%
TOP BOX SCORE	1770 50%	112 54%	95 47%	98 52%	85 44%	88 55%	205 53%	84 49%	118 54%	102 51%	81 42%*	83 46%	101 53%	103 49%	100 47%	94 43%*	83 49%	90 47%
NOT ANSWERED	90	6	4	3	7	6	15	3	2	6	10	6	10	1	11	7	2	7
VALID CASES	3517	209	204	187	194	161	388	171	219	201	194	182	191	209	213	217	168	193
NUMBER OF RESPONDENTS	3607 100%	215 100%	208 100%	190 100%	201 100%	167 100%	403 100%	174 100%	221 100%	207 100%	204 100%	188 100%	201 100%	210 100%	224 100%	224 100%	170 100%	200 100%

[ASKED IF Q7 >= 1 TIME]

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

Banner I

	BANT OT1	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	AMER ALSK NATV	MUL- THR	TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & GOOD POOR	FE- MALE MALE			
Q15 YES	4000 82%	301 69%*	587 75%*	596 82%	843 86%*	1163 85%*	381 91%*	2936 84%*	34 73%~	77 74%	13 96%~	54 74%	57 83%	267 85%	426 76%*	3403 83%*	2534 79%*	1326 89%*	1463 77%*	2437 86%*
NO	878 18%	136 31%*	191 25%*	134 18%	140 14%*	200 15%*	37 9%*	564 16%*	12 27%~	26 26%	1 4%~	18 26%	12 17%	47 15%	132 24%*	694 17%*	692 21%*	159 11%*	430 23%*	409 14%*
NOT ANSWERED	204	8	5	4	4	26	10	41		2				7	13	48	37	20	31	34
VALID CASES	4878	436	778	730	982	1363	418	3500	46	103	14	72	69	314	558	4097	3226	1485	1893	2846
NUMBER OF RESPONDENTS	5082	444	783	734	986	1389	428	3541	46	105	14	72	69	321	571	4145	3263	1505	1924	2880
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

Banner II

	BANT OT11	DG01	DG02	DG03	DG04	DG05	DG06	DG17	DG07	DG08	DG16	DG09	DG10	DG11	DG12	DG13	DG14	DG15
	OHP TOT ADLT	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q15 YES	4000 82%	246 85%	213 77%*	199 79%	238 83%	176 79%	428 82%	193 82%	240 81%	232 83%	244 82%	207 81%	226 81%	241 86%*	245 82%	247 81%	196 83%	222 77%
NO	878 18%	44 15%	65 23%*	52 21%	49 17%	48 21%	92 18%	42 18%	57 19%	47 17%	55 18%	48 19%	52 19%	39 14%*	52 18%	57 19%	40 17%	65 23%
NOT ANSWERED	204	5	9	6	8	11	24	10	8	6	11	10	10	10	13	18	18	8
VALID CASES	4878	290	278	251	287	224	520	235	297	279	299	255	278	280	297	304	236	287
NUMBER OF RESPONDENTS	5082 100%	295 100%	287 100%	257 100%	295 100%	235 100%	544 100%	245 100%	305 100%	285 100%	310 100%	265 100%	288 100%	290 100%	310 100%	322 100%	254 100%	295 100%

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

Banner I

	BANT OT1	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER		
		OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR GOOD POOR	MALE MALE	FE- MALE		
Q16 NONE	782 21%	101 33%*	143 25%*	130 24%*	129 17%*	198 18%*	56 15%*	565 21%	11 33%~	19 26%	2 15%~	7 15%~	16 32%~	45 19%	73 18%	675 21%	601 25%*	155 13%*	345 25%*	415 18%*
1 TIME	1033 28%	92 30%	152 27%	153 28%	180 24%*	322 29%	100 28%	739 27%	10 29%~	25 34%	2 16%~	6 13%~	6 11%~	65 27%	132 34%*	855 27%*	764 32%*	235 19%*	363 26%	644 28%
2	777 21%	59 19%	99 17%*	107 20%	184 24%*	213 19%	85 24%	599 22%*	5 16%~	11 15%	7 64%~	9 21%~	12 25%~	47 20%	69 18%	680 21%*	481 20%	263 22%	298 22%	462 20%
3	472 13%	17 6%*	69 12%	52 10%*	129 17%*	135 12%	56 15%	329 12%	2 6%~	13 17%		9 ~ 19%~	13 26%~	34 14%	48 12%	400 13%	240 10%*	219 18%*	150 11%*	307 13%*
4	276 7%	15 5%	29 5%*	44 8%	50 7%	106 10%*	28 8%	226 8%*			1 ~	6 ~	1 5%~	15 14%~	26 7%	241 8%	143 6%*	128 11%*	104 8%	166 7%
5 TO 9	314 8%	16 5%*	57 10%	42 8%	69 9%	88 8%	33 9%	239 9%	4 10%~	2 3%*		6 ~ 12%~	1 0.5%~	20 8%	34 9%	263 8%	153 6%*	152 13%*	83 6%*	224 10%*
10 OR MORE TIMES	100 3%	2 0.7%*	16 3%	13 2%	19 3%	36 3%	4 1%*	53 2%*	2 5%~	3 4%		3 ~ 6%~	1 2%~	14 6%*	10 3%	79 2%	33 1%*	59 5%*	28 2%	62 3%
NOT ANSWERED	240	10	17	36	62	82	19	158	1	2		7	4	17	40	182	134	81	82	144
VALID CASES	3753	302	564	540	760	1098	361	2751	34	73	11	46	50	241	393	3194	2414	1210	1371	2280
NUMBER OF RESPONDENTS	3993	312	581	576	822	1180	380	2909	35	75	11	53	54	258	433	3376	2548	1291	1453	2424
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q15 = YES]

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

Banner II

	BANT	DG01	DG02	DG03	DG04	DG05	DG06	DG17	DG07	DG08	DG16	DG09	DG10	DG11	DG12	DG13	DG14	DG15	
	OT11																		
	OHP																		
	TOT																		
	ADLT	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO	
Q16																			
NONE	782 21%	52 23%	37 18%	40 21%	53 25%	32 19%	71 18%	37 20%	50 22%	52 24%	53 23%	40 21%	44 21%	56 24%	47 20%	49 21%	40 22%	39 19%	
1 TIME	1033 28%	62 27%	55 27%	35 19%*	51 24%	57 34%*	96 24%	52 28%	67 30%	62 29%	64 28%	46 24%	67 33%	65 28%	60 26%	56 24%	53 29%	47 22%	
2	777 21%	56 24%	47 23%	47 25%	44 21%	31 19%	76 19%	38 21%	39 17%	43 20%	47 20%	45 24%	39 19%	56 24%	48 21%	51 22%	33 18%	52 25%	
3	472 13%	28 12%	26 13%	27 14%	28 13%	14 8%*	62 16%	24 13%	22 10%	24 11%	32 14%	33 17%	22 11%	21 9%*	32 14%	33 14%	24 13%	31 15%	
4	276 7%	14 6%	16 8%	15 8%	13 6%	8 5%	42 11%	13 7%	23 10%	12 6%	19 8%	11 6%	18 9%	15 6%	16 7%	17 7%	13 7%	14 7%	
5 TO 9	314 8%	16 7%	21 10%	20 11%	21 10%	19 11%	39 10%	14 8%	17 8%	17 8%	13 6%	12 6%	12 6%	15 6%	23 10%	23 10%	12 7%	18 9%	
10 OR MORE TIMES	100 3%	3 1%	4 2%	5 3%	4 2%	5 3%	12 3%	6 3%	5 2%	3 1%	4 2%	4 2%	4 2%	5 2%	6 3%	4 2%	6 3%	8 4%	
NOT ANSWERED	240	15	7	10	24	10	30	9	17	19	12	16	20	8	13	14	15	13	
VALID CASES	3753	231	206	189	214	166	398	184	223	213	232	191	206	233	232	233	181	209	
NUMBER OF RESPONDENTS	3993	246	213	199	238	176	428	193	240	232	244	207	226	241	245	247	196	222	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	

[ASKED IF Q15 = YES]

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

Banner I

	BANT OT1	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER			
		18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 TO OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- ILND NATV	OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & GOOD POOR	FE- MALE MALE			
Q17 NEVER	49 2%	5 3%	6 1%	6 2%	9 1%	17 2%	2 0.7%*	31 1%	~	~	3%~	1	~0.8%~	1	7 3%	8 2%	37 1%	21 1%*	23 2%	26 3%*	19 1%*
SOMETIMES	198 7%	11 6%	32 8%	22 6%	40 6%	61 7%	21 7%	121 6%*	4 15%~	9 17%*	3 33%~	4 10%~	1 0.7%~	13 6%	20 6%	163 7%	92 5%*	100 10%*	52 5%*	136 7%*	
USUALLY	567 19%	39 19%	61 15%*	66 17%	139 22%	169 19%	75 25%*	409 19%	2 7%~	17 32%*	1 8%~	9 24%~	9 25%~	28 14%*	149 20%	481 19%	313 18%*	228 22%*	199 19%	352 19%	
ALWAYS	2122 72%	149 73%	308 76%	302 76%*	451 71%	636 72%	201 67%*	1579 74%*	20 78%~	27 51%*	5 56%~	25 66%~	28 74%~	149 76%	224 71%	1808 73%	1362 76%*	689 66%*	749 73%	1317 72%	
#ALWAYS + USUALLY (NET)	2689 92%	188 92%	369 91%	369 93%	590 92%	805 91%	276 92%	1988 93%*	21 85%~	44 83%	6 64%~	34 90%~	37 99%~	177 90%	287 91%	2289 92%	1675 94%*	917 88%*	948 92%	1669 91%	
TOP BOX SCORE	2122 72%	149 73%	308 76%	302 76%*	451 71%	636 72%	201 67%*	1579 74%*	20 78%~	27 51%*	5 56%~	25 66%~	28 74%~	149 76%	224 71%	1808 73%	1362 76%*	689 66%*	749 73%	1317 72%	
NOT ANSWERED	12	1		1	2	3	3	8						1	2	8	5	5	5	6	
VALID CASES	2937	204	407	397	639	884	299	2140	25	53	9	38	38	196	315	2490	1789	1041	1026	1824	
NUMBER OF RESPONDENTS	2949	205	407	398	641	887	302	2148	25	53	9	38	38	196	317	2498	1794	1046	1031	1830	
	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]

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

	BANT	DG01	DG02	DG03	DG04	DG05	DG06	DG17	DG07	DG08	DG16	DG09	DG10	DG11	DG12	DG13	DG14	DG15
	OT11																	
	OHP																	
	TOT																	
	ADLT	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q17																		
NEVER	49 2%	~	5 3%	1 0.7%	2 1%	3 2%	1 0.3%	3 2%	2 1%	2 1%	1 0.6%	2 1%	1 0.6%	4 2%	11 6%*	6 3%	3 2%	4 2%
SOMETIMES	198 7%	7 4%	8 5%	10 7%	9 6%	7 5%	19 6%	11 7%	9 5%	11 7%	8 5%	10 7%	11 7%	15 8%	11 6%	22 12%*	14 10%	8 5%
USUALLY	567 19%	36 20%	37 22%	34 23%	27 17%	26 19%	72 22%	27 18%	32 19%	32 20%	37 21%	28 19%	24 15%	33 19%	45 24%	37 20%	21 15%	31 18%
ALWAYS	2122 72%	135 76%	118 70%	101 69%	122 76%	98 73%	233 72%	106 72%	129 75%	115 72%	131 74%	110 73%	125 78%	125 71%	117 64%*	117 64%*	102 73%	125 74%
#ALWAYS + USUALLY (NET)	2689 92%	171 96%*	155 92%	135 92%	149 93%	124 93%	305 94%	133 90%	161 94%	147 92%	168 95%	138 92%	149 93%	158 89%	162 88%	154 85%*	123 88%	156 93%
TOP BOX SCORE	2122 72%	135 76%	118 70%	101 69%	122 76%	98 73%	233 72%	106 72%	129 75%	115 72%	131 74%	110 73%	125 78%	125 71%	117 64%*	117 64%*	102 73%	125 74%
NOT ANSWERED	12	1	1	3	1		2		1	1	2	1	1		1	2	1	2
VALID CASES	2937	178	168	146	160	134	325	147	172	160	177	150	161	177	184	182	140	168
NUMBER OF RESPONDENTS	2949	179	169	149	161	134	327	147	173	161	179	151	162	177	185	184	141	170
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

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

Banner I

	BANT OT1	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER		
		OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR POOR	GOOD & FAIR POOR	MALE	FE- MALE	
Q18 NEVER	64 2%	1 0.3%*	8 2%	9 2%	14 2%	25 3%	3 1%*	48 2%	~	~	1 6%~	1 ~0.8%~	8 4%	5 1%	55 2%	28 2%*	32 3%*	23 2%	37 2%	
SOMETIMES	223 8%	16 8%	39 10%	15 4%*	63 10%*	61 7%	19 6%	150 7%	3 13%~	4 8%	5 ~ 14%~	4 12%~	16 8%	26 8%	181 7%	107 6%*	102 10%*	73 7%	141 8%	
USUALLY	556 19%	52 25%*	64 16%	75 19%	105 16%	185 21%	57 19%	396 19%	4 16%~	21 41%*	4 47%~	6 16%~	7 18%~	31 16%	46 15%*	482 19%	328 18%	207 20%	177 17%	355 20%
ALWAYS	2081 71%	137 67%	295 73%	298 75%*	453 71%	613 69%	217 73%	1534 72%	18 71%~	27 51%*	4 47%~	26 70%~	27 70%~	139 72%	238 76%	1760 71%	1324 74%*	694 67%*	743 73%	1288 71%
#ALWAYS + USUALLY (NET)	2637 90%	188 92%	360 88%	372 94%*	558 88%*	798 90%	274 93%	1930 91%	22 87%~	49 92%	8 94%~	33 86%~	33 88%~	170 88%	284 90%	2241 90%	1652 92%*	900 87%*	921 91%	1643 90%
TOP BOX SCORE	2081 71%	137 67%	295 73%	298 75%*	453 71%	613 69%	217 73%	1534 72%	18 71%~	27 51%*	4 47%~	26 70%~	27 70%~	139 72%	238 76%	1760 71%	1324 74%*	694 67%*	743 73%	1288 71%
NOT ANSWERED	25			2	7	3	6	20					2	2	21	7	12	15	9	
VALID CASES	2924	205	407	396	634	884	296	2128	25	53	9	38	38	194	315	2477	1787	1034	1016	1821
NUMBER OF RESPONDENTS	2949	205	407	398	641	887	302	2148	25	53	9	38	38	196	317	2498	1794	1046	1031	1830
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

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

Banner II

	BANT	DG01	DG02	DG03	DG04	DG05	DG06	DG17	DG07	DG08	DG16	DG09	DG10	DG11	DG12	DG13	DG14	DG15
	OT11																	
	OHP																	
	TOT																	
	ADLT	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q18																		
NEVER	64	2	5	2	3	4	4	3	4	2	2	3	1	4	7	8	5	4
	2%	1%	3%	1%	2%	3%	1%	2%	2%	1%	1%	2%	0.6%*	2%	4%	4%	4%	2%
SOMETIMES	223	9	13	12	9	9	20	13	11	14	8	10	15	16	23	21	11	8
	8%	5%	8%	8%	6%	7%	6%	9%	6%	9%	5%	7%	9%	9%	12%*	12%	8%	5%
USUALLY	556	38	29	31	37	24	62	25	31	25	31	31	25	35	44	45	26	33
	19%	21%	17%	21%	23%	18%	19%	17%	18%	16%	18%	21%	16%	20%	24%	25%	19%	19%
ALWAYS	2081	128	120	102	111	97	237	104	127	118	134	106	120	121	110	108	98	125
	71%	72%	72%	69%	69%	72%	73%	72%	73%	74%	77%	71%	75%	69%	60%*	59%*	70%	74%
#ALWAYS + USUALLY (NET)	2637	166	149	133	148	121	299	129	158	143	165	137	145	156	154	153	124	158
	90%	94%*	89%	90%	93%	90%	93%	89%	91%	90%	94%*	91%	90%	89%	84%*	84%*	89%	93%
TOP BOX SCORE	2081	128	120	102	111	97	237	104	127	118	134	106	120	121	110	108	98	125
	71%	72%	72%	69%	69%	72%	73%	72%	73%	74%	77%	71%	75%	69%	60%*	59%*	70%	74%
NOT ANSWERED	25	2	2	2	1		4	2		2	4	1	1	1	1	2	1	
VALID CASES	2924	177	167	147	160	134	323	145	173	159	175	150	161	176	184	182	140	170
NUMBER OF RESPONDENTS	2949	179	169	149	161	134	327	147	173	161	179	151	162	177	185	184	141	170
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

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

Banner I

	BANT OT1	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER		
		OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	NATV AS- IAN	AMER HAW/ IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	MALE	FE- MALE		
Q19 NEVER	47 2%	1 0.3%*	6 1%	4 1%	14 2%	22 2%*0.1%*	1	41 2%*	~	~	~0.4%~0.8%~	1 1	3 1%	3 0.9%	42 2%	22 1%	23 2%	9 0.9%*	35 2%*	
SOMETIMES	209 7%	16 8%	30 7%	21 5%	43 7%	73 8%	18 6%	149 7%	2 10%~	1 1%*	1 6%~	2 5%~	5 12%~	23 12%*	22 7%	176 7%	95 5%*	101 10%*	78 8%	127 7%
USUALLY	401 14%	26 13%	52 13%	51 13%	98 15%	113 13%	48 16%	299 14%	4 14%~	13 24%	1 14%~	5 12%~	5 12%~	18 9%*	35 11%	346 14%	245 14%	142 14%	126 12%	262 14%
ALWAYS	2263 78%	163 79%	319 78%	321 81%	482 76%	672 76%	228 77%	1638 77%	19 76%~	39 74%	7 80%~	31 82%~	28 75%~	152 78%	255 81%	1913 77%	1424 80%*	765 74%*	805 79%	1396 77%
#ALWAYS + USUALLY (NET)	2664 91%	189 92%	371 91%	372 94%*	580 91%	785 89%*	277 94%	1938 91%	23 90%~	52 99%*	8 94%~	36 95%~	33 87%~	170 87%	291 92%	2259 91%	1669 93%*	907 88%*	931 91%	1658 91%
TOP BOX SCORE	2263 78%	163 79%	319 78%	321 81%	482 76%	672 76%	228 77%	1638 77%	19 76%~	39 74%	7 80%~	31 82%~	28 75%~	152 78%	255 81%	1913 77%	1424 80%*	765 74%*	805 79%	1396 77%
NOT ANSWERED	30			1	4	7	7	21						1	2	21	8	15	13	10
VALID CASES	2919	205	407	398	637	880	295	2127	25	53	9	38	38	196	315	2477	1786	1031	1018	1820
NUMBER OF RESPONDENTS	2949	205	407	398	641	887	302	2148	25	53	9	38	38	196	317	2498	1794	1046	1031	1830
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

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

Banner II

	BANT	DG01	DG02	DG03	DG04	DG05	DG06	DG17	DG07	DG08	DG16	DG09	DG10	DG11	DG12	DG13	DG14	DG15
	OT11																	
	OHP																	
	TOT																	
	ADLT	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q19																		
NEVER	47	1	7	2	2	3	4	1	3	2	2	3	1	4	7	7	3	3
	2%	0.6%	4%	1%	1%	2%	1%	0.7%	2%	1%	1%	2%	0.6%	2%	4%	4%	2%	2%
SOMETIMES	209	10	12	11	11	6	23	12	8	11	6	9	13	12	20	22	13	12
	7%	6%	7%	7%	7%	4%	7%	8%	5%	7%	3%*	6%	8%	7%	11%	12%*	9%	7%
USUALLY	401	27	21	31	25	19	49	14	26	27	24	20	19	24	38	33	18	22
	14%	15%	13%	21%*	16%	14%	15%	10%*	15%	17%	14%	13%	12%	14%	21%*	18%	13%	13%
ALWAYS	2263	138	128	104	123	106	248	117	135	119	145	119	127	136	119	119	105	133
	78%	78%	76%	70%	76%	79%	77%	81%	78%	75%	82%	79%	79%	77%	65%*	66%*	76%	78%
#ALWAYS + USUALLY (NET)	2664	165	149	135	148	125	297	131	161	146	169	139	146	160	157	152	123	155
	91%	94%	89%	91%	92%	93%	92%	91%	94%	92%	95%*	92%	91%	91%	85%*	84%*	88%	91%
TOP BOX SCORE	2263	138	128	104	123	106	248	117	135	119	145	119	127	136	119	119	105	133
	78%	78%	76%	70%	76%	79%	77%	81%	78%	75%	82%	79%	79%	77%	65%*	66%*	76%	78%
NOT ANSWERED	30	3	1	1			3	3	1	2	2		2	1	1	3	2	
VALID CASES	2919	176	168	148	161	134	324	144	172	159	177	151	160	176	184	181	139	170
NUMBER OF RESPONDENTS	2949	179	169	149	161	134	327	147	173	161	179	151	162	177	185	184	141	170
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

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

Banner I

	BANT OT1	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER		
		OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & GOOD POOR	FE- MALE MALE	MALE	MALE	
Q20 NEVER	87 3%	7 3%	14 3%	8 2%	20 3%	30 3%	6 2%	66 3%	~	~	3%~	~0.8%~	1 5%	10	10 3%	74 3%	37 2%*	45 4%*	30 3%	55 3%
SOMETIMES	255 9%	30 15%*	35 9%	29 7%	57 9%	66 8%	21 7%	158 7%*	4 15%~	5 9%	1 2%~	3 8%~	4 11%~	22 11%	40 13%*	194 8%*	123 7%*	117 11%*	89 9%	154 8%
USUALLY	703 24%	60 29%	78 19%*	94 24%	160 25%	225 25%	72 24%	517 24%	4 16%~	22 41%*	1 16%~	9 23%~	9 23%~	28 14%*	83 26%	596 24%	406 23%*	276 27%*	236 23%	448 25%
ALWAYS	1878 64%	108 53%*	280 69%*	267 67%	402 63%	562 64%	196 66%	1389 65%	17 69%~	27 50%*	7 78%~	26 69%~	25 65%~	136 70%	184 58%*	1617 65%*	1225 68%*	595 58%*	665 65%	1166 64%
#ALWAYS + USUALLY (NET)	2581 88%	168 82%*	358 88%	360 91%	562 88%	787 89%	268 91%	1907 90%*	21 85%~	48 91%	8 94%~	35 92%~	34 88%~	164 84%	266 84%*	2213 89%*	1632 91%*	871 84%*	901 88%	1614 89%
TOP BOX SCORE	1878 64%	108 53%*	280 69%*	267 67%	402 63%	562 64%	196 66%	1389 65%	17 69%~	27 50%*	7 78%~	26 69%~	25 65%~	136 70%	184 58%*	1617 65%*	1225 68%*	595 58%*	665 65%	1166 64%
NOT ANSWERED	26	1		1	2	4	6	18						1	1	17	3	13	11	7
VALID CASES	2923	205	407	398	639	883	296	2130	25	53	9	38	38	196	316	2481	1791	1033	1020	1823
NUMBER OF RESPONDENTS	2949	205	407	398	641	887	302	2148	25	53	9	38	38	196	317	2498	1794	1046	1031	1830
	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?

Banner II

	BANT	DG01	DG02	DG03	DG04	DG05	DG06	DG17	DG07	DG08	DG16	DG09	DG10	DG11	DG12	DG13	DG14	DG15
	OT11																	
	OHP																	
	TOT																	
	ADLT	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q20																		
NEVER	87 3%	4 2%	8 5%	5 3%	4 2%	3 2%	6 2%	5 3%	5 3%	4 3%	2 1%*	5 3%	2 1%	7 4%	9 5%	8 4%	5 4%	5 3%
SOMETIMES	255 9%	10 6%	14 8%	9 6%	18 11%	9 7%	29 9%	13 9%	12 7%	13 8%	14 8%	9 6%	10 6%	15 9%	27 15%*	24 13%	17 12%	16 9%
USUALLY	703 24%	37 21%	48 29%	33 22%	40 25%	25 19%	88 27%	34 23%	42 24%	42 26%	40 22%	40 27%	37 23%	40 23%	47 26%	45 25%	36 26%	47 28%
ALWAYS	1878 64%	126 71%*	98 58%	101 68%	98 61%	97 72%*	202 62%	93 64%	114 66%	100 63%	122 69%	95 64%	112 70%	112 64%	100 55%*	106 58%	82 59%	102 60%
#ALWAYS + USUALLY (NET)	2581 88%	163 92%	146 87%	134 91%	138 86%	122 91%	290 89%	127 88%	156 90%	142 89%	162 91%	135 91%	149 93%*	152 87%	147 80%*	151 83%*	118 84%	149 88%
TOP BOX SCORE	1878 64%	126 71%*	98 58%	101 68%	98 61%	97 72%*	202 62%	93 64%	114 66%	100 63%	122 69%	95 64%	112 70%	112 64%	100 55%*	106 58%	82 59%	102 60%
NOT ANSWERED	26	2	1	1	1		2	2		2	1	2	1	3	2	1	1	
VALID CASES	2923	177	168	148	160	134	325	145	173	159	178	149	161	174	183	183	140	170
NUMBER OF RESPONDENTS	2949	179	169	149	161	134	327	147	173	161	179	151	162	177	185	184	141	170
	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?

Banner I

	BANT OT1	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER		
		OHP TOT ADLT	18 TO	25 TO	35 TO	45 TO	55 TO	65 AND OVER	BLCK OR AFR-	AS-	NATV HAW/ PAC	AMER IND/ ALSK	MUL-	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	GOOD & POOR	FE- MALE	MALE	
Q21 YES	1826 63%	110 54%*	261 65%	246 63%	406 64%	575 65%	171 59%	1394 66%*	18 73%~	19 35%*	6 72%~	19 52%~	23 61%~	113 58%	182 59%	1579 64%*	1041 59%*	726 70%*	611 60%*	1167 65%*
NO	1075 37%	95 46%*	143 35%	145 37%	227 36%	306 35%	120 41%	732 34%*	6 27%~	34 65%*	3 28%~	18 48%~	15 39%~	82 42%	126 41%	891 36%*	728 41%*	307 30%*	404 40%*	639 35%*
NOT ANSWERED	47		3	7	8	6	11	22	1	1		1		1	10	29	25	13	16	24
VALID CASES	2902	205	404	391	633	881	291	2126	24	52	9	37	38	195	307	2469	1769	1033	1015	1806
NUMBER OF RESPONDENTS	2949	205	407	398	641	887	302	2148	25	53	9	38	38	196	317	2498	1794	1046	1031	1830
	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?
Banner II

	BANT	DG01	DG02	DG03	DG04	DG05	DG06	DG17	DG07	DG08	DG16	DG09	DG10	DG11	DG12	DG13	DG14	DG15
	OT11																	
	OHP																	
	TOT																	
	ADLT	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q21																		
YES	1826	104	100	96	94	84	204	90	112	94	107	104	87	113	111	112	87	101
	63%	58%	60%	66%	58%	64%	63%	63%	65%	60%	60%	69%	55%	65%	61%	62%	63%	60%
NO	1075	74	68	50	67	48	118	54	59	62	71	46	71	60	72	69	51	67
	37%	42%	40%	34%	42%	36%	37%	37%	35%	40%	40%	31%	45%	35%	39%	38%	37%	40%
NOT ANSWERED	47	1	1	3		2	5	3	2	5	1	1	4	4	2	3	3	2
VALID CASES	2902	178	168	146	161	132	322	144	171	156	178	150	158	173	183	181	138	168
NUMBER OF RESPONDENTS	2949	179	169	149	161	134	327	147	173	161	179	151	162	177	185	184	141	170
	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?

Banner I

	BANT OTI	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER		
		OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ IND/ PAC	AMER ALSK NATV	MUL- THR TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	MALE	FE- MALE	
Q22 NEVER	104 6%	3 2%*	22 9%*	19 8%	17 4%	28 5%	8 5%	67 5%*	~	~	1 5%~	~	1 1%~	14 13%*	18 11%*	83 5%	57 6%	43 6%	34 6%	68 6%
SOMETIMES	280 16%	16 14%	43 18%	28 12%*	67 17%	85 16%	22 13%	218 16%	3 18%~	2 12%~	1 3%~	3 13%~	2 8%~	20 17%	13 8%*	247 16%	140 14%*	127 18%	89 16%	176 15%
USUALLY	537 30%	34 30%	63 26%	70 29%	140 35%*	172 32%	52 30%	415 31%	2 13%~	10 59%~	2 46%~	6 29%~	13 43%~	20 18%*	53 30%	476 31%	321 32%	207 29%	158 28%	371 32%*
ALWAYS	842 48%	61 54%	108 46%	126 52%	172 43%	258 48%	92 53%	623 47%	12 69%~	5 30%~	2 46%~	12 58%~	14 48%~	58 52%	90 51%	720 47%	478 48%	334 47%	283 50%	543 47%
#ALWAYS + USUALLY (NET)	1379 78%	95 84%	171 72%*	196 81%	312 79%	431 79%	144 83%	1038 78%	14 82%~	15 88%~	4 92%~	17 87%~	27 91%~	78 70%*	143 82%	1196 78%	799 80%*	541 76%	441 78%	914 79%
TOP BOX SCORE	842 48%	61 54%	108 46%	126 52%	172 43%	258 48%	92 53%	623 47%	12 69%~	5 30%~	2 46%~	12 58%~	14 48%~	58 52%	90 51%	720 47%	478 48%	334 47%	283 50%	543 47%
NOT ANSWERED	36	1	1	3	10	16	6	23		1			1	3	8	26	18	14	5	28
VALID CASES	1764	113	237	243	397	543	174	1324	17	17	4	20	30	112	175	1527	996	711	565	1157
NUMBER OF RESPONDENTS	1800 100%	114 100%	238 100%	246 100%	407 100%	559 100%	180 100%	1347 100%	17 100%	17 100%	4 100%	20 100%	30 100%	115 100%	183 100%	1553 100%	1014 100%	725 100%	570 100%	1185 100%

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

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

Banner II

	BANT OT11	DG01	DG02	DG03	DG04	DG05	DG06	DG17	DG07	DG08	DG16	DG09	DG10	DG11	DG12	DG13	DG14	DG15
	OHP TOT ADLT	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q22																		
NEVER	104 6%	8 8%	8 8%	6 6%	9 10%	7 9%	5 2%	5 6%	7 6%	2 2%*	4 4%	5 5%	4 5%	7 6%	11 11%	9 8%	5 6%	6 6%
SOMETIMES	280 16%	17 17%	11 11%	10 11%	8 9%*	14 17%	31 15%	15 17%	15 14%	16 17%	11 11%	23 23%	9 11%	18 16%	14 13%	23 21%	12 14%	17 18%
USUALLY	537 30%	27 26%	24 25%	29 31%	25 27%	19 23%	68 34%	29 33%	33 30%	23 24%	32 31%	37 37%	19 24%	37 33%	32 31%	28 25%	24 28%	31 32%
ALWAYS	842 48%	50 49%	53 55%	48 52%	49 54%	41 51%	98 49%	40 45%	56 50%	53 56%	56 54%	35 35%*	47 59%*	50 45%	47 45%	51 46%	44 52%	43 44%
#ALWAYS + USUALLY (NET)	1379 78%	77 75%	77 80%	77 83%	74 81%	60 74%	166 82%	69 78%	89 80%	76 81%	88 85%*	72 72%	66 84%	87 78%	79 76%	79 71%	68 80%	74 76%
TOP BOX SCORE	842 48%	50 49%	53 55%	48 52%	49 54%	41 51%	98 49%	40 45%	56 50%	53 56%	56 54%	35 35%*	47 59%*	50 45%	47 45%	51 46%	44 52%	43 44%
NOT ANSWERED	36	2	4	3	3	3	2	1	1		4	4	8	1	7	1	2	4
VALID CASES	1764	102	96	93	91	81	202	89	111	94	103	100	79	112	104	111	85	97
NUMBER OF RESPONDENTS	1800 100%	104 100%	100 100%	96 100%	94 100%	84 100%	204 100%	90 100%	112 100%	94 100%	107 100%	104 100%	87 100%	113 100%	111 100%	112 100%	87 100%	101 100%

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

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

Banner I

	BANT	AGE						RACE						ETHNIC-	HEALTH	GENDER			
	OT1													ITY	STATUS				
	OHP	18	25	35	45	55	65	BLCK	NATV	AMER					EX &				
	TOT	TO	TO	TO	TO	TO	AND	OR	HAW/	IND/				HIS-	NOT	VERY			
	ADLT	24	34	44	54	64	OVER	AFR-	AS-	PAC	ALSK	MUL-		PAN-	PAN-	GOOD	FAIR		
								WHTE	IAN	ILND	NATV	OTHR	TI	IC	IC	&	POOR		
																GOOD	POOR		
																POOR	MALE		
																MALE	MALE		
Q23																			
WORST PERSONAL DOCTOR	26	6	3	5	9	4		23			1			3	23	8	17	11	15
POSSIBLE	0.7%	2%	0.5%	0.9%	1%	0.3%		~0.8%	~	~	~3%	~	~	~0.7%	0.7%	0.3%*	1%*	0.8%	0.7%
01	28	1	3	3	9	10	3	24				1	1	4	24	12	15	5	22
	0.7%	0.1%*	0.5%	0.6%	1%	0.9%	0.7%	0.9%	~	~	~	~0.5%	~0.4%	1%	0.7%	0.5%	1%*	0.3%*	1%*
02	35	1	10	1	7	17	1	32		1			2	3	32	12	23	11	24
	0.9%	0.1%*	2%	0.1%*	1%	2%*	0.4%	1%*	~	~	~3%	~	~0.8%	0.7%	1%	0.5%*	2%*	0.8%	1%
03	68	5	11	6	18	17	6	47			1		13	3	59	30	34	26	37
	2%	2%	2%	1%	2%	2%	2%	2%	~	~	~0.8%	~	~5%	0.8%*	2%	1%*	3%*	2%	2%
04	67	9	12	15	5	17	5	49	1	1	1	1	9	2	60	25	40	22	43
	2%	3%	2%	3%	0.7%*	2%	2%	2%	3%~	0.9%	~0.9%	~	2%~	4%	0.6%*	2%	1%*	3%*	2%
05	170	13	29	20	48	42	16	144	1	1	1	1	8	16	148	106	58	69	97
	5%	5%	5%	4%	6%*	4%	4%	5%*	0.6%~	2%	3%~	~	2%~	3%	4%	5%	4%	5%	5%
06	147	19	36	16	21	40	9	104	4	1	3	2	9	12	125	88	52	49	89
	4%	7%	6%*	3%	3%*	4%	2%	4%	12%~	0.5%*	~	7%~	3%~	4%	3%	4%	4%	4%	4%
07	323	27	52	48	60	105	23	257	2	6	9	9	12	18	293	219	91	126	193
	9%	9%	9%	9%	8%	10%	7%	9%*	6%~	8%	~	19%~	18%~	5%*	5%*	9%*	9%	7%*	9%
08	653	52	113	106	113	177	56	482	6	20	4	6	43	53	559	457	173	233	390
	17%	18%	20%	20%	15%*	16%	16%	18%	17%~	29%*	~	8%~	12%~	18%	14%*	18%	19%*	14%*	17%
09	694	59	100	81	163	216	66	519	7	14	8	5	37	75	595	436	243	269	409
	19%	21%	18%	15%*	21%	20%	18%	19%	22%~	20%	~	17%~	11%~	15%	20%	19%	18%	20%	18%
BEST PERSONAL DOCTOR	1526	99	190	239	320	454	171	1061	13	28	10	21	26	197	1270	994	482	528	965
POSSIBLE	41%	34%*	34%*	44%	41%	41%	48%*	39%*	39%~	39%	94%~	44%~	53%~	46%	51%*	40%*	42%	39%	42%*
#8-10 (NET)	2873	210	403	426	595	847	293	2063	27	62	10	33	38	325	2423	1887	898	1031	1764
	77%	73%	72%*	79%	77%	77%	82%*	75%*	77%~	88%*	94%~	70%~	75%~	78%	84%*	76%*	79%*	73%*	76%

Continued

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

Banner I

BANT OT1	AGE							RACE							ETHNIC- ITY	HEALTH STATUS		GENDER		
	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- NATV OTHR	TI	HIS- PAN- IC		NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	MALE MALE	FE- MALE
9-10 (NET)	2220 59%	158 55%	290 52%*	320 59%	482 62%	670 61%	237 66%*	1581 58%*	21 60%~	42 59%	10 94%~	29 61%~	32 63%~	150 61%	272 71%*	1865 59%*	1430 60%	725 59%	797 59%	1374 60%
NOT ANSWERED	256	23	23	39	50	81	24	166	1	4	1	6	4	11	48	189	160	63	104	139
VALID CASES	3737	289	558	537	772	1099	356	2743	34	71	11	47	50	247	385	3187	2388	1228	1349	2285
NUMBER OF RESPONDENTS	3993 100%	312 100%	581 100%	576 100%	822 100%	1180 100%	380 100%	2909 100%	35 100%	75 100%	11 100%	53 100%	54 100%	258 100%	433 100%	3376 100%	2548 100%	1291 100%	1453 100%	2424 100%
MEAN	8.38	8.14	8.12	8.50	8.35	8.41	8.68	8.28	8.53	8.80	9.63	8.41	8.76	8.36	8.76	8.34	8.52	8.10	8.36	8.39
p stat_(*=Sig @ p<=.05)		.043*	.001*	.115	.731	.476	.001*	.000*	~.005*	~	~	~.095	.896	.000*	.002*	.000*	.000*	.786	.498	

[ASKED IF Q15 = YES]

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

Banner II

	BANT OT11	DG01	DG02	DG03	DG04	DG05	DG06	DG17	DG07	DG08	DG16	DG09	DG10	DG11	DG12	DG13	DG14	DG15
	OHP TOT ADLT	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q23 WORST PERSONAL DOCTOR POSSIBLE	26 0.7%		1 ~0.5%	2 1%	1 0.5%	2 1%	1 0.3%	1 0.5%	2 0.9%			1 ~0.5%	1 0.5%	2 0.9%	3 1%	1 0.4%	3 2%	2 1%
01	28 0.7%	2 0.9%	2 1%		~	1 ~0.6%	1 0.3%	1 0.5%	3 1%	2 0.9%	2 0.9%	2 1%	5 2%	1 0.4%	1 0.4%	3 1%	4 2%	2 1%
02	35 0.9%	1 0.4%	5 2%	2 1%	2 0.9%	3 2%	2 0.5%	1 0.5%		3 ~	1 0.4%		3 ~	3 1%	5 2%	3 1%	3 2%	2 1%
03	68 2%	1 0.4%*	4 2%	1 0.5%*	6 3%	3 2%	7 2%	3 2%	4 2%	1 0.5%*	2 0.9%	2 1%	2 1%	8 4%	5 2%	6 3%	4 2%	1 0.5%*
04	67 2%	6 3%	3 1%	5 3%	6 3%	4 2%	6 2%	3 2%	4 2%	2 0.9%	2 0.9%	2 1%	4 2%	4 2%	9 4%	10 4%	1 0.5%*	1 0.5%*
05	170 5%	8 3%	8 4%	14 7%	10 5%	6 4%	15 4%	6 3%	13 6%	9 4%	10 4%	9 5%	12 6%	15 7%	18 8%	17 7%	10 5%	8 4%
06	147 4%	11 5%	7 3%	7 4%	9 4%	9 5%	14 4%	5 3%	9 4%	9 4%	10 4%	9 5%	9 4%	9 4%	9 4%	14 6%	7 4%	11 5%
07	323 9%	25 11%	18 9%	16 9%	22 10%	17 10%	41 10%	11 6%	16 7%	23 11%	12 5%*	14 7%	13 6%	20 9%	26 11%	22 10%	17 9%	14 7%
08	653 17%	40 17%	35 17%	34 18%	40 18%	30 18%	61 15%	33 18%	35 16%	38 18%	34 15%	40 21%	33 16%	46 21%	38 16%	39 17%	30 16%	26 13%*
09	694 19%	42 18%	47 23%	35 19%	36 16%	25 15%	70 18%	43 23%*	42 19%	41 19%	41 18%	40 21%	46 22%	33 15%	39 17%	37 16%	27 15%	47 23%
BEST PERSONAL DOCTOR POSSIBLE	1526 41%	97 42%	75 37%	72 38%	89 40%	65 39%	176 45%	76 42%	95 43%	85 40%	110 49%*	75 39%	81 39%	82 37%	79 34%*	79 34%*	79 43%	91 44%
#8-10 (NET)	2873 77%	179 77%	157 77%	141 75%	165 75%	120 73%	307 78%	152 83%*	172 77%	164 77%	185 83%*	155 80%	160 77%	161 72%	156 67%*	155 67%*	136 74%	164 80%
9-10 (NET)	2220 59%	139 60%	122 60%	107 57%	125 57%	90 55%	246 62%	119 65%*	137 61%	126 59%	151 67%*	115 59%	127 61%	115 52%*	118 51%*	116 50%*	106 57%	138 67%*

Continued

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

Banner II

	BANT	DG01	DG02	DG03	DG04	DG05	DG06	DG17	DG07	DG08	DG16	DG09	DG10	DG11	DG12	DG13	DG14	DG15
NOT ANSWERED	256	13	8	11	17	11	34	10	17	19	20	13	17	18	13	16	11	17
VALID CASES	3737	233	205	188	221	165	394	183	223	213	224	194	209	223	232	231	185	205
NUMBER OF RESPONDENTS	3993	246	213	199	238	176	428	193	240	232	244	207	226	241	245	247	196	222
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
MEAN	8.38	8.50	8.28	8.29	8.32	8.18	8.56	8.59	8.39	8.46	8.72	8.47	8.26	8.08	7.90	7.90	8.16	8.58
p stat_(*=Sig @ p<=.05)		.302	.501	.554	.665	.181		.057	.943	.550	.006*	.519	.418	.019*	.002*	.002*	.202	.168

[ASKED IF Q15 = YES]

Q24 SPECIALISTS ARE DOCTORS LIKE SURGEONS, HEART DOCTORS, ALLERGY DOCTORS, SKIN DOCTORS, AND OTHER DOCTORS WHO SPECIALIZE IN ONE AREA OF HEALTH CARE. IN THE LAST 6 MONTHS, DID YOU MAKE ANY APPOINTMENTS TO SEE A SPECIALIST?

Banner I

	BANT OT1	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	AMER ALSK NATV	MUL- OTHR	TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	MALE	FE- MALE	
Q24 YES	1990 41%	91 21%*	222 28%*	263 36%*	490 50%*	697 51%*	199 48%*	1522 44%*	14 31%~	30 29%*	7 48%~	33 46%	35 52%	130 41%	181 32%*	1748 43%*	1093 34%*	857 58%*	706 37%*	1253 44%*
NO	2852 59%	345 79%*	558 72%*	468 64%*	483 50%*	665 49%*	214 52%*	1967 56%*	31 69%~	75 71%*	7 52%~	39 54%	32 48%	183 59%	383 68%*	2337 57%*	2129 66%*	620 42%*	1198 63%*	1575 56%*
NOT ANSWERED	240	8	3	2	13	26	15	52	1			1	1	8	7	60	41	27	20	53
VALID CASES	4842	436	780	732	973	1363	413	3489	45	105	14	71	68	313	564	4085	3222	1478	1904	2827
NUMBER OF RESPONDENTS	5082	444	783	734	986	1389	428	3541	46	105	14	72	69	321	571	4145	3263	1505	1924	2880
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Q24 SPECIALISTS ARE DOCTORS LIKE SURGEONS, HEART DOCTORS, ALLERGY DOCTORS, SKIN DOCTORS, AND OTHER DOCTORS WHO SPECIALIZE IN ONE AREA OF HEALTH CARE. IN THE LAST 6 MONTHS, DID YOU MAKE ANY APPOINTMENTS TO SEE A SPECIALIST?
Banner II

	BANT OT11	DG01	DG02	DG03	DG04	DG05	DG06	DG17	DG07	DG08	DG16	DG09	DG10	DG11	DG12	DG13	DG14	DG15
	OHP TOT ADLT	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q24 YES	1990 41%	120 42%	97 35%*	103 41%	98 34%*	87 39%	242 47%	99 43%	113 38%	111 41%	98 33%*	107 42%	103 37%	120 43%	126 42%	112 37%	80 34%*	117 42%
NO	2852 59%	163 58%	180 65%*	146 59%	191 66%*	137 61%	277 53%	133 57%	181 62%	162 59%	199 67%*	146 58%	176 63%	159 57%	171 58%	190 63%	154 66%*	163 58%
NOT ANSWERED	240	12	10	8	6	11	25	13	11	12	13	12	9	11	13	20	20	15
VALID CASES	4842	283	277	249	289	224	519	232	294	273	297	253	279	279	297	302	234	280
NUMBER OF RESPONDENTS	5082 100%	295 100%	287 100%	257 100%	295 100%	235 100%	544 100%	245 100%	305 100%	285 100%	310 100%	265 100%	288 100%	290 100%	310 100%	322 100%	254 100%	295 100%

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

Banner I

	BANT OT1	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER		
		18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	NATV AS- IAN	AMER HAW/ IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR GOOD POOR	FE- MALE MALE					
Q25 NEVER	94 5%	1 0.9%*	19 9%*	15 6%	13 3%*	42 7%*	3 1%*	72 5%	~	~	6%~	1 ~0.4%~	13 9%	10 6%	82 5%	44 4%	48 6%	36 5%	56 5%	
SOMETIMES	344 18%	12 12%*	40 19%	63 26%*	95 22%*	88 14%*	28 15%	206 15%*	9 54%~	15 55%~	1 18%~	9 28%~	8 25%~	37 26%*	23 15%	310 19%	171 17%	160 20%	123 19%	214 18%
USUALLY	553 30%	38 38%	47 22%*	55 23%*	143 33%	192 30%	60 31%	442 32%*	3 18%~	4 14%~	1 15%~	4 12%~	7 21%~	23 17%*	45 29%	479 29%	272 27%*	263 32%*	178 27%	355 30%
ALWAYS	876 47%	50 50%	108 50%	105 44%	176 41%*	320 50%	101 53%	669 48%	5 28%~	8 30%~	4 62%~	18 60%~	18 54%~	67 48%	77 50%	774 47%	514 51%*	343 42%*	320 49%	543 47%
#ALWAYS + USUALLY (NET)	1429 77%	87 87%*	155 72%	160 67%*	319 75%	512 80%*	161 84%*	1112 80%*	8 46%~	12 45%~	5 76%~	22 72%~	26 75%~	90 64%*	122 79%	1253 76%	785 78%*	607 74%	499 76%	898 77%
TOP BOX SCORE	876 47%	50 50%	108 50%	105 44%	176 41%*	320 50%	101 53%	669 48%	5 28%~	8 30%~	4 62%~	18 60%~	18 54%~	67 48%	77 50%	774 47%	514 51%*	343 42%*	320 49%	543 47%
NOT ANSWERED	66	1	3	10	15	23	8	49				2	1	2	9	49	35	22	13	49
VALID CASES	1867	100	215	238	428	642	191	1390	17	27	6	31	34	139	154	1646	1001	814	658	1168
NUMBER OF RESPONDENTS	1933	101	218	248	443	665	199	1439	17	27	6	33	35	141	163	1695	1036	836	671	1217
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q24 = YES]

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

Banner II

	BANT	DG01	DG02	DG03	DG04	DG05	DG06	DG17	DG07	DG08	DG16	DG09	DG10	DG11	DG12	DG13	DG14	DG15
	OT11																	
	OHP																	
	TOT																	
	ADLT	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q25																		
NEVER	94 5%	8 7%	4 4%	5 5%	5 5%	6 7%	7 3%	3 3%	7 6%	6 6%	5 5%	7 7%	8 8%	6 5%	13 11%*	7 6%	4 5%	9 8%
SOMETIMES	344 18%	19 16%	21 22%	20 20%	16 17%	15 18%	37 16%	25 26%*	18 16%	17 16%	23 24%	13 12%	17 18%	22 19%	13 11%*	22 20%	8 10%*	17 15%
USUALLY	553 30%	44 37%	22 23%	18 18%*	29 32%	21 25%	67 30%	27 28%	35 32%	31 29%	26 27%	38 36%	21 22%	33 29%	39 32%	28 26%	30 38%	34 30%
ALWAYS	876 47%	48 40%	49 51%	58 57%*	42 46%	43 51%	115 51%	41 43%	51 46%	52 49%	41 43%	47 45%	51 53%	54 47%	58 47%	52 48%	37 47%	54 47%
#ALWAYS + USUALLY (NET)	1429 77%	92 77%	71 74%	76 75%	71 77%	64 75%	182 81%	68 71%	86 77%	83 78%	67 71%	85 81%	72 74%	87 76%	97 79%	80 73%	67 85%*	88 77%
TOP BOX SCORE	876 47%	48 40%	49 51%	58 57%*	42 46%	43 51%	115 51%	41 43%	51 46%	52 49%	41 43%	47 45%	51 53%	54 47%	58 47%	52 48%	37 47%	54 47%
NOT ANSWERED	66	1	1	2	6	2	16	3	2	5	3	2	6	5	3	3	1	3
VALID CASES	1867	119	96	101	92	85	226	96	111	106	95	105	97	115	123	109	79	114
NUMBER OF RESPONDENTS	1933	120	97	103	98	87	242	99	113	111	98	107	103	120	126	112	80	117
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q24 = YES]

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

Banner I

	BANT OT1	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER		
		18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 TO AND OVER	BLCK OR AFR-	NATV HAW/ AS- PAC	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR GOOD POOR	MALE MALE	MALE MALE				
Q26 NONE	67 4%	4 4%	7 3%	6 2%	20 5%	30 5%	1 0.3%*	48 3%	1 ~	4 4%	~	4 ~	7 13%~	5 5%	6 4%	58 4%	36 4%	30 4%	26 4%	39 3%
1 SPECIALIST	953 51%	66 66%*	141 65%*	130 55%	209 50%	294 46%*	94 49%	734 53%*	4 26%~	14 52%~	3 44%~	16 51%~	16 46%~	66 47%	74 49%	850 52%	574 57%*	352 44%*	329 50%	608 52%
2	503 27%	21 21%	57 26%	66 28%	126 31%	175 27%	50 26%	388 28%	5 33%~	4 13%~	3 56%~	6 20%~	11 31%~	37 27%	37 24%	453 28%	258 26%	233 29%	200 30%*	293 25%*
3	217 12%	7 7%	9 4%*	23 10%	43 10%	85 13%	31 16%	131 9%*	7 41%~	5 17%~	~	6 20%~	3 9%~	18 13%	27 18%*	175 11%*	100 10%*	113 14%*	66 10%	143 12%
4	67 4%	1 0.3%*	2 0.8%*	4 2%*	10 2%	35 5%*	10 5%	51 4%	1 ~0.7%~	~	3 ~	1 9%~	6 0.4%~	5 5%	57 3%	27 3%	38 3%*	23 5%*	40 4%	3 3%
5 OR MORE SPECIALISTS	48 3%	2 2%	1 0.6%*	8 3%	6 1%*	24 4%*	6 3%	33 2%	4 ~13%~	~	~	1 ~	5 1%~	5 3%	45 3%	5 0.5%*	40 5%*	11 2%	36 3%	
NOT ANSWERED	77	1	2	11	29	22	7	54	1			2	1	2	13	56	37	30	14	58
VALID CASES	1856	100	216	237	414	643	192	1385	16	27	6	31	34	139	150	1639	999	806	657	1159
NUMBER OF RESPONDENTS	1933	101	218	248	443	665	199	1439	17	27	6	33	35	141	163	1695	1036	836	671	1217
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q24 = YES]

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

Banner II

	BANT	DG01	DG02	DG03	DG04	DG05	DG06	DG17	DG07	DG08	DG16	DG09	DG10	DG11	DG12	DG13	DG14	DG15
	OT11																	
	OHP																	
	TOT																	
	ADLT	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q26																		
NONE	67 4%	7 6%	4 4%	3 3%	7 8%	4 5%	1 0.4%	3 3%	7 6%	7 7%	4 4%	~ 5%	5 4%	6 5%	7 6%	4 5%	3 3%	
1 SPECIALIST	953 51%	75 63%*	48 52%	55 55%	49 53%	39 46%	103 45%	51 54%	61 55%	66 62%*	61 65%*	50 48%	49 49%	59 51%	62 50%	60 55%	36 46%	67 58%
2	503 27%	25 21%	27 29%	22 22%	20 22%	29 35%	74 33%	20 21%	23 21%	26 24%	17 18%*	40 38%*	29 29%	32 28%	36 29%	25 23%	21 27%	32 28%
3	217 12%	9 8%	9 10%	13 13%	6 7%*	10 12%	31 14%	13 14%	11 10%	6 6%*	8 9%	10 10%	10 11%	13 11%	10 8%	11 10%	11 14%	10 9%
4	67 4%	2 2%	4 4%	3 3%	5 5%	2 2%	13 6%	3 3%	4 4%	1 0.9%*	3 3%	3 3%	3 3%	3 3%	5 4%	3 3%	5 6%	2 2%
5 OR MORE SPECIALISTS	48 3%	1 0.8%*	1 1%	4 4%	5 5%	~ 2%	5 2%	4 4%	5 5%	1 0.9%	1 1%	1 1%	4 4%	3 3%	4 3%	3 3%	2 3%	1 0.9%
NOT ANSWERED	77	1	4	3	6	3	15	5	2	4	4	3	3	5	3	3	1	2
VALID CASES	1856	119	93	100	92	84	227	94	111	107	94	104	100	115	123	109	79	115
NUMBER OF RESPONDENTS	1933	120	97	103	98	87	242	99	113	111	98	107	103	120	126	112	80	117
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q24 = YES]

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

Banner I

	BANT OT1	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER		
		OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLK OR WHT	AFR- AMER	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK NATV	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	MALE
Q27 WORST SPECIALIST POSSIBLE	11 0.6%	~	~0.9%	2 1%	5 0.5%	3 0.5%	8 ~0.6%	~	~	~	~	~	4%~	1%~	1 0.5%	10 0.7%	4 0.4%	6 0.7%	3 0.5%	8 0.7%
01	12 0.6%	~0.2%	1 0.8%	2 0.9%	4 0.9%	5 0.8%	9 ~0.7%	~	~	~	~	~0.9%	1%~	1 1%	~0.7%	11 ~0.7%	7 0.7%	4 0.5%	5 0.9%	5 0.5%
02	7 0.4%	1 0.8%	~	1 ~0.6%	1 0.2%	4 0.6%	7 ~0.6%	~	~	~	~	~	~	~	~	6 ~0.4%	2 0.2%	5 0.7%	2 0.3%	5 0.5%
03	31 2%	1 0.3%*	5 2%	3 1%	11 3%	13 2%	1 0.1%*	25 2%	2 15%~	~	~	1 5%~	1 ~	1 1%	~	31 ~2%*	9 0.9%*	23 3%*	9 2%	22 2%
04	18 1%	2 2%	2 1%	1 0.5%	4 0.9%	4 0.7%	4 2%	13 1%	~	1 ~0.5%~	1 4%~	~	~	2 ~	2 1%	15 1%	12 1%	6 0.8%	4 0.7%	14 1%
05	100 6%	2 2%*	13 6%	12 5%	28 7%	32 5%	10 5%	78 6%	3 16%~	5 18%~	~	1 4%~	~	3 ~2%*	5 3%	94 6%*	47 5%	52 7%	40 6%	60 5%
06	68 4%	5 5%	8 4%	13 6%	10 2%	19 3%	8 4%	51 4%	~	~	~	2 6%~	1 4%~	10 8%	3 2%*	61 4%	26 3%*	36 5%	23 4%	41 4%
07	148 8%	10 10%	24 12%	16 7%	44 11%	39 6%*	12 6%	102 8%	1 0.7%~	3 10%~	1 24%~	3 9%~	6 19%~	17 14%	9 6%	133 9%	78 8%	69 9%	58 9%	84 8%
08	320 18%	20 21%	52 26%*	32 14%	75 18%	93 15%*	35 19%	253 19%	3 21%~	6 23%~	1 6%~	5 16%~	7 23%~	17 13%	20 13%	292 19%	172 18%	138 18%	110 18%	204 18%
09	318 18%	22 23%	32 16%	42 18%	71 17%	122 20%	29 16%	252 19%	1 2%~	1 6%~	~	2 7%~	3 9%~	31 25%	28 18%	286 18%	189 20%*	120 16%*	120 19%	196 18%
BEST SPECIALIST POSSIBLE	736 42%	34 36%	68 33%*	103 45%	157 38%	270 45%	89 48%	528 40%*	7 45%~	11 43%~	4 67%~	16 53%~	12 40%~	42 33%*	84 55%*	623 40%*	413 43%	311 40%	247 40%	477 43%

Continued

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

Banner I

	BANT OT1	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 WHT	AFR- AMER	AS- IAN	NATV ILND	AMER HAW/ IND/ ALSK	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	FE- MALE	FE- MALE
#8-10 (NET)	1375 78%	76 80%	152 74%	177 78%	303 74%	486 80%	153 82%	1033 78%	11 69%~	19 72%~	4 72%~	23 76%~	22 72%~	89 71%	132 87%*	1201 77%*	774 81%*	568 74%*	477 77%	876 79%
9-10 (NET)	1054 60%	56 59%	99 49%*	145 63%	228 56%	392 65%*	118 63%	780 59%	8 47%~	13 49%~	4 67%~	18 60%~	15 49%~	73 58%	112 74%*	909 58%*	602 63%*	431 56%*	367 59%	673 60%
NOT ANSWERED	18		2	1	2	5	2	10						2	1	12	7	4	2	11
VALID CASES	1771	95	204	228	408	606	186	1326	16	26	6	30	30	126	152	1562	958	770	622	1116
NUMBER OF RESPONDENTS	1789	95	206	229	410	611	188	1336	16	26	6	30	30	128	153	1574	965	774	624	1127
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
MEAN	8.43	8.55	8.25	8.48	8.25	8.53	8.72	8.39	7.71	8.27	8.92	8.55	8.22	8.25	9.00	8.38	8.59	8.26	8.41	8.45
p stat_(*=Sig @ p<=.05)		.565	.134	.670	.053	.155	.011*	.211	~	~	~	~	~	.287	.000*	.000*	.000*	.002*	.676	.523

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

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

Banner II

	BANT	DG01	DG02	DG03	DG04	DG05	DG06	DG17	DG07	DG08	DG16	DG09	DG10	DG11	DG12	DG13	DG14	DG15
	OT11																	
	OHP																	
	TOT																	
	ADLT	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q27																		
WORST SPECIALIST	11	1	1	1	1		1					4		1	1	1	1	
POSSIBLE	0.6%	0.9%	1%	1%	1%		~0.4%	~	~	~	~	4%		~0.9%	0.9%	1%	1%	~
01	12	1		1		2	1				2			1	3	3		
	0.6%	0.9%	~	1%	~	3%	0.4%	~	~	~	2%	~	~	~0.9%	3%	3%	~	~
02	7		1		3		1		1		2	2	1					1
	0.4%	~	1%	~	4%		~0.4%	~	1%	~	2%	2%	1%	~	~	~	~	~0.9%
03	31	1	2	1		2		3	3	2		1	1	2	1	4	1	3
	2%	0.9%	2%	1%	~	3%		3%	3%	2%	~	1%	1%	2%	0.9%	4%	1%	3%
04	18			2	2		6		1	1				2	2	2		4
	1%	~	~	2%	2%	~	3%	~	1%	1%	~	~	~	2%	2%	2%	~	4%
05	100	3	5	8		3	10	9	4	5	4	3	3	8	8	3	3	4
	6%	3%	6%	8%	~	4%	4%	10%	4%	5%	4%	3%	3%	7%	7%	3%	4%	4%
06	68	5	2	4	4	4	5	4	4	4	5	5	4	4	4	6	2	2
	4%	5%	2%	4%	5%	5%	2%	4%	4%	4%	6%	5%	4%	4%	3%	6%	3%	2%
07	148	10	6	7	6	6	20	6	13	6	6	11	7	8	11	12	7	15
	8%	9%	7%	7%	7%	8%	9%	7%	13%	6%	7%	11%	7%	7%	9%	12%	9%	13%
08	320	15	16	21	15	17	36	16	26	21	14	18	15	15	24	14	17	18
	18%	14%	18%	22%	18%	21%	16%	18%	26%	22%	16%	18%	16%	14%	21%	14%	23%	16%
09	318	17	13	17	21	13	44	15	16	18	19	25	13	20	18	16	14	16
	18%	15%	15%	18%	25%	16%	20%	17%	16%	19%	21%	25%	14%	18%	15%	16%	19%	14%
BEST SPECIALIST	736	58	42	35	33	33	99	37	32	40	38	33	50	48	45	40	30	49
POSSIBLE	42%	52%*	48%	36%	39%	41%	44%	41%	32%*	41%	42%	32%*	53%*	44%	38%	40%	40%	44%
#8-10 (NET)	1375	90	71	73	69	63	179	68	74	79	71	76	78	83	87	70	61	83
	78%	81%	81%	75%	81%	79%	80%	76%	74%	81%	79%	75%	83%	76%	74%	69%	81%	74%

Continued

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

Banner II

	BANT	DG01	DG02	DG03	DG04	DG05	DG06	DG17	DG07	DG08	DG16	DG09	DG10	DG11	DG12	DG13	DG14	DG15
	OT11																	
	OHP																	
	TOT																	
	ADLT	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
9-10 (NET)	1054	75	55	52	54	46	143	52	48	58	57	58	63	68	63	56	44	65
	60%	68%	63%	54%	64%	58%	64%	58%	48%*	60%	63%	57%	67%	62%	54%	55%	59%	58%
NOT ANSWERED	18	1	1				3	1	4	3		2	1	1		1		
VALID CASES	1771	111	88	97	85	80	223	90	100	97	90	102	94	109	117	101	75	112
NUMBER OF RESPONDENTS	1789	112	89	97	85	80	226	91	104	100	90	104	95	110	117	102	75	112
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
MEAN	8.43	8.76	8.55	8.21	8.46	8.40	8.61	8.37	8.22	8.57	8.46	8.12	8.83	8.39	8.20	8.06	8.55	8.41
p stat_(*=Sig @ p<=.05)		.076	.607	.289	.904	.879		.696	.272	.498	.915	.169	.053	.832	.201	.124	.597	.911

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

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

Banner I

	BANT OT1	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER		
		OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS-	NATV HAW/ PAC	AMER IND/ ALSK	MUL-	HIS- PAN-	NOT HIS- PAN-	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	MALE	FE- MALE	
Q28 YES	946 20%	87 20%	184 24%*	139 19%	201 20%	260 19%	53 13%*	692 20%	7 16%~	16 16%	8 58%~	5 6%*	17 26%	69 22%	100 18%	801 20%	613 19%	297 20%	355 19%	567 20%
NO	3866 80%	351 80%	588 76%*	591 81%	780 80%	1086 81%	364 87%*	2788 80%	38 84%~	86 84%	6 42%~	67 94%*	47 74%	249 78%	462 82%	3275 80%	2602 81%	1176 80%	1532 81%	2267 80%
NOT ANSWERED	270	6	11	4	5	43	12	61	1	3		1	5	3	8	68	48	33	37	46
VALID CASES	4812	438	772	730	981	1346	416	3480	45	102	14	71	64	318	563	4077	3215	1472	1887	2834
NUMBER OF RESPONDENTS	5082	444	783	734	986	1389	428	3541	46	105	14	72	69	321	571	4145	3263	1505	1924	2880
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

Banner II

	BANT OT11	DG01	DG02	DG03	DG04	DG05	DG06	DG17	DG07	DG08	DG16	DG09	DG10	DG11	DG12	DG13	DG14	DG15
	OHP TOT ADLT	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q28 YES	946 20%	46 16%	46 17%	47 19%	42 15%*	56 25%*	91 18%	52 23%	53 18%	54 20%	64 22%	53 21%	43 16%	46 17%	37 13%*	54 18%	47 20%	55 20%
NO	3866 80%	239 84%	227 83%	202 81%	237 85%*	169 75%*	423 82%	177 77%	240 82%	218 80%	231 78%	198 79%	233 84%	231 83%	256 87%*	249 82%	189 80%	224 80%
NOT ANSWERED	270	10	14	8	16	10	30	16	12	13	15	14	12	13	17	19	18	16
VALID CASES	4812	285	273	249	279	225	514	229	293	272	295	251	276	277	293	303	236	279
NUMBER OF RESPONDENTS	5082 100%	295 100%	287 100%	257 100%	295 100%	235 100%	544 100%	245 100%	305 100%	285 100%	310 100%	265 100%	288 100%	290 100%	310 100%	322 100%	254 100%	295 100%

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

Banner I

	BANT OT1	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER		
		OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ IND/ PAC	AMER ALSK NATV	MUL- THR TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	MALE	FE- MALE	
Q29 NEVER	77 9%	2 2%*	10 5%*	23 17%*	17 9%	14 6%	4 8%~	39 6%*	1 ~	7%~	2 ~	23 ~	16%~	33%*	1 0.7%*	70 9%	45 8%	24 9%	35 11%	34 6%*
SOMETIMES	293 34%	27 38%	61 35%	47 34%	60 33%	78 34%	11 25%~	230 37%*	5 65%~	3 21%~	1 2%~	2 61%~	1 3%~	17 25%	26 31%	258 35%	196 33%	89 35%	87 28%*	198 37%*
USUALLY	293 34%	32 44%	64 37%	43 31%	47 26%*	76 33%	19 41%~	219 35%	1 3%~	5 32%~	2 51%~	1 29%~	5 35%~	16 22%*	32 38%	246 33%	203 35%	82 32%	102 33%	181 34%
ALWAYS	206 24%	12 16%	40 23%	23 17%*	56 31%*	61 27%	12 26%~	138 22%	3 32%~	6 41%~	2 47%~	1 10%~	7 46%~	14 20%	25 30%	169 23%	141 24%	60 23%	86 28%*	117 22%
#ALWAYS + USUALLY (NET)	499 57%	44 60%	104 60%	66 49%*	103 57%	137 60%	30 67%~	358 57%	3 35%~	12 73%~	4 98%~	2 39%~	12 81%~	29 42%*	57 68%*	415 56%*	345 59%	142 56%	188 60%	298 56%
TOP BOX SCORE	206 24%	12 16%	40 23%	23 17%*	56 31%*	61 27%	12 26%~	138 22%	3 32%~	6 41%~	2 47%~	1 10%~	7 46%~	14 20%	25 30%	169 23%	141 24%	60 23%	86 28%*	117 22%
NOT ANSWERED	17	2	1	4	2	6	1	15							2	15	7	7	6	11
VALID CASES	869	73	175	136	180	230	45	627	8	16	4	4	15	70	84	743	585	255	311	530
NUMBER OF RESPONDENTS	886	75	176	140	182	236	46	642	8	16	4	4	15	70	86	758	592	262	317	541
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q28 = YES]

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

Banner II

	BANT OT11	DG01	DG02	DG03	DG04	DG05	DG06	DG17	DG07	DG08	DG16	DG09	DG10	DG11	DG12	DG13	DG14	DG15
	OHP TOT ADLT	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q29																		
NEVER	77 9%	2 5%	2 4%	5 11%	6 14%	7 13%	8 9%	3 6%	4 8%	3 6%	8 13%	6 13%	4 10%	4 9%	3 8%	2 4%	5 11%	6 11%
SOMETIMES	293 34%	16 36%	20 43%	12 26%	13 31%	20 37%	35 39%	16 31%	12 23%	14 27%	20 32%	20 42%	18 43%	16 36%	13 36%	16 30%	15 32%	14 26%
USUALLY	293 34%	12 27%	15 33%	18 39%	11 26%	16 30%	28 31%	20 38%	18 34%	19 37%	22 35%	14 29%	11 26%	16 36%	17 47%	18 34%	14 30%	25 46%
ALWAYS	206 24%	14 32%	9 20%	11 24%	12 29%	11 20%	19 21%	13 25%	19 36%	16 31%	13 21%	8 17%	9 21%	8 18%	3 8%	17 32%	13 28%	9 17%
#ALWAYS + USUALLY (NET)	499 57%	26 59%	24 52%	29 63%	23 55%	27 50%	47 52%	33 63%	37 70%*	35 67%	35 56%	22 46%	20 48%	24 55%	20 56%	35 66%	27 57%	34 63%
TOP BOX SCORE	206 24%	14 32%	9 20%	11 24%	12 29%	11 20%	19 21%	13 25%	19 36%	16 31%	13 21%	8 17%	9 21%	8 18%	3 8%	17 32%	13 28%	9 17%
NOT ANSWERED	17	2		1		2	1			2	1	5	1	2	1	1		1
VALID CASES	869	44	46	46	42	54	90	52	53	52	63	48	42	44	36	53	47	54
NUMBER OF RESPONDENTS	886	46	46	47	42	56	91	52	53	54	64	53	43	46	37	54	47	55
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q28 = YES]

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

Banner I

	BANT OT1	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER		
		18 TO ADLT	25 TO ADLT	35 TO ADLT	45 TO ADLT	55 TO ADLT	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV ILND	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	FE- MALE	MALE		
Q30 YES	1352 28%	105 24%*	208 27%	207 29%	284 29%	400 30%	101 25%	934 27%*	13 29%~	26 25%	5 39%~	13 18%*	22 36%	92 29%	188 34%*	1106 27%*	879 27%	441 30%	462 25%*	858 31%*
NO	3424 72%	333 76%*	557 73%	518 71%	687 71%	943 70%	309 75%	2531 73%*	32 71%~	78 75%	9 61%~	56 82%*	39 64%	221 71%	364 66%*	2949 73%*	2322 73%	1017 70%	1423 75%*	1944 69%*
NOT ANSWERED	306	6	17	9	15	45	19	76	1	1		4	8	8	18	90	62	47	39	78
VALID CASES	4776	438	766	725	971	1344	409	3465	45	104	14	68	61	313	553	4055	3201	1458	1885	2802
NUMBER OF RESPONDENTS	5082 100%	444 100%	783 100%	734 100%	986 100%	1389 100%	428 100%	3541 100%	46 100%	105 100%	14 100%	72 100%	69 100%	321 100%	571 100%	4145 100%	3263 100%	1505 100%	1924 100%	2880 100%

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

Banner II

	BANT	DG01	DG02	DG03	DG04	DG05	DG06	DG17	DG07	DG08	DG16	DG09	DG10	DG11	DG12	DG13	DG14	DG15	
	OT11																		
	OHP																		
	TOT																		
	ADLT	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO	
Q30																			
YES	1352	74	58	61	65	74	126	72	65	71	87	88	72	88	59	81	61	67	
	28%	26%	21%*	25%	23%*	33%	25%	32%	22%*	26%	30%	35%*	26%	32%	20%*	27%	26%	24%	
NO	3424	208	213	186	218	151	382	155	226	198	203	163	201	186	232	221	172	209	
	72%	74%	79%*	75%	77%*	67%	75%	68%	78%*	74%	70%	65%*	74%	68%	80%*	73%	74%	76%	
NOT ANSWERED	306	13	16	10	12	10	36	18	14	16	20	14	15	16	19	20	21	19	
VALID CASES	4776	282	271	247	283	225	508	227	291	269	290	251	273	274	291	302	233	276	
NUMBER OF RESPONDENTS	5082	295	287	257	295	235	544	245	305	285	310	265	288	290	310	322	254	295	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	

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

	BANT OT1	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER			
	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS-	NATV HAW/ PAC	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR GOOD POOR	FE- MALE MALE	MALE	MALE			
Q31 NEVER	41 3%	2 2%	3 2%	10 5%	11 4%	12 3%	2 2%	30 4%	~	~	~	17%~	5%~	7%	2 2%	37 4%*	27 3%	14 3%	16 4%	24 3%	
SOMETIMES	217 18%	32 29%*	28 14%	37 21%	39 16%	53 15%	17 18%	137 16%	6 37%~	6 31%~	1 30%~	~	9%~	27%*	26 15%	186 19%	133 17%	81 20%	68 16%	145 19%	
USUALLY	355 29%	26 24%	68 33%	41 23%*	76 31%	107 31%	24 25%	239 29%	6 39%~	6 30%~	2 70%~	3 23%~	4 17%~	15 16%*	57 34%	274 27%*	196 25%*	149 36%*	111 26%	230 30%	
ALWAYS	613 50%	49 45%	105 51%	91 51%	121 49%	175 51%	52 55%	432 52%	4 24%~	8 39%~	~	60%~	8 69%~	16 49%	44 50%	85 50%	504 50%	426 55%*	166 41%*	240 55%*	360 47%*
#ALWAYS + USUALLY (NET)	969 79%	75 68%*	173 84%*	132 74%	196 80%	282 81%	75 81%	671 80%	10 63%~	15 69%~	2 70%~	11 83%~	20 85%~	59 66%*	142 83%	778 78%*	622 80%	315 77%	351 81%	590 78%	
TOP BOX SCORE	613 50%	49 45%	105 51%	91 51%	121 49%	175 51%	52 55%	432 52%	4 24%~	8 39%~	~	60%~	8 69%~	16 49%	44 50%	85 50%	504 50%	426 55%*	166 41%*	240 55%*	360 47%*
NOT ANSWERED	43	2	3	6	15	11	5	26	1				1	17	27	27	11	15	27		
VALID CASES	1226	110	205	179	246	346	93	838	16	21	3	13	23	89	171	1001	782	410	435	760	
NUMBER OF RESPONDENTS	1269	112	208	185	261	357	98	864	16	21	3	13	23	90	188	1028	809	421	450	787	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	

[ASKED IF Q30 = YES]

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

Banner II

	BANT OT11	DG01	DG02	DG03	DG04	DG05	DG06	DG17	DG07	DG08	DG16	DG09	DG10	DG11	DG12	DG13	DG14	DG15
	OHP TOT ADLT	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q31																		
NEVER	41 3%	2 3%	~ 5%	3 2%	1 4%	3 3%	4 3%	2 6%	4 3%	2 1%	1 2%	2 4%	3 3%	3 2%	1 4%	3 3%	2 3%	3 5%
SOMETIMES	217 18%	4 6%*	13 23%	13 22%	12 18%	11 15%	26 21%	15 22%	6 10%*	7 11%	17 20%	16 19%	13 18%	15 17%	16 28%	12 15%	7 12%	9 14%
USUALLY	355 29%	22 31%	16 28%	18 30%	23 35%	20 28%	29 24%	18 26%	20 32%	23 35%	29 35%	25 30%	17 24%	27 31%	16 28%	17 22%	24 40%	17 26%
ALWAYS	613 50%	43 61%	28 49%	26 43%	29 45%	37 52%	63 52%	34 49%	32 52%	34 52%	37 44%	41 49%	38 54%	41 48%	25 43%	47 59%	27 45%	37 56%
#ALWAYS + USUALLY (NET)	969 79%	65 92%*	44 77%	44 73%	52 80%	57 80%	92 75%	52 75%	52 84%	57 86%	66 79%	66 79%	55 77%	68 79%	41 71%	64 81%	51 85%	54 82%
TOP BOX SCORE	613 50%	43 61%	28 49%	26 43%	29 45%	37 52%	63 52%	34 49%	32 52%	34 52%	37 44%	41 49%	38 54%	41 48%	25 43%	47 59%	27 45%	37 56%
NOT ANSWERED	43	3	1	1		3	4	3	3	5	3	4	1	2	1	2	1	1
VALID CASES	1226	71	57	60	65	71	122	69	62	66	84	84	71	86	58	79	60	66
NUMBER OF RESPONDENTS	1269 100%	74 100%	58 100%	61 100%	65 100%	74 100%	126 100%	72 100%	65 100%	71 100%	87 100%	88 100%	72 100%	88 100%	59 100%	81 100%	61 100%	67 100%

[ASKED IF Q30 = YES]

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

	BANT OT1	AGE						RACE						ETHNIC- ITY	HEALTH STATUS		GENDER			
		18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	NATV AS- IAN	AMER HAW/ IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC		EX & VERY GOOD & FAIR GOOD POOR	FE- MALE MALE				
Q32 NEVER	21 2%	1 0.8%	2 1%	4 2%	3 1%	11 3%* 0.3%*	1 2%	16 2%	2 15%~ 0.8%~	1 ~	~	~	1 3%~	~	21 2%*	11 1%	10 3%	7 2%	14 2%	
SOMETIMES	67 5%	9 8%	16 8%	8 5%	15 6%	14 4% 6%	6 5%	41 5%	2 15%~ 12%~	3 ~	~	~	8 10% ~	10 6%	58 6%	45 6%	22 5%	30 7%	38 5%	
USUALLY	223 18%	19 18%	41 20%	37 21%	42 17%	66 19% 10%*	9 10%*	148 17%	4 24%~ 30%~	6 77%~ ~	2 6%~ ~	1 10%~ ~	2 8%* ~	7 24%	176 18%	134 17%	82 20%	71 16%	146 19%	
ALWAYS	917 75%	80 73%	145 71%	129 72%	191 76%	258 74% 84%*	78 84%*	639 76%	7 45%~ 57%~	12 23%~ ~	1 94%~ ~	12 87%~ ~	20 82%~ ~	72 82%	123 71%	750 75%	590 76%	295 72%	327 75%	568 74%
#ALWAYS + USUALLY (NET)	1140 93%	99 91%	186 91%	167 93%	233 93%	325 93% 93%	87 93%	786 93%	11 70%~ ~	18 87%~ ~	3 100%~ ~	13 100%~ ~	22 97%~ ~	79 90%	164 94%	927 92%*	724 93%	377 92%	398 91%	714 93%
TOP BOX SCORE	917 75%	80 73%	145 71%	129 72%	191 76%	258 74% 84%*	78 84%*	639 76%	7 45%~ 57%~	12 23%~ ~	1 94%~ ~	12 87%~ ~	20 82%~ ~	72 82%	123 71%	750 75%	590 76%	295 72%	327 75%	568 74%
NOT ANSWERED	40	4	3	6	10	7	5	20	1				2	14	23	29	11	15	22	
VALID CASES	1229	108	205	179	251	350	93	844	16	21	3	13	23	88	174	1005	780	410	435	765
NUMBER OF RESPONDENTS	1269 100%	112 100%	208 100%	185 100%	261 100%	357 100%	98 100%	864 100%	16 100%	21 100%	3 100%	13 100%	23 100%	90 100%	188 100%	1028 100%	809 100%	421 100%	450 100%	787 100%

[ASKED IF Q30 = YES]

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

Banner II

	BANT OT11	DG01	DG02	DG03	DG04	DG05	DG06	DG17	DG07	DG08	DG16	DG09	DG10	DG11	DG12	DG13	DG14	DG15
	OHP TOT ADLT	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q32																		
NEVER	21 2%	1 1%	~	~	1 2%	~	2 2%	2 3%	2 3%	3 5%	~	1 1%	~	2 2%	~	~	1 2%	1 2%
SOMETIMES	67 5%	3 4%	3 5%	3 5%	3 5%	4 6%	5 4%	6 9%	1 2%*	3 5%	5 6%	4 5%	6 8%	5 6%	3 5%	4 5%	1 2%*	2 3%
USUALLY	223 18%	13 18%	14 24%	11 19%	15 23%	12 17%	22 18%	14 20%	14 23%	7 11%	17 20%	15 18%	10 14%	13 15%	10 17%	14 18%	9 15%	14 22%
ALWAYS	917 75%	55 76%	41 71%	45 76%	46 71%	56 78%	92 76%	47 68%	45 73%	53 80%	61 73%	64 76%	55 77%	66 77%	45 78%	60 77%	50 82%	48 74%
#ALWAYS + USUALLY (NET)	1140 93%	68 94%	55 95%	56 95%	61 94%	68 94%	114 94%	61 88%	59 95%	60 91%	78 94%	79 94%	65 92%	79 92%	55 95%	74 95%	59 97%	62 95%
TOP BOX SCORE	917 75%	55 76%	41 71%	45 76%	46 71%	56 78%	92 76%	47 68%	45 73%	53 80%	61 73%	64 76%	55 77%	66 77%	45 78%	60 77%	50 82%	48 74%
NOT ANSWERED	40	2		2		2	5	3	3	5	4	4	1	2	1	3		2
VALID CASES	1229	72	58	59	65	72	121	69	62	66	83	84	71	86	58	78	61	65
NUMBER OF RESPONDENTS	1269	74	58	61	65	74	126	72	65	71	87	88	72	88	59	81	61	67
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q30 = YES]

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

Banner I

	BANT OT1	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER		
		18 TO ADLT	25 TO ADLT	35 TO ADLT	45 TO ADLT	55 TO ADLT	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV ILND	AMER IND/ ALSK	OTHR	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	GOOD & POOR	MALE	FE- MALE	
Q33 YES	1714 36%	169 39%	294 38%	237 34%	359 37%	525 39%*	100 24%*	1224 35%	18 41%~	24 23%*	9 63%~	21 29%	26 42%	134 43%*	207 38%	1442 36%	1130 35%	530 37%	690 37%	995 35%
NO	3047 64%	264 61%	480 62%	470 66%	614 63%	814 61%*	317 76%*	2239 65%	26 59%~	80 77%*	5 37%~	50 71%	36 58%	175 57%*	339 62%	2607 64%	2061 65%	922 63%	1176 63%	1812 65%
NOT ANSWERED	321	11	10	28	13	50	11	78	2	1	1	1	7	12	25	96	71	52	58	74
VALID CASES	4761	433	773	706	973	1339	417	3463	44	104	14	71	62	309	546	4049	3192	1453	1866	2806
NUMBER OF RESPONDENTS	5082 100%	444 100%	783 100%	734 100%	986 100%	1389 100%	428 100%	3541 100%	46 100%	105 100%	14 100%	72 100%	69 100%	321 100%	571 100%	4145 100%	3263 100%	1505 100%	1924 100%	2880 100%

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

Banner II

	BANT	DG01	DG02	DG03	DG04	DG05	DG06	DG17	DG07	DG08	DG16	DG09	DG10	DG11	DG12	DG13	DG14	DG15
	OT11																	
	OHP																	
	TOT																	
	ADLT	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q33																		
YES	1714	109	102	93	99	65	153	83	122	110	96	97	112	109	113	127	87	110
	36%	39%	38%	38%	35%	29%*	30%	37%	42%*	41%	34%	39%	41%	40%	39%	42%*	38%	40%
NO	3047	171	167	152	184	157	357	144	171	158	188	152	160	164	179	173	143	167
	64%	61%	62%	62%	65%	71%*	70%	63%	58%*	59%	66%	61%	59%	60%	61%	58%*	62%	60%
NOT ANSWERED	321	15	18	12	12	13	34	18	12	17	26	16	16	17	18	22	24	18
VALID CASES	4761	280	269	245	283	222	510	227	293	268	284	249	272	273	292	300	230	277
NUMBER OF RESPONDENTS	5082	295	287	257	295	235	544	245	305	285	310	265	288	290	310	322	254	295
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

Banner I

	BANT OT1	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER		
		OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS-	NATV HAW/ PAC	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & GOOD POOR	FE- MALE MALE			
PQ34 NEVER	78 2%	2 0.6%*	12 2%	12 2%	23 2%	20 2%	3 0.6%*	51 2%	1 0.2%*	1 0.4%*	~	~	1 2%	9 3%	8 2%	62 2%	41 1%*	27 2%	33 2%	38 1%
SOMETIMES	310 7%	49 11%*	55 7%	40 6%	63 7%	82 6%	19 5%	186 5%*	5 12%~	7 7%	4 28%~	2 3%*	5 8%	30 10%	55 10%*	244 6%*	187 6%*	120 8%*	132 7%	174 6%
USUALLY	666 14%	57 13%	110 14%	102 14%	148 15%	215 16%*	29 7%*	506 15%	11 26%~	9 9%	4 30%~	11 15%	4 7%*	35 11%	64 12%	581 15%	433 14%	219 15%	284 15%	374 14%
ALWAYS	3651 78%	321 75%	591 77%	551 78%	722 76%	1004 76%	346 87%*	2671 78%	27 62%~	84 83%	5 42%~	58 82%	50 83%	235 76%	404 76%	3109 78%	2483 79%*	1065 74%*	1404 76%*	2166 79%*
#ALWAYS + USUALLY (NET)	4317 92%	378 88%*	701 91%	653 93%	870 91%	1219 92%	375 95%*	3178 93%*	38 88%~	94 92%	9 72%~	69 97%*	55 90%	270 88%*	468 88%*	3690 92%*	2916 93%*	1284 90%*	1689 91%	2540 92%
TOP BOX SCORE	3651 78%	321 75%	591 77%	551 78%	722 76%	1004 76%	346 87%*	2671 78%	27 62%~	84 83%	5 42%~	58 82%	50 83%	235 76%	404 76%	3109 78%	2483 79%*	1065 74%*	1404 76%*	2166 79%*
NOT ANSWERED	69	1	3	7	15	22	16	49	1	1			4	1	16	51	37	28	22	46
VALID CASES	4705	429	768	705	956	1321	396	3415	44	102	13	71	61	309	531	3996	3144	1431	1854	2752
NUMBER OF RESPONDENTS	4774 100%	430 100%	771 100%	712 100%	971 100%	1343 100%	412 100%	3464 100%	44 100%	102 100%	13 100%	71 100%	65 100%	309 100%	547 100%	4047 100%	3181 100%	1459 100%	1876 100%	2798 100%

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

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

Banner II

	BANT	DG01	DG02	DG03	DG04	DG05	DG06	DG17	DG07	DG08	DG16	DG09	DG10	DG11	DG12	DG13	DG14	DG15
	OT11																	
	OHP																	
	TOT																	
	ADLT	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
PQ34																		
NEVER	78 2%	6 2%	9 3%	9 4%	7 2%	3 1%	7 1%	2 0.9%	8 3%	2 0.8%	5 2%	6 2%	4 1%	6 2%	8 3%	6 2%	3 1%	~
SOMETIMES	310 7%	19 7%	12 5%	17 7%	17 6%	10 5%	28 6%	17 8%	22 8%	13 5%	17 6%	13 5%	13 5%	20 7%	18 6%	24 8%	19 8%	22 8%
USUALLY	666 14%	38 14%	37 14%	34 14%	37 13%	25 11%	59 12%	32 14%	51 17%	50 19%*	34 12%	37 15%	46 17%	46 17%	34 12%	45 15%	36 16%	36 13%
ALWAYS	3651 78%	214 77%	205 78%	184 75%	220 78%	180 83%*	410 81%	171 77%	211 72%*	199 75%	222 80%	187 77%	206 77%	200 74%	223 79%	220 75%	170 75%	215 79%
#ALWAYS + USUALLY (NET)	4317 92%	252 91%	242 92%	218 89%	257 91%	205 94%	469 93%	203 91%	262 90%	249 94%	256 92%	224 92%	252 94%	246 90%	257 91%	265 90%	206 90%	251 92%
TOP BOX SCORE	3651 78%	214 77%	205 78%	184 75%	220 78%	180 83%*	410 81%	171 77%	211 72%*	199 75%	222 80%	187 77%	206 77%	200 74%	223 79%	220 75%	170 75%	215 79%
NOT ANSWERED	69	3	6	1	2	4	6	5	1	4	6	6	3	1	9	5	2	4
VALID CASES	4705	277	263	244	281	218	504	222	292	264	278	243	269	272	283	295	228	273
NUMBER OF RESPONDENTS	4774 100%	280 100%	269 100%	245 100%	283 100%	222 100%	510 100%	227 100%	293 100%	268 100%	284 100%	249 100%	272 100%	273 100%	292 100%	300 100%	230 100%	277 100%

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

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

Banner I

	BANT OT1	AGE						RACE						ETHNIC- ITY	HEALTH STATUS		GENDER			
		OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- TI		HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	MALE	FE- MALE
Q35 WORST HEALTH PLAN POSSIBLE	28 0.6%	3 0.7%	7 0.9%	3 0.4%	10 1%	4 0.3%	1 0.1%	23 0.7%	~	~	1 4%	1 0.6%	1 2%	2 0.5%	27 ~0.7%	12 0.4%	15 1%	14 0.8%	14 0.5%	
01	24 0.5%	1 0.4%	2 0.3%	4 0.6%	10 1%	6 0.5%	~ 0.6%	~	~	~	~	~ 0.5%	1 0.8%	2 0.8%	1 0.1%	23 0.6%	12 0.4%	12 0.9%	7 0.4%	17 0.6%
02	33 0.7%	3 0.6%	5 0.7%	5 0.7%	8 0.9%	9 0.7%	2 0.6%	28 0.8%	~	~	~	1 2%	3 ~0.9%	31 ~0.8%	20 0.7%	9 0.6%	8 0.4%	23 0.9%		
03	60 1%	2 0.5%*	7 1%	11 2%	24 3%	10 0.8%	3 0.8%	42 1%	2 5%~	2 2%	~	~	1 2%	4 1%	1 0.3%*	55 1%	28 0.9%*	30 2%*	18 1%	41 2%
04	94 2%	7 2%	18 2%	12 2%	19 2%	32 3%	2 0.5%*	79 2%*	~	~	1 3%~	~	1 2%	8 3%	3 0.6%*	85 2%*	37 1%*	54 4%*	42 2%	43 2%*
05	336 7%	27 6%	64 9%	47 7%	93 10%*	86 7%	14 4%*	247 7%	1 1%~	2 2%*	1 2%	8 12%	3 5%	34 11%*	43 8%	282 7%	206 7%*	127 9%*	122 7%	207 8%
06	272 6%	24 6%	56 8%	50 7%	64 7%	61 5%*	13 3%*	225 7%*	2 5%~	3 3%	1 2%	1 2%*	4 6%	21 7%	16 3%*	251 6%*	178 6%	91 6%	115 6%	153 6%
07	598 13%	66 16%	121 17%*	98 14%	102 11%*	144 11%*	42 11%	436 13%	10 23%~	17 18%	~	8 12%	7 12%	38 12%	49 9%*	522 13%	414 14%	162 11%*	228 13%	352 13%
08	918 20%	81 19%	147 20%	158 23%	183 20%	252 20%	82 21%	709 21%*	9 21%~	19 20%	1 6%	18 26%	8 13%	46 15%*	96 18%	803 21%*	613 20%	288 20%	383 21%	529 20%
09	775 17%	79 19%	119 16%	105 15%	165 18%	237 18%	53 14%*	565 17%	5 12%~	15 16%	~	6 9%*	5 8%*	48 16%	107 20%*	632 16%*	518 17%	242 17%	308 17%	448 17%
BEST HEALTH PLAN POSSIBLE	1434 31%	123 29%	184 25%*	200 29%	257 27%*	447 35%*	178 46%*	951 29%*	15 34%~	38 40%	10 83%~	25 37%	31 49%*	102 33%	206 40%*	1184 30%*	1009 33%*	392 28%*	568 31%	848 32%
#8-10 (NET)	3128 68%	283 68%	450 62%*	464 67%	605 65%*	936 73%*	313 80%*	2225 67%*	29 66%~	72 76%	11 89%~	49 72%	44 70%	196 64%	409 78%*	2619 67%*	2140 70%*	922 65%*	1260 69%	1825 68%

Continued

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

Banner I

BANT OT1	AGE							RACE							ETHNIC- ITY		HEALTH STATUS		GENDER	
	OHP TOT ADLT	18 TO	25 TO	35 TO	45 TO	55 TO	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ IND/ PAC	AMER ALSK NATV	MUL- THR TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	FE- MALE	MALE		
9-10 (NET)	2209 48%	202 48%	303 42%*	306 44%*	422 45%*	684 53%*	231 59%*	1517 46%*	20 46%~	53 56%	10 83%~	31 46%	35 57%	150 49%	313 60%*	1815 47%*	1527 50%*	634 45%*	876 48%	1296 48%
NOT ANSWERED	510	28	52	40	51	101	39	214	3	10	1	4	7	14	49	250	216	83	111	205
VALID CASES	4572	416	731	694	935	1288	389	3327	43	95	13	68	62	307	522	3895	3047	1422	1813	2675
NUMBER OF RESPONDENTS	5082 100%	444 100%	783 100%	734 100%	986 100%	1389 100%	428 100%	3541 100%	46 100%	105 100%	14 100%	72 100%	69 100%	321 100%	571 100%	4145 100%	3263 100%	1505 100%	1924 100%	2880 100%
MEAN	8.05	8.10	7.80	7.98	7.76	8.23	8.67	7.94	8.20	8.58	9.10	8.16	8.28	7.90	8.55	7.99	8.18	7.77	8.09	8.04
p stat_(*=Sig @ p<=.05)		.626	.000*	.286	.000*	.000*	.000*	.000*	~.009*		~.649	.432	.221		.000*	.000*	.000*	.000*	.325	.847

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

Banner II

	BANT OT11	DG01	DG02	DG03	DG04	DG05	DG06	DG17	DG07	DG08	DG16	DG09	DG10	DG11	DG12	DG13	DG14	DG15
	OHP TOT ADLT	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q35 WORST HEALTH PLAN POSSIBLE	28 0.6%	2 0.7%	2 0.7%	1 0.4%	3 1%	1 0.5%	1 0.2%		4 ~	1 1%	1 0.4%	3 1%	1 0.4%	3 1%	4 1%	1 0.4%	3 1%	2 0.7%
01	24 0.5%	4 1%	1 0.4%	2 0.9%	3 1%		1 ~0.2%	1 0.5%		1 ~0.4%	3 1%	3 1%	1 0.4%	1 0.4%	2 0.7%	4 1%	2 0.9%	2 0.7%
02	33 0.7%		5 ~	3 2%	4 1%	1 0.5%	4 0.8%			2 ~	2 ~0.8%	4 0.7%	4 2%	1 1%	8 0.4%	5 3%*	3 2%	5 1%
03	60 1%	1 0.4%*	5 2%	2 0.9%	3 1%	5 2%	7 1%	2 0.9%	2 0.7%	4 2%	2 0.7%	2 0.8%	2 0.7%	5 2%	7 3%	8 3%	2 0.9%	2 0.7%
04	94 2%	5 2%	9 3%	6 3%	8 3%	3 1%	4 0.8%	5 2%	8 3%	6 2%	8 3%	5 2%	4 1%	9 3%	11 4%	9 3%	2 0.9%	3 1%
05	336 7%	21 8%	30 11%*	19 8%	26 10%	11 5%	44 9%	10 5%*	23 8%	19 7%	19 7%	28 12%*	20 7%	12 5%*	22 8%	27 9%	24 11%	26 10%
06	272 6%	24 9%	16 6%	15 6%	22 8%	14 7%	36 7%	8 4%*	13 5%	12 5%	12 4%	11 5%	13 5%	20 8%	27 10%*	27 9%*	9 4%	12 4%
07	598 13%	41 15%	48 18%*	27 11%	37 14%	25 12%	71 14%	25 11%	48 17%*	31 12%	19 7%*	28 12%	34 13%	36 14%	32 12%	39 14%	30 14%	31 11%
08	918 20%	46 17%	40 15%*	40 17%	44 16%	48 23%	92 19%	40 18%	60 22%	55 21%	58 21%	56 23%	52 19%	58 22%	54 20%	60 21%	50 23%	67 25%
09	775 17%	40 15%	40 15%	47 20%	46 17%	34 16%	73 15%	43 20%	37 13%	50 19%	42 15%	47 20%	41 15%	45 17%	31 11%*	31 11%*	43 20%	46 17%
BEST HEALTH PLAN POSSIBLE	1434 31%	87 32%	71 27%	73 31%	72 27%	67 32%	160 32%	86 39%*	80 29%	76 30%	112 40%*	54 22%*	95 36%	72 27%	78 28%	74 26%*	52 24%*	76 28%
#8-10 (NET)	3128 68%	173 64%	151 57%*	160 68%	162 60%*	149 71%	325 66%	169 77%*	177 64%	181 70%	212 76%*	157 65%	188 70%	175 67%	163 59%*	165 58%*	145 66%	189 69%
9-10 (NET)	2209 48%	127 47%	111 42%*	120 51%	118 44%	101 48%	233 47%	129 59%*	117 43%*	126 49%	154 55%*	101 42%*	136 51%	117 45%	109 39%*	105 37%*	95 43%	122 45%

Continued

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

Banner II

	BANT	DG01	DG02	DG03	DG04	DG05	DG06	DG17	DG07	DG08	DG16	DG09	DG10	DG11	DG12	DG13	DG14	DG15
OT11																		
OHP																		
TOT																		
ADLT	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO	
NOT ANSWERED	510	24	20	22	27	26	51	25	30	28	32	24	21	28	34	37	34	23
VALID CASES	4572	271	267	235	268	209	493	220	275	257	278	241	267	262	276	285	220	272
NUMBER OF RESPONDENTS	5082	295	287	257	295	235	544	245	305	285	310	265	288	290	310	322	254	295
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
MEAN	8.05	7.97	7.62	8.02	7.68	8.15	8.06	8.49	7.93	8.07	8.30	7.68	8.17	7.92	7.50	7.52	7.79	7.94
p stat_(*=Sig @ p<=.05)		.527	.002*	.828	.007*	.437		.000*	.300	.847	.043*	.008*	.327	.262	.000*	.000*	.039*	.361

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

Banner I

	BANT OT1	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER		
		OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS-	NATV HAW/ IAN	AMER IND/ ALSK NATV	MUL-	TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	MALE	FE- MALE
Q35A YES	638 13%	19 4%*	28 4%*	80 11%*	122 13%	238 18%*	116 28%*	487 14%*	3 8%~	9 9%	1 2%~	9 13%	13 20%	72 23%*	26 5%*	581 14%*	242 8%*	377 25%*	224 12%*	401 14%*
NO	4164 87%	420 96%*	749 96%*	649 89%*	846 87%	1118 82%*	294 72%*	2993 86%*	43 92%~	94 91%	14 98%~	62 87%	55 80%	244 77%*	527 95%*	3499 86%*	2964 92%*	1103 75%*	1672 88%*	2421 86%*
NOT ANSWERED	280	5	6	5	17	34	18	61		2	1	1	1	4	18	65	56	24	28	58
VALID CASES	4802	439	777	729	969	1355	410	3480	46	103	14	71	68	317	553	4080	3207	1481	1896	2822
NUMBER OF RESPONDENTS	5082	444	783	734	986	1389	428	3541	46	105	14	72	69	321	571	4145	3263	1505	1924	2880
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

Banner II

	BANT OT11	DG01	DG02	DG03	DG04	DG05	DG06	DG17	DG07	DG08	DG16	DG09	DG10	DG11	DG12	DG13	DG14	DG15
	OHP TOT ADLT	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q35A YES	638 13%	34 12%	32 12%	28 11%	30 11%	22 10%	108 21%	30 13%	32 11%	28 11%	15 5%*	37 15%	34 12%	35 13%	40 14%	37 12%	25 11%	32 11%
NO	4164 87%	251 88%	243 88%	217 89%	253 89%	201 90%	407 79%	199 87%	262 89%	238 89%	276 95%*	214 85%	238 88%	240 87%	249 86%	263 88%	212 89%	247 89%
NOT ANSWERED	280	10	12	12	12	12	29	16	11	19	19	14	16	15	21	22	17	16
VALID CASES	4802	285	275	245	283	223	515	229	294	266	291	251	272	275	289	300	237	279
NUMBER OF RESPONDENTS	5082 100%	295 100%	287 100%	257 100%	295 100%	235 100%	544 100%	245 100%	305 100%	285 100%	310 100%	265 100%	288 100%	290 100%	310 100%	322 100%	254 100%	295 100%

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

Banner I

	BANT OT1	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER		
		18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	NATV AS- IAN	AMER HAW/ IND/ PAC ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & GOOD POOR	FE- MALE	FE- MALE				
Q35B NEVER	87 15%	2 10%~	7 19%~	8 13%	26 21%	27 13%	13 14%	3 ~ 44%~	1 ~ 5%~	4 30%~	9 16%	3 10%~	76 15%	16 8%*	64 20%*	30 14%	50 15%			
SOMETIMES	85 15%	5 30%~	10 30%~	10 16%	21 13%	18 10%*	17% 13%	4 75%~	1 ~100%~	1 17%~	3 21%~	9 16%	8 26%~	71 14%*	30 14%	50 15%	33 16%	51 15%		
USUALLY	137 24%	5 29%~	5 13%~	8 12%*	31 26%	48 23%	33%* 103%	1 25%	4 3%~	1 47%~	2 ~ 17%~	11 13%~	6 21%~	123 24%*	43 21%	86 26%	47 22%	83 24%		
ALWAYS	256 45%	5 32%~	13 37%~	38 59%*	48 40%	109 53%*	39% 201%	1 48%*	1 22%~	1 10%~	4 ~ 61%~	5 35%~	28 49%	13 43%~	237 47%*	119 57%*	127 39%*	102 48%	153 45%	
#ALWAYS + USUALLY (NET)	393 70%	10 61%~	17 51%~	45 71%	79 65%	157 77%*	73% 304%	1 73%*	4 25%~	4 56%~	5 ~ 78%~	7 49%~	39 68%	19 64%~	359 71%*	162 78%*	213 65%*	148 70%	236 70%	
TOP BOX SCORE	256 45%	5 32%~	13 37%~	38 59%*	48 40%	109 53%*	39% 201%	1 48%*	1 22%~	1 10%~	4 ~ 61%~	5 35%~	28 49%	13 43%~	237 47%*	119 57%*	127 39%*	102 48%	153 45%	
NOT ANSWERED	35	1	1	3	6	11	8	27	1	1	4	2	30	12	21	9	25			
VALID CASES	564	17	34	63	121	205	104	416	5	8	1	7	14	57	29	506	208	328	211	338
NUMBER OF RESPONDENTS	599 100%	17 100%	35 100%	66 100%	127 100%	216 100%	112 100%	443 100%	5 100%	8 100%	1 100%	8 100%	14 100%	61 100%	31 100%	536 100%	220 100%	349 100%	220 100%	363 100%

[ASKED IF Q35A = YES]

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

Banner II

	BANT OT11	DG01	DG02	DG03	DG04	DG05	DG06	DG17	DG07	DG08	DG16	DG09	DG10	DG11	DG12	DG13	DG14	DG15
	OHP TOT ADLT	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q35B NEVER	87 15%	4 12%~	5 16%~	6 24%~	3 10%~	6 29%~	16 16%	3 11%~	5 17%~	5 21%~	3 20%~	8 23%~	6 19%~	2 6%~	2 5%~	5 14%~	5 20%~	6 19%~
SOMETIMES	85 15%	4 12%~	3 10%~	9 ~ 31%~	3 14%~	21 21%	3 11%~	6 21%~	1 4%~	1 7%~	3 9%~	5 16%~	4 11%~	9 24%~	4 11%~	4 16%~	3 10%~	
USUALLY	137 24%	4 12%~	7 23%~	3 12%~	6 21%~	4 19%~	30 30%	8 29%~	2 7%~	6 25%~	2 13%~	9 26%~	8 25%~	7 20%~	9 24%~	10 29%~	6 24%~	8 26%~
ALWAYS	256 45%	21 64%~	16 52%~	16 64%~	11 38%~	8 38%~	32 32%	14 50%~	16 55%~	12 50%~	9 60%~	15 43%~	13 41%~	22 63%~	17 46%~	16 46%~	10 40%~	14 45%~
#ALWAYS + USUALLY (NET)	393 70%	25 76%~	23 74%~	19 76%~	17 59%~	12 57%~	62 63%	22 79%~	18 62%~	18 75%~	11 73%~	24 69%~	21 66%~	29 83%~	26 70%~	26 74%~	16 64%~	22 71%~
TOP BOX SCORE	256 45%	21 64%~	16 52%~	16 64%~	11 38%~	8 38%~	32 32%	14 50%~	16 55%~	12 50%~	9 60%~	15 43%~	13 41%~	22 63%~	17 46%~	16 46%~	10 40%~	14 45%~
NOT ANSWERED	35	1	1	3	1	1	9	2	3	4		2	2		3	2		1
VALID CASES	564	33	31	25	29	21	99	28	29	24	15	35	32	35	37	35	25	31
NUMBER OF RESPONDENTS	599	34	32	28	30	22	108	30	32	28	15	37	34	35	40	37	25	32
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q35A = YES]

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

Banner I

	BANT OT1	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-	NATV HAW/ PAC	AMER IND/ ALSK	MUL-	HIS-	NOT HIS-	EX & VERY GOOD & FAIR	GOOD & POOR	MALE	FE- MALE		
Q35C YES	792 17%	38 9%*	93 12%*	107 15%	173 18%	258 19%*	95 23%*	596 17%	6 14%~	16 15%	2 20%~	8 12%	16 24%	64 20%	57 10%*	696 17%*	384 12%*	382 26%*	269 14%*	511 18%*
NO	3957 83%	399 91%*	675 88%*	620 85%	778 82%	1079 81%*	310 77%*	2845 83%	39 86%~	88 85%	8 80%~	60 88%	51 76%	250 80%	495 90%*	3338 83%*	2798 88%*	1067 74%*	1621 86%*	2266 82%*
NOT ANSWERED	333	6	14	7	35	52	23	100	1	1	4	3	2	7	20	111	80	56	34	103
VALID CASES	4749	438	769	727	951	1337	405	3441	45	104	10	69	67	314	551	4034	3183	1449	1890	2777
NUMBER OF RESPONDENTS	5082	444	783	734	986	1389	428	3541	46	105	14	72	69	321	571	4145	3263	1505	1924	2880
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

Banner II

	BANT OT11	DG01	DG02	DG03	DG04	DG05	DG06	DG17	DG07	DG08	DG16	DG09	DG10	DG11	DG12	DG13	DG14	DG15
	OHP TOT ADLT	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q35C YES	792 17%	44 16%	29 11%*	39 16%	42 15%	36 16%	100 20%	37 16%	44 15%	42 16%	37 13%	57 23%*	39 15%	51 19%	36 13%*	45 15%	29 12%*	52 19%
NO	3957 83%	238 84%	244 89%*	206 84%	238 85%	188 84%	409 80%	188 84%	246 85%	223 84%	247 87%	189 77%*	227 85%	223 81%	247 87%*	250 85%	205 88%*	221 81%
NOT ANSWERED	333	13	14	12	15	11	35	20	15	20	26	19	22	16	27	27	20	22
VALID CASES	4749	282	273	245	280	224	509	225	290	265	284	246	266	274	283	295	234	273
NUMBER OF RESPONDENTS	5082 100%	295 100%	287 100%	257 100%	295 100%	235 100%	544 100%	245 100%	305 100%	285 100%	310 100%	265 100%	288 100%	290 100%	310 100%	322 100%	254 100%	295 100%

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

Banner I

	BANT OT1	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER		
		OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS-	NATV HAW/ PAC	AMER IND/ ALSK	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & GOOD POOR	FE- MALE MALE	FE- MALE MALE		
Q35D NEVER	108 15%	2 6%~	25 32%*	13 13%	35 20%	29 13%	2 3%*	69 13%*	3 ~ 25%~	1 ~ 5%~	5 34%~	13 20%	11 19%	89 14%	44 13%	57 16%	35 15%	71 15%		
SOMETIMES	125 17%	9 24%~	8 9%*	34 34%*	32 18%	32 14%	7 9%*	97 18%	2 33%~	1 4%~	1 19%~	2 26%~	1 3%~	10 16%	10 18%	111 17%	55 16%	62 17%	38 17%	85 17%
USUALLY	175 24%	10 27%~	23 28%	17 17%*	39 22%	55 24%	23 28%	126 23%	2 33%~	4 30%~	2 81%~	1 17%~	4 25%~	17 26%	9 16%	159 25%	97 28%*	70 19%*	57 25%	109 22%
ALWAYS	324 44%	16 43%~	25 31%*	36 36%	72 40%	110 49%	51 61%*	247 46%	2 34%~	5 41%~	4 ~ 52%~	5 38%~	24 38%	25 46%	284 44%	145 43%	171 48%	96 43%	225 46%	
#ALWAYS + USUALLY (NET)	499 68%	25 70%~	47 59%	53 53%*	111 62%	165 73%	74 89%*	373 69%	5 67%~	9 71%~	2 81%~	5 69%~	9 63%~	41 64%	34 63%	444 69%	242 71%	241 67%	154 68%	334 68%
TOP BOX SCORE	324 44%	16 43%~	25 31%*	36 36%	72 40%	110 49%	51 61%*	247 46%	2 34%~	5 41%~	4 ~ 52%~	5 38%~	24 38%	25 46%	284 44%	145 43%	171 48%	96 43%	225 46%	
NOT ANSWERED	26	1	1	4	6	9	4	19			1		1	1	5	21	12	12	13	13
VALID CASES	733	36	80	100	179	225	84	539	7	13	2	7	14	64	55	643	341	360	226	490
NUMBER OF RESPONDENTS	759	37	81	104	185	234	88	558	7	13	3	7	15	64	60	664	353	372	239	503
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q35C = YES]

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

	BANT	DG01	DG02	DG03	DG04	DG05	DG06	DG17	DG07	DG08	DG16	DG09	DG10	DG11	DG12	DG13	DG14	DG15
	OT11																	
	OHP																	
	TOT																	
	ADLT	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q35D																		
NEVER	108 15%	12 29%~	4 14%~	6 17%~	3 8%~	4 11%~	8 8%	5 14%~	2 5%~	12 31%~	3 9%~	16 30%*	6 15%~	8 17%~	8 24%~	14 32%~	4 14%~	6 12%
SOMETIMES	125 17%	8 19%~	5 17%~	4 11%~	12 30%~	5 14%~	14 15%	7 19%~	7 16%~	5 13%~	10 29%~	10 19%	5 13%~	7 15%~	6 18%~	9 20%~	5 18%~	10 19%
USUALLY	175 24%	8 19%~	9 31%~	8 23%~	12 30%~	8 23%~	28 29%	10 27%~	12 27%~	5 13%~	12 35%~	11 20%	10 26%~	8 17%~	7 21%~	6 14%~	5 18%~	11 21%
ALWAYS	324 44%	14 33%~	11 38%~	17 49%~	13 33%~	18 51%~	45 47%	15 41%~	23 52%~	17 44%~	9 26%~	17 31%*	18 46%~	25 52%~	12 36%~	15 34%~	14 50%~	25 48%
#ALWAYS + USUALLY (NET)	499 68%	22 52%~	20 69%~	25 71%~	25 62%~	26 74%~	73 77%	25 68%~	35 80%~	22 56%~	21 62%~	28 52%*	28 72%~	33 69%~	19 58%~	21 48%~	19 68%~	36 69%
TOP BOX SCORE	324 44%	14 33%~	11 38%~	17 49%~	13 33%~	18 51%~	45 47%	15 41%~	23 52%~	17 44%~	9 26%~	17 31%*	18 46%~	25 52%~	12 36%~	15 34%~	14 50%~	25 48%
NOT ANSWERED	26	2		4	2	1	5			3	3	3		3	3	1	1	
VALID CASES	733	42	29	35	40	35	95	37	44	39	34	54	39	48	33	44	28	52
NUMBER OF RESPONDENTS	759	44	29	39	42	36	100	37	44	42	37	57	39	51	36	45	29	52
	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, HOW OFTEN DID A DOCTOR OR OTHER HEALTH PROVIDER TALK TOO FAST WHEN TALKING TO YOU?

Banner I

	BANT OT1	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER			
		OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- TI	OTH-	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & GOOD POOR	FE- MALE MALE			
Q35E ALWAYS	188 4%	8 2%*	24 3%	22 3%	48 5%	45 3%	22 5%	113 3%*	1 1%~	4 4%		2 ~	1 3%	16 0.6%*	5%	37 7%*	137 3%*	101 3%*	77 5%*	59 3%*	119 4%
USUALLY	199 4%	17 4%	35 5%	28 4%	44 5%	51 4%	14 3%	122 4%*	1 2%~	1 0.4%*	1 5%~	3 5%	4 6%	17 5%	40 7%*	146 4%*	107 3%*	91 6%*	61 3%*	126 4%	
SOMETIMES	799 17%	82 19%	128 17%	113 16%	138 14%*	212 16%	96 23%*	549 16%*	9 20%~	20 20%	5 38%~	16 24%	17 25%	59 19%	86 16%	688 17%	459 14%*	308 21%*	294 16%	493 18%	
NEVER	3565 75%	330 76%	578 76%	548 77%	729 76%	1055 77%*	283 68%*	2664 77%*	35 76%~	79 76%	8 58%~	48 69%	46 68%	220 71%	391 71%*	3072 76%*	2518 79%*	997 68%*	1456 78%*	2072 74%*	
#NEVER + SOMETIMES (NET)	4364 92%	411 94%*	707 92%	661 93%	867 90%	1267 93%	379 91%	3214 93%*	44 96%~	100 96%	13 95%~	65 93%	279 93%	478 90%	3761 86%*	2977 93%*	1305 89%*	1750 94%*	2565 91%		
TOP BOX SCORE	3565 75%	330 76%	578 76%	548 77%	729 76%	1055 77%*	283 68%*	2664 77%*	35 76%~	79 76%	8 58%~	48 69%	46 68%	220 71%	391 71%*	3072 76%*	2518 79%*	997 68%*	1456 78%*	2072 74%*	
NOT ANSWERED	332	8	17	23	28	26	13	92		1		2	2	10	16	102	79	31	54	70	
VALID CASES	4750	436	766	711	958	1363	415	3449	46	104	14	70	67	311	555	4043	3184	1474	1870	2810	
NUMBER OF RESPONDENTS	5082 100%	444 100%	783 100%	734 100%	986 100%	1389 100%	428 100%	3541 100%	46 100%	105 100%	14 100%	72 100%	69 100%	321 100%	571 100%	4145 100%	3263 100%	1505 100%	1924 100%	2880 100%	

Q35E IN THE LAST 6 MONTHS, HOW OFTEN DID A DOCTOR OR OTHER HEALTH PROVIDER TALK TOO FAST WHEN TALKING TO YOU?
Banner II

	BANT	DG01	DG02	DG03	DG04	DG05	DG06	DG17	DG07	DG08	DG16	DG09	DG10	DG11	DG12	DG13	DG14	DG15
	OT11																	
	OHP																	
	TOT																	
	ADLT	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q35E																		
ALWAYS	188 4%	10 4%	12 4%	10 4%	16 6%	7 3%	20 4%	10 4%	14 5%	7 3%	10 4%	11 4%	8 3%	9 3%	6 2%*	11 4%	11 5%	6 2%
USUALLY	199 4%	13 5%	13 5%	4 2%*	9 3%	7 3%	19 4%	10 4%	13 5%	8 3%	13 5%	9 4%	9 3%	14 5%	13 5%	11 4%	14 6%	14 5%
SOMETIMES	799 17%	38 14%	43 16%	47 19%	53 19%	31 14%	103 20%	37 16%	43 15%	41 15%	37 13%	46 18%	37 14%	40 15%	62 22%*	63 21%	41 18%	42 15%
NEVER	3565 75%	214 78%	206 75%	184 75%	202 72%	171 79%	370 72%	172 75%	218 76%	210 79%	221 79%	185 74%	216 80%*	212 77%	206 72%	209 71%	166 72%	213 77%
#NEVER + SOMETIMES (NET)	4364 92%	252 92%	249 91%	231 94%	255 91%	202 94%	473 92%	209 91%	261 91%	251 94%	258 92%	231 92%	253 94%	252 92%	268 93%	272 93%	207 89%	255 93%
TOP BOX SCORE	3565 75%	214 78%	206 75%	184 75%	202 72%	171 79%	370 72%	172 75%	218 76%	210 79%	221 79%	185 74%	216 80%*	212 77%	206 72%	209 71%	166 72%	213 77%
NOT ANSWERED	332	20	13	12	15	19	32	16	17	19	29	14	18	15	23	28	22	20
VALID CASES	4750	275	274	245	280	216	512	229	288	266	281	251	270	275	287	294	232	275
NUMBER OF RESPONDENTS	5082 100%	295 100%	287 100%	257 100%	295 100%	235 100%	544 100%	245 100%	305 100%	285 100%	310 100%	265 100%	288 100%	290 100%	310 100%	322 100%	254 100%	295 100%

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

Banner I

	BANT OT1	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 & GOOD POOR	FE- MALE MALE			
Q35F																				
ALWAYS	64 1%	1 0.2%*	8 1%	4 0.6%*	25 3%*	18 1%	7 2%	37 1%*	1 2%~	5 5%	~	1 ~0.2%	1 1%	5 2%	6 1%	55 1%	28 0.9%*	35 2%*	29 2%	33 1%
USUALLY	90 2%	11 3%	14 2%	12 2%	15 2%	30 2%	4 1%	74 2%	~	~	~	1 2%	1 0.2%*	7 2%	6 1%*	76 2%	40 1%*	45 3%*	20 1%*	66 2%*
SOMETIMES	630 13%	63 14%	107 14%	77 11%*	137 14%	170 13%	65 16%	464 13%	6 12%~	6 5%*	1 2%~	6 8%	18 26%*	58 19%*	65 12%	539 13%	320 10%*	293 20%*	223 12%*	397 14%*
NEVER	3966 83%	361 83%	636 83%	625 87%*	787 82%	1136 84%	338 82%	2872 83%	40 86%~	94 90%*	14 98%~	62 89%	49 72%*	243 78%*	478 86%	3374 83%	2797 88%*	1097 75%*	1598 85%*	2316 82%*
#NEVER + SOMETIMES (NET)	4596 97%	424 97%	743 97%	702 98%	924 96%	1306 96%	402 97%	3336 97%	45 98%~	99 95%	14 100%~	68 98%	67 98%	302 96%	543 98%	3913 97%	3117 98%*	1390 95%*	1821 97%*	2713 96%
TOP BOX SCORE	3966 83%	361 83%	636 83%	625 87%*	787 82%	1136 84%	338 82%	2872 83%	40 86%~	94 90%*	14 98%~	62 89%	49 72%*	243 78%*	478 86%	3374 83%	2797 88%*	1097 75%*	1598 85%*	2316 82%*
NOT ANSWERED	332	8	18	15	23	35	14	94		1		2	1	8	16	101	78	35	55	69
VALID CASES	4750	436	765	719	963	1354	414	3447	46	104	14	70	68	313	555	4044	3185	1470	1869	2811
NUMBER OF RESPONDENTS	5082 100%	444 100%	783 100%	734 100%	986 100%	1389 100%	428 100%	3541 100%	46 100%	105 100%	14 100%	72 100%	69 100%	321 100%	571 100%	4145 100%	3263 100%	1505 100%	1924 100%	2880 100%

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

	BANT	DG01	DG02	DG03	DG04	DG05	DG06	DG17	DG07	DG08	DG16	DG09	DG10	DG11	DG12	DG13	DG14	DG15
	OT11																	
	OHP																	
	TOT																	
	ADLT	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q35F																		
ALWAYS	64	3	2	6	5		7	4	4		5	3	3	5	5	6	3	5
	1%	1%	0.7%	2%	2%	~	1%	2%	1%	~	2%	1%	1%	2%	2%	2%	1%	2%
USUALLY	90	3	9	4	3	4	10	1	7	6	4	6	6	10	11	7	6	9
	2%	1%	3%	2%	1%	2%	2%	0.4%*	2%	2%	1%	2%	2%	4%	4%	2%	3%	3%
SOMETIMES	630	42	43	29	43	22	84	23	42	35	27	34	32	42	58	51	27	38
	13%	15%	16%	12%	15%	10%	16%	10%*	15%	13%	10%*	14%	12%	15%	20%*	17%	12%	14%
NEVER	3966	227	221	207	230	191	409	201	233	229	245	205	230	218	213	230	196	226
	83%	83%	80%	84%	82%	88%*	80%	88%*	81%	85%	87%	83%	85%	79%	74%*	78%*	84%	81%
#NEVER + SOMETIMES (NET)	4596	269	264	236	273	213	493	224	275	264	272	239	262	260	271	281	223	264
	97%	98%	96%	96%	97%	98%	97%	98%	96%	98%	97%	96%	97%	95%	94%	96%	96%	95%
TOP BOX SCORE	3966	227	221	207	230	191	409	201	233	229	245	205	230	218	213	230	196	226
	83%	83%	80%	84%	82%	88%*	80%	88%*	81%	85%	87%	83%	85%	79%	74%*	78%*	84%	81%
NOT ANSWERED	332	20	12	11	14	18	34	16	19	15	29	17	17	15	23	28	22	17
VALID CASES	4750	275	275	246	281	217	510	229	286	270	281	248	271	275	287	294	232	278
NUMBER OF RESPONDENTS	5082	295	287	257	295	235	544	245	305	285	310	265	288	290	310	322	254	295
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

Banner I

	BANT OT1	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 WHT	AFR- AMER	AS- IAN	NATV HAW/ IND/ PAC	AMER ALSK NATV	MUL- THR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	MALE	FE- MALE
Q35G ALWAYS	53 1%	1 0.2%*	3 0.4%*	4 0.5%*	22 2%*	15 1%	7 2%	36 1%	1 0.3%~	2 2%	~	~	2 3%	4 1%	7 1%	44 1%	21 0.7%*	24 2%*	17 0.9%	35 1%
USUALLY	52 1%	1 0.3%*	6 0.8%*	11 2%	12 1%	16 1%	4 1%	44 1%	~	~	~	~	~	7 2%	2 0.3%*	48 1%	23 0.7%*	28 2%*	16 0.9%	34 1%
SOMETIMES	448 9%	52 12%	95 12%*	70 10%	73 8%*	121 9%	28 7%*	343 10%	3 6%~	1 0.6%*	1 3%~	5 7%	12 18%	41 13%*	39 7%*	391 10%	241 8%*	193 13%*	135 7%*	307 11%*
NEVER	4194 88%	382 88%	661 86%	636 88%	859 89%	1200 89%	374 90%	3029 88%	43 93%~	99 97%*	14 97%~	66 93%	54 80%	254 83%*	514 91%*	3557 88%	2896 91%*	1227 83%*	1691 91%*	2448 87%*
#NEVER + SOMETIMES (NET)	4642 98%	435 99%*	755 99%*	706 98%	932 97%*	1321 98%	403 97%	3372 98%	46 100%~	100 98%	14 100%~	71 100%~	66 97%	295 96%	553 98%	3948 98%	3137 99%*	1419 96%*	1826 98%	2754 98%
TOP BOX SCORE	4194 88%	382 88%	661 86%	636 88%	859 89%	1200 89%	374 90%	3029 88%	43 93%~	99 97%*	14 97%~	66 93%	54 80%	254 83%*	514 91%*	3557 88%	2896 91%*	1227 83%*	1691 91%*	2448 87%*
NOT ANSWERED	336	7	19	14	21	37	14	90		3		1	1	14	9	105	82	33	64	57
VALID CASES	4746	437	764	720	965	1352	414	3451	46	102	14	71	68	307	562	4040	3181	1472	1860	2823
NUMBER OF RESPONDENTS	5082 100%	444 100%	783 100%	734 100%	986 100%	1389 100%	428 100%	3541 100%	46 100%	105 100%	14 100%	72 100%	69 100%	321 100%	571 100%	4145 100%	3263 100%	1505 100%	1924 100%	2880 100%

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

Banner II

	BANT OT11	DG01	DG02	DG03	DG04	DG05	DG06	DG17	DG07	DG08	DG16	DG09	DG10	DG11	DG12	DG13	DG14	DG15
	OHP TOT ADLT	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q35G ALWAYS	53 1%	4 1%	1 0.4%	3 1%	4 1%	3 1%	9 2%	3 1%	2 0.7%	~	5 2%	3 1%	2 0.7%	~	4 1%	6 2%	~	6 2%
USUALLY	52 1%	2 0.7%	7 3%	2 0.8%	5 2%	1 0.5%	5 1%	1 0.4%	5 2%	3 1%	4 1%	3 1%	3 1%	2 0.7%	8 3%	7 2%	6 3%	3 1%
SOMETIMES	448 9%	27 10%	35 13%	24 10%	28 10%	24 11%	50 10%	11 5%*	48 17%*	29 11%	21 7%	24 10%	23 8%	33 12%	32 11%	35 12%	20 9%	23 8%
NEVER	4194 88%	242 88%	232 84%	215 88%	243 87%	191 87%	448 88%	211 93%*	234 81%*	238 88%	253 89%	217 88%	243 90%	240 87%	244 85%	245 84%*	207 89%	246 88%
#NEVER + SOMETIMES (NET)	4642 98%	269 98%	267 97%	239 98%	271 97%	215 98%	498 97%	222 98%	282 98%	267 99%	274 97%	241 98%	266 98%	273 99%*	276 96%	280 96%	227 97%	269 97%
TOP BOX SCORE	4194 88%	242 88%	232 84%	215 88%	243 87%	191 87%	448 88%	211 93%*	234 81%*	238 88%	253 89%	217 88%	243 90%	240 87%	244 85%	245 84%*	207 89%	246 88%
NOT ANSWERED	336	20	12	13	15	16	32	19	16	15	27	18	17	15	22	29	21	17
VALID CASES	4746	275	275	244	280	219	512	226	289	270	283	247	271	275	288	293	233	278
NUMBER OF RESPONDENTS	5082 100%	295 100%	287 100%	257 100%	295 100%	235 100%	544 100%	245 100%	305 100%	285 100%	310 100%	265 100%	288 100%	290 100%	310 100%	322 100%	254 100%	295 100%

Q35H IN THE LAST 6 MONTHS, DID YOU FEEL YOU COULD TRUST A DOCTOR OR OTHER HEALTH PROVIDER WITH YOUR MEDICAL CARE?
Banner I

	BANT OT1	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-	NATV HAW/ PAC	AMER IND/ ALSK	MUL-	TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	GOOD & POOR	MALE	FE- MALE	
Q35H																				
#YES DEFINITELY	3388 72%	295 68%	527 69%*	518 72%	710 75%	975 73%	319 78%*	2481 72%	34 73%~	81 80%*	12 91%~	53 79%	42 62%	212 68%	404 76%*	2913 72%	2361 75%*	975 66%*	1314 72%	2054 73%*
YES SOMEWHAT	1022 22%	121 28%*	195 26%*	159 22%	170 18%*	274 21%	68 17%*	754 22%	9 20%~	17 17%		10 ~ 15%	21 31%	72 23%	108 20%	868 22%	627 20%*	370 25%*	409 22%	591 21%
NO	285 6%	17 4%*	43 6%	38 5%	73 8%*	79 6%	23 6%	205 6%	3 7%~	3 3%*	1 9%~	4 6%	5 7%	26 8%	22 4%*	243 6%	150 5%*	128 9%*	110 6%	158 6%
NOT ANSWERED	386	11	19	19	33	62	18	101		4	1	5	1	10	36	121	125	31	90	76
VALID CASES	4696	433	764	715	953	1327	410	3440	46	101	14	67	68	311	535	4024	3138	1474	1834	2804
NUMBER OF RESPONDENTS	5082 100%	444 100%	783 100%	734 100%	986 100%	1389 100%	428 100%	3541 100%	46 100%	105 100%	14 100%	72 100%	69 100%	321 100%	571 100%	4145 100%	3263 100%	1505 100%	1924 100%	2880 100%

Q35H IN THE LAST 6 MONTHS, DID YOU FEEL YOU COULD TRUST A DOCTOR OR OTHER HEALTH PROVIDER WITH YOUR MEDICAL CARE?

Banner II

	BANT	DG01	DG02	DG03	DG04	DG05	DG06	DG17	DG07	DG08	DG16	DG09	DG10	DG11	DG12	DG13	DG14	DG15
	OT11																	
	OHP																	
	TOT																	
	ADLT	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q35H																		
#YES DEFINITELY	3388 72%	191 69%	173 63%*	169 69%	188 69%	167 78%*	365 73%	171 76%	201 70%	191 73%	216 77%	175 71%	190 71%	188 69%	169 59%*	184 62%*	162 70%	205 74%
YES SOMEWHAT	1022 22%	69 25%	77 28%*	54 22%	71 26%	37 17%	109 22%	38 17%*	68 24%	60 23%	53 19%	57 23%	59 22%	75 27%*	90 31%*	82 28%*	51 22%	60 22%
NO	285 6%	17 6%	23 8%	21 9%	15 5%	11 5%	28 6%	15 7%	17 6%	12 5%	11 4%	14 6%	19 7%	11 4%	28 10%*	30 10%*	17 7%	11 4%
NOT ANSWERED	386	18	14	13	21	20	42	21	19	22	30	19	20	16	23	26	24	19
VALID CASES	4696	277	273	244	274	215	502	224	286	263	280	246	268	274	287	296	230	276
NUMBER OF RESPONDENTS	5082	295	287	257	295	235	544	245	305	285	310	265	288	290	310	322	254	295
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Q35I A REGULAR DENTIST IS ONE YOU WOULD GO TO FOR CHECK-UPS AND CLEANINGS OR WHEN YOU HAVE A CAVITY OR TOOTH PAIN. DO YOU HAVE A REGULAR DENTIST?

Banner I

	BANT OTI	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	AMER ALSK NATV	MUL- TI	OTH-	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & GOOD POOR	FE- MALE MALE			
Q35I YES	2774 58%	282 64%*	456 58%	488 67%*	562 58%	729 54%*	208 51%*	2035 58%	32 70%~	64 61%	4 29%~	42 58%	35 50%	172 55%	328 58%	2386 58%	1958 61%*	756 52%*	988 52%*	1763 62%*
NO	1999 42%	156 36%*	326 42%	240 33%*	405 42%	634 46%*	204 49%*	1446 42%	14 30%~	41 39%	9 71%~	30 42%	34 50%	141 45%	233 42%	1699 42%	1273 39%*	706 48%*	912 48%*	1063 38%*
NOT ANSWERED	309	6	1	6	18	26	16	59	1		1	1		8	10	60	32	43	25	54
VALID CASES	4773	438	782	728	968	1363	412	3482	46	105	13	71	69	313	561	4085	3231	1462	1899	2826
NUMBER OF RESPONDENTS	5082	444	783	734	986	1389	428	3541	46	105	14	72	69	321	571	4145	3263	1505	1924	2880
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Q35I A REGULAR DENTIST IS ONE YOU WOULD GO TO FOR CHECK-UPS AND CLEANINGS OR WHEN YOU HAVE A CAVITY OR TOOTH PAIN. DO YOU HAVE A REGULAR DENTIST?

Banner II

	BANT OT11	DG01	DG02	DG03	DG04	DG05	DG06	DG17	DG07	DG08	DG16	DG09	DG10	DG11	DG12	DG13	DG14	DG15
	OHP TOT ADLT	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q35I YES	2774 58%	183 65%*	157 58%	154 62%	185 65%*	119 54%	296 58%	136 60%	143 49%*	160 59%	173 60%	148 59%	159 58%	165 60%	169 60%	165 56%	127 54%	158 57%
NO	1999 42%	100 35%*	112 42%	93 38%	98 35%*	103 46%	217 42%	90 40%	149 51%*	109 41%	113 40%	101 41%	115 42%	112 40%	114 40%	132 44%	107 46%	121 43%
NOT ANSWERED	309	12	18	10	12	13	31	19	13	16	24	16	14	13	27	25	20	16
VALID CASES	4773	283	269	247	283	222	513	226	292	269	286	249	274	277	283	297	234	279
NUMBER OF RESPONDENTS	5082 100%	295 100%	287 100%	257 100%	295 100%	235 100%	544 100%	245 100%	305 100%	285 100%	310 100%	265 100%	288 100%	290 100%	310 100%	322 100%	254 100%	295 100%

Q35J IN THE LAST 6 MONTHS, DID YOU GO TO A DENTIST'S OFFICE OR CLINIC FOR CARE?

Banner I

	BANT OT1	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER		
		18 TO ADLT	25 TO ADLT	35 TO ADLT	45 TO ADLT	55 TO ADLT	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ IND/ PAC ALSK	AMER ILND NATV	OTHR	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	FE- MALE	MALE	
Q35J YES	2004 42%	190 44%	327 42%	359 49%*	416 43%	551 40%	136 32%*	1467 42%	27 59%~	45 43%	2 16%~	22 33%	27 39%	134 42%	232 42%	1723 42%	1430 44%*	532 36%*	728 38%*	1262 45%*
NO	2778 58%	246 56%	451 58%	373 51%*	560 57%	815 60%	285 68%*	2031 58%	19 41%~	60 57%	12 84%~	45 67%	42 61%	182 58%	326 58%	2368 58%	1802 56%*	951 64%*	1174 62%*	1570 55%*
NOT ANSWERED	299	8	6	2	10	23	6	43	1			5		5	14	54	31	22	23	49
VALID CASES	4783	436	777	732	976	1366	422	3498	45	105	14	67	69	316	557	4091	3232	1483	1901	2831
NUMBER OF RESPONDENTS	5082 100%	444 100%	783 100%	734 100%	986 100%	1389 100%	428 100%	3541 100%	46 100%	105 100%	14 100%	72 100%	69 100%	321 100%	571 100%	4145 100%	3263 100%	1505 100%	1924 100%	2880 100%

Q35J IN THE LAST 6 MONTHS, DID YOU GO TO A DENTIST'S OFFICE OR CLINIC FOR CARE?

Banner II

	BANT	DG01	DG02	DG03	DG04	DG05	DG06	DG17	DG07	DG08	DG16	DG09	DG10	DG11	DG12	DG13	DG14	DG15
	OT11																	
	OHP																	
	TOT																	
	ADLT	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q35J																		
YES	2004	130	123	104	101	94	216	111	96	97	118	100	97	115	110	108	84	115
	42%	46%	44%	42%	36%*	43%	42%	49%*	33%*	36%	41%	40%	35%*	42%	38%	36%*	36%	41%
NO	2778	153	154	145	183	127	297	117	195	169	172	151	178	161	180	191	148	164
	58%	54%	56%	58%	64%*	57%	58%	51%*	67%*	64%	59%	60%	65%*	58%	62%	64%*	64%	59%
NOT ANSWERED	299	12	10	8	11	14	31	17	14	19	20	14	13	14	20	23	22	16
VALID CASES	4783	283	277	249	284	221	513	228	291	266	290	251	275	276	290	299	232	279
NUMBER OF RESPONDENTS	5082	295	287	257	295	235	544	245	305	285	310	265	288	290	310	322	254	295
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Q35K IN THE LAST 6 MONTHS, HOW OFTEN DID THE DENTISTS OR DENTAL STAFF EXPLAIN WHAT THEY WERE DOING WHILE TREATING YOU?
Banner I

	BANT OT1	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER		
	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	NATV AS- IAN	AMER HAW/ IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & GOOD POOR	FE- MALE MALE	MALE	MALE			
Q35K NEVER	32 2%	4 3%	9 3%	4 1%	6 2%	6 1%	2 1%	19 1%	2 ~	2 5%~	1 ~	2 7%~	5 5%~	2 2%	4 2%	27 2%	17 1%	15 3%*	16 2%	16 1%
SOMETIMES	157 8%	15 9%	20 6%	26 8%	48 12%*	40 8%	7 5%	104 8%	2 7%~	5 13%~	1 ~	1 3%~	9 2%~	23 10%	127 8%	104 8%	52 10%	45 7%*	109 9%*	
USUALLY	362 19%	38 22%	69 22%	72 23%	65 17%	84 17%	21 15%	260 19%	3 14%~	9 23%~	2 53%~	1 6%~	10 36%~	26 21%	36 16%	308 20%	258 20%	92 18%	136 20%	216 19%
ALWAYS	1312 70%	112 66%	212 68%	213 68%	274 70%	373 74%*	110 79%*	959 71%	20 79%~	23 59%~	1 47%~	20 84%~	16 57%~	85 69%	167 72%	1116 71%	927 71%	360 69%	476 71%	827 71%
#ALWAYS + USUALLY (NET)	1674 90%	150 89%	281 90%	285 91%	339 86%*	458 91%	131 94%	1219 91%	23 93%~	33 82%~	3 100%~	21 90%~	27 94%~	111 91%	204 88%	1424 90%	1184 91%	452 87%*	612 91%	1043 89%
TOP BOX SCORE	1312 70%	112 66%	212 68%	213 68%	274 70%	373 74%*	110 79%*	959 71%	20 79%~	23 59%~	1 47%~	20 84%~	16 57%~	85 69%	167 72%	1116 71%	927 71%	360 69%	476 71%	827 71%
NOT ANSWERED	56	1	2	8	10	28	5	38	1	1	1	1	1	16	39	37	16	18	37	
VALID CASES	1863	169	311	314	394	503	140	1342	25	40	3	24	29	123	231	1578	1305	519	673	1168
NUMBER OF RESPONDENTS	1919 100%	170 100%	313 100%	322 100%	404 100%	531 100%	145 100%	1380 100%	25 100%	40 100%	3 100%	25 100%	30 100%	123 100%	247 100%	1617 100%	1342 100%	535 100%	691 100%	1205 100%

Q35K IN THE LAST 6 MONTHS, HOW OFTEN DID THE DENTISTS OR DENTAL STAFF EXPLAIN WHAT THEY WERE DOING WHILE TREATING YOU?

Banner II

	BANT OT11	DG01	DG02	DG03	DG04	DG05	DG06	DG17	DG07	DG08	DG16	DG09	DG10	DG11	DG12	DG13	DG14	DG15
	OHP TOT ADLT	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q35K NEVER	32 2%	3 2%	2 2%	3 3%	3 3%	1 1%	4 2%	1 0.9%	2 2%	~	3 3%	~	5 5%	4 4%	2 2%	1 0.9%	1 1%	5 5%
SOMETIMES	157 8%	8 7%	11 9%	10 10%	11 11%	8 9%	10 5%	13 12%	4 4%	6 6%	10 9%	8 8%	8 9%	5 4%*	6 6%	8 7%	9 11%	15 14%
USUALLY	362 19%	22 18%	26 22%	19 18%	21 21%	17 19%	39 19%	24 22%	19 21%	15 16%	31 27%	14 15%	16 18%	21 18%	19 19%	20 19%	15 18%	18 16%
ALWAYS	1312 70%	90 73%	81 68%	71 69%	63 64%	65 71%	155 75%	71 65%	67 73%	73 78%	72 62%	73 77%	62 68%	84 74%	75 74%	78 73%	57 70%	73 66%
#ALWAYS + USUALLY (NET)	1674 90%	112 91%	107 89%	90 87%	84 86%	82 90%	194 93%	95 87%	86 93%	88 94%	103 89%	87 92%	78 86%	105 92%	94 92%	98 92%	72 88%	91 82%*
TOP BOX SCORE	1312 70%	90 73%	81 68%	71 69%	63 64%	65 71%	155 75%	71 65%	67 73%	73 78%	72 62%	73 77%	62 68%	84 74%	75 74%	78 73%	57 70%	73 66%
NOT ANSWERED	56	7	3	1	3	3	8	2	4	3	2	5	6	1	8	1	2	4
VALID CASES	1863	123	120	103	98	91	208	109	92	94	116	95	91	114	102	107	82	111
NUMBER OF RESPONDENTS	1919	130	123	104	101	94	216	111	96	97	118	100	97	115	110	108	84	115
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Q35L IF YOU TRIED TO GET AN APPOINTMENT FOR YOURSELF WITH A DENTIST WHO SPECIALIZES IN A PARTICULAR TYPE OF DENTAL CARE (SUCH AS ROOT CANALS OR GUM DISEASE) IN THE LAST 6 MONTHS, HOW OFTEN DID YOU GET AN APPOINTMENT AS SOON AS YOU WANTED?
Banner I

	BANT OT1	AGE						RACE						ETHNIC- ITY	HEALTH STATUS		GENDER			
	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ IND/ PAC	AMER ALSK NATV	MUL- OTHR TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	MALE	FE- MALE		
Q35L ALWAYS	431 23%	34 17%*	69 23%	76 28%*	84 22%	111 22%	47 28%	285 23%	5 19%~	6 14%~	1 6%~	7 32%~	12 41%~	45 27%	63 25%	354 23%	276 24%	144 21%	164 22%	264 24%
USUALLY	381 20%	57 28%*	61 20%	53 19%	77 20%	91 18%	32 19%	252 20%	10 39%~	7 16%~		6 ~ 28%~	4 15%~	26 16%	54 21%	319 21%	253 22%	123 18%	157 21%	220 20%
SOMETIMES	375 20%	46 22%	72 24%	56 21%	62 16%*	115 23%	17 10%*	225 18%*	5 20%~	10 22%~	1 19%~	1 3%~	8 27%~	30 18%	72 28%*	285 18%*	252 22%*	118 17%*	134 18%	231 21%
NEVER	694 37%	68 33%	99 33%	88 32%	154 41%	186 37%	72 43%	480 39%	5 21%~	22 49%~	5 75%~	8 38%~	5 17%~	66 40%	64 25%*	595 38%*	388 33%*	292 43%*	288 39%	388 35%
#NEVER + SOMETIMES (NET)	1069 57%	114 55%	171 57%	144 53%	216 57%	301 60%	88 53%	705 57%	10 41%~	31 70%~	6 94%~	9 40%~	13 44%~	95 57%	136 54%	880 57%	640 55%*	410 61%*	422 57%	619 56%
TOP BOX SCORE	694 37%	68 33%	99 33%	88 32%	154 41%	186 37%	72 43%	480 39%	5 21%~	22 49%~	5 75%~	8 38%~	5 17%~	66 40%	64 25%*	595 38%*	388 33%*	292 43%*	288 39%	388 35%
5	2775	228	463	443	567	824	237	2166	20	59	4	46	33	146	287	2441	1987	762	1119	1649
NOT ANSWERED	426	11	19	18	42	61	24	132	1	1	4	4	7	9	31	151	108	67	62	129
VALID CASES	1881	205	301	273	377	503	167	1243	25	44	6	21	29	166	254	1553	1169	677	743	1102
NUMBER OF RESPONDENTS	5082 100%	444 100%	783 100%	734 100%	986 100%	1389 100%	428 100%	3541 100%	46 100%	105 100%	14 100%	72 100%	69 100%	321 100%	571 100%	4145 100%	3263 100%	1505 100%	1924 100%	2880 100%

Q35L IF YOU TRIED TO GET AN APPOINTMENT FOR YOURSELF WITH A DENTIST WHO SPECIALIZES IN A PARTICULAR TYPE OF DENTAL CARE (SUCH AS ROOT CANALS OR GUM DISEASE) IN THE LAST 6 MONTHS, HOW OFTEN DID YOU GET AN APPOINTMENT AS SOON AS YOU WANTED?

Banner II

	BANT OT11	DG01	DG02	DG03	DG04	DG05	DG06	DG17	DG07	DG08	DG16	DG09	DG10	DG11	DG12	DG13	DG14	DG15
	OHP TOT ADLT	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q35L																		
ALWAYS	431 23%	22 20%	29 21%	32 32%	26 21%	20 27%	48 24%	23 25%	21 20%	20 18%	34 27%	15 16%	28 28%	20 19%	16 15%*	25 20%	27 27%	17 15%*
USUALLY	381 20%	20 19%	25 18%	21 21%	23 19%	16 21%	44 22%	20 22%	23 22%	24 22%	27 22%	12 13%*	18 18%	24 23%	13 12%*	25 20%	18 18%	22 20%
SOMETIMES	375 20%	20 19%	28 21%	18 18%	20 16%	18 24%	30 15%	20 22%	17 16%	23 21%	21 17%	24 26%	20 20%	18 17%	27 25%	25 20%	24 24%	24 22%
NEVER	694 37%	46 43%	54 40%	29 29%	54 44%	21 28%	81 40%	30 32%	44 42%	44 40%	42 34%	41 45%	35 35%	43 41%	51 48%*	49 40%	32 32%	48 43%
#NEVER + SOMETIMES (NET)	1069 57%	66 61%	82 60%	47 47%	74 60%	39 52%	111 55%	50 54%	61 58%	67 60%	63 51%	65 71%*	55 54%	61 58%	78 73%*	74 60%	56 55%	72 65%
TOP BOX SCORE	694 37%	46 43%	54 40%	29 29%	54 44%	21 28%	81 40%	30 32%	44 42%	44 40%	42 34%	41 45%	35 35%	43 41%	51 48%*	49 40%	32 32%	48 43%
5	2775	164	136	137	150	140	294	130	178	151	161	151	163	170	171	170	124	157
NOT ANSWERED	426	23	15	20	22	20	47	22	22	23	25	22	24	15	32	28	29	27
VALID CASES	1881	108	136	100	123	75	203	93	105	111	124	92	101	105	107	124	101	111
NUMBER OF RESPONDENTS	5082	295	287	257	295	235	544	245	305	285	310	265	288	290	310	322	254	295
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Q35M IN THE LAST 6 MONTHS, IF YOU NEEDED TO SEE A DENTIST RIGHT AWAY BECAUSE OF A DENTAL EMERGENCY, DID YOU GET TO SEE A DENTIST AS SOON AS YOU WANTED?

Banner I

	BANT OT1	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	AMER ALSK NATV	MUL- THR	TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	MALE	FE- MALE	
Q35M NEVER	663 36%	58 31%	113 36%	108 36%	150 37%	157 34%	62 43%	457 37%	7 29%~	21 55%~	4 80%~	8 36%~	6 32%~	58 33%	71 28%*	570 37%*	393 34%*	269 40%*	298 43%*	360 32%*
SOMETIMES	331 18%	45 24%*	45 14%	39 13%*	92 23%*	95 21%	16 11%*	209 17%	7 30%~	7 18%~	4 ~	8 17%~	2 9%~	31 18%	56 22%	263 17%	200 17%	125 19%	113 16%	214 19%
USUALLY	347 19%	43 23%	53 17%	58 19%	72 18%	80 17%	26 18%	236 19%	5 20%~	5 13%~	1 15%~	4 18%~	2 12%~	26 15%	58 23%	279 18%	209 18%	138 21%	102 15%*	238 21%*
ALWAYS	509 27%	41 22%*	101 32%*	96 32%	89 22%*	129 28%	40 28%	348 28%	5 21%~	5 14%~	1 5%~	7 29%~	9 47%~	61 35%*	69 27%	420 27%	362 31%*	139 21%*	187 27%	316 28%
#ALWAYS + USUALLY (NET)	856 46%	84 45%	153 49%	154 51%	161 40%*	208 45%	67 46%	583 47%	10 41%~	10 27%~	1 20%~	11 47%~	11 58%~	87 49%	127 50%	699 46%	572 49%*	276 41%*	289 41%*	554 49%*
TOP BOX SCORE	509 27%	41 22%*	101 32%*	96 32%	89 22%*	129 28%	40 28%	348 28%	5 21%~	5 14%~	1 5%~	7 29%~	9 47%~	61 35%*	69 27%	420 27%	362 31%*	139 21%*	187 27%	316 28%
I DID NOT HAVE A DENTAL EMERGENCY IN THE LAST 6 MONTHS	2812	251	456	419	548	860	266	2169	22	64	9	45	44	138	294	2475	1999	782	1155	1649
NOT ANSWERED	420	7	16	14	35	69	18	122		4		3	6	7	24	137	100	52	69	103
VALID CASES	1850	186	311	300	403	460	144	1250	24	38	5	23	19	176	253	1533	1164	670	700	1128
NUMBER OF RESPONDENTS	5082 100%	444 100%	783 100%	734 100%	986 100%	1389 100%	428 100%	3541 100%	46 100%	105 100%	14 100%	72 100%	69 100%	321 100%	571 100%	4145 100%	3263 100%	1505 100%	1924 100%	2880 100%

Q35M IN THE LAST 6 MONTHS, IF YOU NEEDED TO SEE A DENTIST RIGHT AWAY BECAUSE OF A DENTAL EMERGENCY, DID YOU GET TO SEE A DENTIST AS SOON AS YOU WANTED?

Banner II

	BANT OT11	DG01	DG02	DG03	DG04	DG05	DG06	DG17	DG07	DG08	DG16	DG09	DG10	DG11	DG12	DG13	DG14	DG15
	OHP TOT ADLT	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q35M NEVER	663 36%	50 40%	49 35%	26 25%*	37 28%	27 32%	77 38%	28 33%	40 39%	45 45%	39 32%	35 38%	33 34%	37 38%	46 40%	47 40%	34 37%	45 42%
SOMETIMES	331 18%	14 11%*	26 18%	26 25%	35 27%*	15 18%	31 15%	15 18%	15 15%	16 16%	24 20%	22 24%	22 23%	16 16%	18 16%	20 17%	20 22%	16 15%
USUALLY	347 19%	28 22%	27 19%	17 17%	18 14%	19 22%	34 17%	19 23%	19 19%	17 17%	24 20%	14 15%	18 19%	14 14%	21 18%	24 21%	14 15%	24 22%
ALWAYS	509 27%	33 26%	40 28%	34 33%	40 31%	24 28%	59 29%	22 26%	28 27%	23 23%	34 28%	21 23%	23 24%	31 32%	29 25%	26 22%	25 27%	22 21%
#ALWAYS + USUALLY (NET)	856 46%	61 49%	67 47%	51 50%	58 45%	43 51%	93 46%	41 49%	47 46%	40 40%	58 48%	35 38%	41 43%	45 46%	50 44%	50 43%	39 42%	46 43%
TOP BOX SCORE	509 27%	33 26%	40 28%	34 33%	40 31%	24 28%	59 29%	22 26%	28 27%	23 23%	34 28%	21 23%	23 24%	31 32%	29 25%	26 22%	25 27%	22 21%
I DID NOT HAVE A DENTAL EMERGENCY IN THE LAST 6 MONTHS	2812	150	128	136	144	127	304	139	177	159	165	150	168	178	167	176	132	165
NOT ANSWERED	420	20	17	18	21	23	39	22	26	25	24	23	24	14	29	29	29	23
VALID CASES	1850	125	142	103	130	85	201	84	102	101	121	92	96	98	114	117	93	107
NUMBER OF RESPONDENTS	5082	295	287	257	295	235	544	245	305	285	310	265	288	290	310	322	254	295
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Q35N USING ANY NUMBER FROM 0 TO 10, WHERE 0 IS EXTREMELY DIFFICULT AND 10 IS EXTREMELY EASY, WHAT NUMBER WOULD YOU USE TO RATE HOW EASY IT WAS FOR YOU TO FIND A DENTIST?

Banner I

	BANT OT1	AGE						RACE						ETHNIC- ITY	HEALTH STATUS		GENDER			
		OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS-	NATV HAW/ PAC	AMER IND/ ALSK	MUL- TI		HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	MALE	FE- MALE
Q35N EXTREMELY DIFFICULT	267 6%	20 5%	45 6%	47 7%	65 8%	66 6%	19 6%	216 7%*	1 1%~	5 5%	4 33%~	2 4%	3 5%	15 5%	19 4%*	238 7%*	141 5%*	122 10%*	100 6%	163 6%
01	121 3%	3 0.7%*	28 4%	17 3%	31 4%	26 2%	14 5%	94 3%	1 0.8%*	3 3%	~	~	1 ~0.6%*	4 2%	13 3%	101 3%	76 3%	45 4%*	36 2%	80 3%*
02	116 3%	3 0.8%*	30 4%*	18 3%	27 3%	30 3%	8 2%	94 3%*	1 2%~	1 0.7%*	~	1 2%	9 ~	11 2%	104 3%*	72 2%	43 3%	42 3%	75 3%	
03	172 4%	18 4%	25 3%	37 5%*	32 4%	52 4%	10 3%	134 4%*	3 7%~	4 4%	1 4%~	1 2%	1 0.5%*	14 5%	12 3%	155 4%*	114 4%	56 4%	61 4%	112 4%*
04	128 3%	8 2%	37 5%*	18 3%	28 3%	28 2%	9 3%	112 4%*	1 0.6%~	1 1%	~	2 3%	2 3%	12 4%	4 0.9%*	124 3%*	77 3%	53 4%*	51 3%	71 3%
05	531 12%	47 11%	93 13%	80 12%	113 13%	158 13%	42 14%	388 12%	7 16%~	14 14%	4 37%~	8 13%	4 7%	37 13%	60 12%	462 13%*	341 12%	191 15%*	231 14%*	302 12%
06	232 5%	37 9%*	39 5%	36 5%	34 4%*	64 5%	12 4%	155 5%	~	11 12%*	1 3%~	6 10%	2 4%	15 5%	22 5%	195 5%	172 6%*	57 4%	98 6%	125 5%
07	381 9%	44 11%	76 10%	59 9%	89 10%	86 7%	23 7%	270 9%	5 11%~	9 9%	1 3%~	6 10%	3 5%	32 11%	53 11%	329 9%*	275 9%*	103 8%	158 10%	224 9%
09	1168 26%	114 27%	137 19%*	152 22%*	200 23%*	268 23%*	60 19%*	690 22%*	10 21%~	27 29%	1 10%~	12 20%	13 21%	37 13%*	116 24%	802 22%*	668 23%*	261 20%*	387 23%*	541 21%*
EXTREMELY EASY	1345 30%	127 30%	220 30%	213 31%	247 29%	404 34%*	118 38%*	952 31%	19 41%~	21 22%	1 10%~	22 36%	33 55%*	106 38%*	168 35%*	1142 31%*	982 34%*	343 27%*	499 30%	840 33%*
#8-10 (NET)	2512 56%	241 57%	357 49%*	365 54%	446 52%*	672 57%	178 57%	1642 53%*	28 62%~	48 51%	2 20%~	34 56%	46 76%*	143 51%	284 59%	1944 53%*	1649 57%	603 47%*	886 53%*	1380 54%*
9-10 (NET)	2512 56%	241 57%	357 49%*	365 54%	446 52%*	672 57%	178 57%	1642 53%*	28 62%~	48 51%	2 20%~	34 56%	46 76%*	143 51%	284 59%	1944 53%*	1649 57%	603 47%*	886 53%*	1380 54%*

Continued

Q35N USING ANY NUMBER FROM 0 TO 10, WHERE 0 IS EXTREMELY DIFFICULT AND 10 IS EXTREMELY EASY, WHAT NUMBER WOULD YOU USE TO RATE HOW EASY IT WAS FOR YOU TO FIND A DENTIST?

Banner I

	BANT OT1	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER		
		OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	MALE	FE- MALE
88	5		1	3	1	1		4							1	3	4	1	1	5
NOT ANSWERED	615	22	52	54	120	206	114	433	1	11	2	12	9	40	91	490	343	231	259	342
VALID CASES	4462	422	730	677	866	1183	314	3104	46	94	12	60	60	281	479	3651	2916	1274	1665	2534
NUMBER OF RESPONDENTS	5082	444	783	734	986	1389	428	3541	46	105	14	72	69	321	571	4145	3263	1505	1924	2880
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
MEAN	7.18	7.49	6.82	7.03	6.87	7.26	7.18	6.96	7.81	7.08	4.27	7.58	8.44	7.14	7.55	7.03	7.32	6.52	7.11	7.08
p stat_(*=Sig @ p<=.05)		.022*	.001*	.171	.002*	.367	1.00	.000*	~.731		~.310	.002*	.785		.004*	.000*	.000*	.000*	.213	.012*

Q35N USING ANY NUMBER FROM 0 TO 10, WHERE 0 IS EXTREMELY DIFFICULT AND 10 IS EXTREMELY EASY, WHAT NUMBER WOULD YOU USE TO RATE HOW EASY IT WAS FOR YOU TO FIND A DENTIST?

Banner II

	BANT OT11	DG01	DG02	DG03	DG04	DG05	DG06	DG17	DG07	DG08	DG16	DG09	DG10	DG11	DG12	DG13	DG14	DG15
	OHP TOT ADLT	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q35N EXTREMELY DIFFICULT	267 6%	11 4%	15 6%	20 9%	16 6%	9 4%	31 7%	12 5%	16 6%	12 5%	13 5%	17 7%	18 7%	13 5%	18 7%	17 6%	18 8%	25 10%*
01	121 3%	9 3%	6 2%	6 3%	8 3%	6 3%	17 4%	6 3%	6 2%	4 2%	8 3%	2 0.9%*	4 2%	3 1%*	7 3%	3 1%*	9 4%	8 3%
02	116 3%	8 3%	10 4%	5 2%	9 3%	5 2%	8 2%	3 1%	2 0.8%*	7 3%	5 2%	13 6%*	3 1%	10 4%	13 5%	5 2%	9 4%	14 5%*
03	172 4%	11 4%	9 4%	8 3%	11 4%	12 6%	15 3%	9 4%	9 3%	11 4%	9 3%	10 4%	6 2%	11 4%	8 3%	14 5%	3 1%*	8 3%
04	128 3%	12 5%	9 4%	4 2%	8 3%	8 4%	15 3%	5 2%	10 4%	10 4%	6 2%	4 2%	12 5%	3 1%*	8 3%	7 2%	6 3%	11 4%
05	531 12%	39 15%	29 11%	28 12%	27 10%	26 13%	43 9%	22 10%	42 16%	35 14%	32 12%	21 9%	25 10%	43 16%*	32 12%	48 17%*	27 12%	28 11%
06	232 5%	17 6%	12 5%	14 6%	10 4%	11 5%	26 6%	12 5%	12 5%	12 5%	22 8%	15 7%	12 5%	10 4%	11 4%	11 4%	11 5%	12 5%
07	381 9%	21 8%	20 8%	18 8%	27 10%	18 9%	34 7%	18 8%	22 8%	28 11%	17 6%	17 7%	28 11%	25 9%	17 6%	25 9%	24 11%	16 6%
09	1168 26%	62 23%	77 30%	52 22%	64 24%	55 27%	124 27%	57 26%	73 28%	65 26%	78 29%	71 31%	53 21%	71 27%	71 26%	74 26%	51 24%	63 25%
EXTREMELY EASY	1345 30%	76 29%	68 27%	77 33%	91 34%	57 28%	142 31%	75 34%	71 27%	64 26%	77 29%	57 25%	88 35%	76 29%	91 33%	79 28%	59 27%	72 28%
#8-10 (NET)	2512 56%	138 52%	145 57%	129 56%	155 57%	112 54%	266 58%	132 60%	144 55%	129 52%	155 58%	128 56%	141 57%	147 55%	162 59%	153 54%	110 51%	135 53%
9-10 (NET)	2512 56%	138 52%	145 57%	129 56%	155 57%	112 54%	266 58%	132 60%	144 55%	129 52%	155 58%	128 56%	141 57%	147 55%	162 59%	153 54%	110 51%	135 53%
88		5					3				1							2

Continued

Q35N USING ANY NUMBER FROM 0 TO 10, WHERE 0 IS EXTREMELY DIFFICULT AND 10 IS EXTREMELY EASY, WHAT NUMBER WOULD YOU USE TO RATE HOW EASY IT WAS FOR YOU TO FIND A DENTIST?

Banner II

	BANT	DG01	DG02	DG03	DG04	DG05	DG06	DG17	DG07	DG08	DG16	DG09	DG10	DG11	DG12	DG13	DG14	DG15
OT11																		
OHP																		
TOT																		
ADLT	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO	
NOT ANSWERED	615	29	32	25	24	28	86	26	42	37	42	38	39	25	34	39	37	36
VALID CASES	4462	266	255	232	271	207	455	219	263	248	267	227	249	265	276	283	217	257
NUMBER OF RESPONDENTS	5082	295	287	257	295	235	544	245	305	285	310	265	288	290	310	322	254	295
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
MEAN	7.18	7.02	7.13	7.09	7.24	7.11	7.22	7.44	7.15	7.09	7.31	7.04	7.33	7.23	7.18	7.14	6.81	6.67
p stat_(*=Sig @ p<=.05)		.388	.797	.634	.781	.693		.126	.849	.644	.514	.462	.457	.780	1.00	.805	.061	.020*

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

Banner I

	BANT OT1	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER	
		OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS-	NATV HAW/ PAC	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & GOOD POOR	FE- MALE MALE	MALE	MALE
Q36 EXCELLENT	472 10%	89 20%*	122 16%*	79 11%	89 9%	71 5%*	16 4%*	285 8%*	7 16%~	19 18%*	1 10%~	7 10%	7 11%	30 10%	84 15%*	379 9%*	467 14%*	219 ~12%*	254 9%*
VERY GOOD	1158 24%	133 30%*	252 33%*	211 29%*	179 18%*	295 22%*	64 15%*	896 26%*	13 28%~	25 24%	2 12%~	11 16%*	10 16%	70 23%	107 19%*	1024 25%*	1146 35%*	461 ~24%	679 24%
GOOD	1667 35%	154 35%	268 35%	280 39%*	366 37%	454 33%	133 32%	1244 36%	16 34%~	33 32%	2 13%~	25 35%	20 31%	104 33%	204 36%	1425 35%	1650 51%*	688 ~37%	974 34%
FAIR	1063 22%	54 12%*	110 14%*	119 16%*	241 25%	397 29%*	148 36%*	774 22%	10 22%~	22 21%	8 60%~	21 29%	21 32%	63 20%	137 24%	912 22%	1109 ~74%*	382 20%*	684 24%*
POOR	379 8%	11 2%*	19 2%*	36 5%*	104 11%*	149 11%*	55 13%*	285 8%	1 0.5%~	4 4%*	1 5%~	7 10%	7 10%	43 14%*	27 5%*	337 8%	396 ~26%*	135 7%	238 8%
#EXCELLENT + VERY GOOD + GOOD (NET)	3297 70%	376 85%*	642 83%*	569 79%*	634 65%*	820 60%*	213 51%*	2425 70%	36 78%~	77 75%	5 35%~	43 61%	38 58%	204 66%	395 71%	2828 69%	3263 100%~	1368 ~73%*	1907 67%*
NOT ANSWERED	342	3	12	10	7	23	12	58		2		1	4	10	13	68		39	51
VALID CASES	4740	441	771	724	979	1366	416	3483	46	103	14	72	65	311	558	4077	3263	1885	2829
NUMBER OF RESPONDENTS	5082	444	783	734	986	1389	428	3541	46	105	14	72	69	321	571	4145	3263	1924	2880
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

Banner II

	BANT	DG01	DG02	DG03	DG04	DG05	DG06	DG17	DG07	DG08	DG16	DG09	DG10	DG11	DG12	DG13	DG14	DG15
	OT11																	
	OHP																	
	TOT																	
	ADLT	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q36																		
EXCELLENT	472 10%	28 10%	21 8%	26 10%	32 11%	34 16%*	41 8%	28 12%	19 7%*	30 11%	34 12%	24 10%	36 13%	15 5%*	17 6%*	24 8%	18 8%	20 7%
VERY GOOD	1158 24%	73 26%	61 22%	58 23%	63 22%	61 29%	112 22%	62 27%	78 27%	65 24%	83 29%	65 26%	74 27%	59 21%	54 19%*	65 22%	45 19%*	62 22%
GOOD	1667 35%	104 37%	102 37%	77 31%	93 33%	68 32%	180 35%	74 33%	109 38%	92 34%	89 31%	83 33%	86 31%	118 43%*	105 37%	101 34%	87 38%	108 39%
FAIR	1063 22%	52 19%	66 24%	69 28%	73 26%	36 17%*	131 26%	46 20%	58 20%	59 22%	63 22%	50 20%	49 18%	64 23%	77 27%	81 28%	63 27%	73 26%
POOR	379 8%	23 8%	24 9%	19 8%	19 7%	15 7%	48 9%	16 7%	24 8%	22 8%	21 7%	27 11%	29 11%	20 7%	31 11%	23 8%	18 8%	16 6%
#EXCELLENT + VERY GOOD + GOOD (NET)	3297 70%	205 73%	184 67%	161 65%	188 67%	163 76%*	333 65%	164 73%	206 72%	187 70%	206 71%	172 69%	196 72%	192 70%	176 62%*	190 65%	150 65%	190 68%
NOT ANSWERED	342	15	13	8	15	21	32	19	17	17	20	16	14	14	26	28	23	16
VALID CASES	4740	280	274	249	280	214	512	226	288	268	290	249	274	276	284	294	231	279
NUMBER OF RESPONDENTS	5082 100%	295 100%	287 100%	257 100%	295 100%	235 100%	544 100%	245 100%	305 100%	285 100%	310 100%	265 100%	288 100%	290 100%	310 100%	322 100%	254 100%	295 100%

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

Banner I

	BANT OTI	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-	NATV HAW/ PAC	AMER IND/ ALSK	MUL- TI	HIS- IC		NOT HIS- PAN- IC	EX & VERY GOOD & FAIR GOOD POOR	FE- MALE	MALE		
Q37																				
EXCELLENT	876 19%	108 24%*	163 21%*	136 19%	150 16%*	240 17%	70 17%*	594 17%*	8 16%~	18 18%	5 37%~	14 20%	15 23%	65 21%	139 25%*	717 18%*	771 24%*	97 7%*	404 22%*	471 17%*
VERY GOOD	1179 25%	111 25%	181 24%	207 29%*	224 23%	368 27%	84 20%*	885 25%	11 25%~	28 27%	2 13%~	19 27%	14 22%	73 24%	120 22%*	1038 25%*	982 30%*	187 13%*	492 26%	684 24%
GOOD	1456 31%	116 26%*	254 33%	220 30%	308 32%	404 29%	135 32%	1061 30%	19 42%~	35 34%	3 21%~	14 20%*	19 29%	79 26%*	190 34%	1227 30%*	1039 32%*	415 28%*	542 29%*	909 32%*
FAIR	924 20%	80 18%	140 18%	125 17%	207 21%	274 20%	95 23%	709 20%*	7 14%~	16 15%	4 27%~	19 27%	11 16%	60 20%	98 18%	815 20%*	372 11%*	565 38%*	324 17%*	591 21%*
POOR	298 6%	26 6%	32 4%*	38 5%	79 8%*	87 6%	33 8%	237 7%*	1 2%~	6 6%	1 3%~	4 5%	6 9%	28 9%	10 2%*	279 7%*	80 2%*	220 15%*	113 6%	181 6%
#EXCELLENT + VERY GOOD + GOOD (NET)	3512 74%	334 76%	598 78%*	562 78%*	683 70%*	1012 74%	289 69%*	2540 73%*	38 83%~	82 78%	10 70%~	48 67%	48 74%	217 71%	448 81%*	2982 73%*	2791 86%*	700 47%*	1438 77%*	2063 73%*
NOT ANSWERED	348	4	14	9	18	15	12	55		1		1	4	15	14	69	20	20	49	44
VALID CASES	4734	440	769	725	968	1374	416	3486	46	104	14	71	65	306	557	4076	3243	1485	1875	2836
NUMBER OF RESPONDENTS	5082 100%	444 100%	783 100%	734 100%	986 100%	1389 100%	428 100%	3541 100%	46 100%	105 100%	14 100%	72 100%	69 100%	321 100%	571 100%	4145 100%	3263 100%	1505 100%	1924 100%	2880 100%

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

Banner II

	BANT	DG01	DG02	DG03	DG04	DG05	DG06	DG17	DG07	DG08	DG16	DG09	DG10	DG11	DG12	DG13	DG14	DG15
	OT11																	
	OHP																	
	TOT																	
	ADLT	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q37																		
EXCELLENT	876 19%	56 20%	50 18%	43 17%	47 17%	50 23%	92 18%	43 19%	37 13%*	60 22%	52 18%	51 20%	58 21%	40 15%	41 14%*	53 18%	43 19%	54 19%
VERY GOOD	1179 25%	78 28%	67 24%	55 22%	82 29%	44 21%	119 23%	62 27%	69 24%	67 25%	76 26%	62 25%	71 26%	70 26%	70 25%	69 23%	55 24%	73 26%
GOOD	1456 31%	72 26%*	96 35%	65 26%	91 33%	64 30%	160 31%	68 30%	105 36%*	82 30%	94 32%	78 31%	82 30%	85 31%	95 33%	95 32%	70 30%	78 28%
FAIR	924 20%	56 20%	50 18%	65 26%*	47 17%	45 21%	105 21%	40 18%	61 21%	51 19%	51 18%	41 16%	42 15%	52 19%	59 21%	63 21%	47 20%	62 22%
POOR	298 6%	18 6%	11 4%	21 8%	11 4%*	10 5%	33 6%	13 6%	17 6%	11 4%	17 6%	18 7%	23 8%	27 10%*	20 7%	17 6%	16 7%	13 5%
#EXCELLENT + VERY GOOD + GOOD (NET)	3512 74%	206 74%	213 78%	163 65%*	220 79%*	158 74%	371 73%	173 77%	211 73%	209 77%	222 77%	191 76%	211 76%	195 71%	206 72%	217 73%	168 73%	205 73%
NOT ANSWERED	348	15	13	8	17	22	35	19	16	14	20	15	12	16	25	25	23	15
VALID CASES	4734	280	274	249	278	213	509	226	289	271	290	250	276	274	285	297	231	280
NUMBER OF RESPONDENTS	5082 100%	295 100%	287 100%	257 100%	295 100%	235 100%	544 100%	245 100%	305 100%	285 100%	310 100%	265 100%	288 100%	290 100%	310 100%	322 100%	254 100%	295 100%

Q38 HAVE YOU HAD EITHER A FLU SHOT OR FLU SPRAY IN THE NOSE SINCE JULY 1, 2017?

Banner I

	BANT OT1	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER		
		18 TO ADLT	25 TO ADLT	35 TO ADLT	45 TO ADLT	55 TO ADLT	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 & GOOD POOR	FE- MALE MALE				
Q38 #YES	1871 40%	120 28%*	227 30%*	243 34%*	415 43%	608 45%*	240 59%*	1355 39%	16 34%~	48 49%	6 45%~	32 45%	16 25%*	101 33%*	263 50%*	1564 39%*	1158 36%*	714 49%*	633 34%*	1225 44%*
NO	2796 60%	303 72%*	534 70%*	475 66%*	559 57%	738 55%*	165 41%*	2099 61%	30 66%~	50 51%	8 55%~	39 55%	48 75%*	208 67%*	267 50%*	2461 61%*	2023 64%*	744 51%*	1227 66%*	1559 56%*
DON'T KNOW	111	19	16	12	10	38	15	59	1	7		1	5	2	27	82	69	40	44	66
NOT ANSWERED	303	2	7	5	2	5	8	28						10	14	38	13	7	21	30
VALID CASES	4667	423	760	717	974	1346	405	3454	46	98	14	71	64	309	530	4025	3181	1458	1860	2785
NUMBER OF RESPONDENTS	5082	444	783	734	986	1389	428	3541	46	105	14	72	69	321	571	4145	3263	1505	1924	2880
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Q38 HAVE YOU HAD EITHER A FLU SHOT OR FLU SPRAY IN THE NOSE SINCE JULY 1, 2017?

Banner II

	BANT	DG01	DG02	DG03	DG04	DG05	DG06	DG17	DG07	DG08	DG16	DG09	DG10	DG11	DG12	DG13	DG14	DG15
	OT11																	
	OHP																	
	TOT																	
	ADLT	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q38																		
#YES	1871	71	101	69	99	86	250	98	103	76	109	99	70	100	68	107	101	98
	40%	26%*	38%	28%*	36%	40%	50%	44%	37%	29%*	39%	40%	26%*	37%	24%*	37%	45%	35%
NO	2796	207	165	175	177	128	254	123	176	187	173	150	201	171	216	185	125	181
	60%	74%*	62%	72%*	64%	60%	50%	56%	63%	71%*	61%	60%	74%*	63%	76%*	63%	55%	65%
DON'T KNOW	111	4	4	5	4	5	12	7	11	9	7	3	5	5	3	6	6	3
NOT ANSWERED	303	13	17	8	15	16	28	17	15	13	21	13	12	14	23	24	22	13
VALID CASES	4667	278	266	244	276	214	504	221	279	263	282	249	271	271	284	292	226	279
NUMBER OF RESPONDENTS	5082	295	287	257	295	235	544	245	305	285	310	265	288	290	310	322	254	295
	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?

Banner I

	BANT OTI	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER		
		18 TO ADLT	25 TO ADLT	35 TO ADLT	45 TO ADLT	55 TO ADLT	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	MALE	FE- MALE	
Q39 EVERY DAY	888 19%	39 9%*	127 16%	151 21%	242 25%*	276 20%	53 13%*	755 22%*	9 19%~	4 4%*	5 37%~	18 25%	5 7%*	73 23%*	29 5%*	842 21%*	529 16%*	358 24%*	433 23%*	451 16%*
SOME DAYS	433 9%	40 9%	90 12%*	69 10%	96 10%	117 9%	17 4%*	312 9%	6 12%~	1 0.2%*	~	11 15%	9 13%	45 15%*	47 8%	371 9%	287 9%	142 10%	225 12%*	199 7%*
NOT AT ALL	3429 72%	360 82%*	555 72%	504 70%	639 65%*	985 71%	348 83%*	2424 69%*	32 69%~	101 96%*	9 63%~	42 60%*	55 80%	192 62%*	478 86%*	2870 70%*	2418 75%*	983 66%*	1230 65%*	2186 77%*
DON'T KNOW	33	5	2	7	5	6	2	23				1	1	2	8	25	16	15	16	17
NOT ANSWERED	300	1	8	4	4	4	7	27		1		2		9	9	38	12	7	19	27
VALID CASES	4749	439	773	723	976	1379	419	3491	46	105	14	70	68	310	554	4082	3235	1483	1889	2836
NUMBER OF RESPONDENTS	5082 100%	444 100%	783 100%	734 100%	986 100%	1389 100%	428 100%	3541 100%	46 100%	105 100%	14 100%	72 100%	69 100%	321 100%	571 100%	4145 100%	3263 100%	1505 100%	1924 100%	2880 100%

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

Banner II

	BANT	DG01	DG02	DG03	DG04	DG05	DG06	DG17	DG07	DG08	DG16	DG09	DG10	DG11	DG12	DG13	DG14	DG15
	OT11																	
	OHP																	
	TOT																	
	ADLT	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q39																		
EVERY DAY	888 19%	61 22%	62 23%	56 23%	54 19%	38 18%	79 15%	38 17%	70 24%*	45 17%	40 14%*	54 22%	53 19%	56 21%	80 28%*	69 23%	39 17%	55 20%
SOME DAYS	433 9%	16 6%*	27 10%	36 15%*	30 11%	22 10%	37 7%	22 10%	30 10%	24 9%	17 6%*	19 8%	24 9%	30 11%	35 12%	24 8%	16 7%	27 10%
NOT AT ALL	3429 72%	199 72%	183 67%	155 63%*	193 70%	157 72%	398 77%	168 74%	189 65%*	196 74%	229 80%*	178 71%	198 72%	187 68%	173 60%*	205 69%	175 76%	197 71%
DON'T KNOW	33	5	1	1		2	4		1	4	3	3		2		1	4	3
NOT ANSWERED	300	14	14	9	18	16	26	17	15	16	21	11	13	15	22	23	20	13
VALID CASES	4749	276	272	247	277	217	514	228	289	265	286	251	275	273	288	298	230	279
NUMBER OF RESPONDENTS	5082	295	287	257	295	235	544	245	305	285	310	265	288	290	310	322	254	295
	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?

Banner I

	BANT OT1	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- OTH	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & FAIR & POOR	MALE	FE- MALE	
Q40 NEVER	348 25%	30 43%*	63 29%	57 25%	98 29%	82 20%*	11 14%*	277 26%	4 34%~	2 36%~	1 5%~	6 24%~	6 39%~	19 16%*	28 39%*	308 25%*	249 30%*	87 17%*	199 32%*	140 19%*
SOMETIMES	318 23%	15 22%	45 21%	62 27%	78 23%	94 23%	18 24%	246 23%	3 22%~	2 49%~		6 ~ 23%~	2 15%~	32 28%	13 18%	295 24%	175 21%*	140 27%*	142 23%	172 24%
USUALLY	217 16%	11 16%	31 14%	49 21%*	55 16%	52 13%*	15 19%	177 16%	2 14%~	1 5%~	1 7%~	4 17%~	5 35%~	16 14%	12 16%	201 16%	120 14%*	98 19%*	97 16%	120 16%
ALWAYS	485 35%	14 20%*	79 36%	63 27%*	111 32%	177 44%*	33 43%	387 36%	4 30%~	1 9%~	4 88%~	10 37%~	2 11%~	48 42%	20 27%	449 36%	293 35%	190 37%	187 30%*	293 40%*
#ALWAYS + USUALLY (NET)	701 51%	25 35%*	110 50%	112 48%	167 49%	229 57%*	48 62%*	563 52%	6 44%~	1 14%~	4 95%~	14 53%~	7 46%~	63 56%	31 43%	650 52%	413 49%	287 56%*	284 45%*	413 57%*
TOP BOX SCORE	485 35%	14 20%*	79 36%	63 27%*	111 32%	177 44%*	33 43%	387 36%	4 30%~	1 9%~	4 88%~	10 37%~	2 11%~	48 42%	20 27%	449 36%	293 35%	190 37%	187 30%*	293 40%*
NOT ANSWERED	18	1	1	1	5	6	1	14				2		1	1	17	7	11	12	5
VALID CASES	1367	71	218	232	343	405	78	1086	13	5	4	26	15	114	72	1253	838	514	625	725
NUMBER OF RESPONDENTS	1385	72	218	233	348	411	79	1100	13	5	4	28	15	115	73	1270	845	525	637	730
	100%	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]

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

Banner II

	BANT OT11	DG01	DG02	DG03	DG04	DG05	DG06	DG17	DG07	DG08	DG16	DG09	DG10	DG11	DG12	DG13	DG14	DG15
	OHP TOT ADLT	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q40																		
NEVER	348 25%	17 23%	20 22%	26 29%	24 29%	15 26%	24 21%	13 22%	23 23%	11 16%*	14 25%	19 26%	21 28%	26 31%	40 35%*	39 42%*	16 30%	19 24%
SOMETIMES	318 23%	11 15%*	23 26%	16 18%	16 19%	15 26%	26 23%	13 22%	23 23%	22 32%	21 38%*	23 32%	16 21%	16 19%	31 27%	20 22%	15 28%	24 30%
USUALLY	217 16%	15 20%	16 18%	17 19%	9 11%	7 12%	16 14%	11 18%	18 18%	9 13%	7 13%	13 18%	9 12%	15 18%	14 12%	17 18%	7 13%	12 15%
ALWAYS	485 35%	32 43%	30 34%	31 34%	34 41%	21 36%	48 42%	23 38%	36 36%	26 38%	14 25%	18 25%*	29 39%	28 33%	28 25%*	16 17%*	16 30%	25 31%
#ALWAYS + USUALLY (NET)	701 51%	47 63%*	46 52%	48 53%	43 52%	28 48%	64 56%	34 57%	54 54%	35 51%	21 38%*	31 42%	38 51%	43 51%	42 37%*	33 36%*	23 43%	37 46%
TOP BOX SCORE	485 35%	32 43%	30 34%	31 34%	34 41%	21 36%	48 42%	23 38%	36 36%	26 38%	14 25%	18 25%*	29 39%	28 33%	28 25%*	16 17%*	16 30%	25 31%
NOT ANSWERED	18	2		2	1	2	2			1	1		2	1	2	1	1	2
VALID CASES	1367	75	89	90	83	58	114	60	100	68	56	73	75	85	113	92	54	80
NUMBER OF RESPONDENTS	1385	77	89	92	84	60	116	60	100	69	57	73	77	86	115	93	55	82
	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.

Banner I

	BANT OT1	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 WHT	AFR- AMER	AS- IAN	NATV HAW/ ILND	AMER IND/ NATV	ALSK OTHR	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	MALE	FE- MALE
Q41 NEVER	668 49%	47 66%*	131 61%*	116 50%	161 47%	152 37%*	39 50%	529 49%	6 46%~	4 86%~	1 12%~	16 58%~	8 52%~	40 35%*	48 67%*	594 47%*	451 54%*	206 40%*	329 53%*	324 45%*
SOMETIMES	320 23%	8 11%*	41 19%	50 22%	88 26%	121 30%*	16 21%	251 23%	3 22%~	1 5%~	1 14%~	4 14%~	2 11%~	46 40%*	7 10%*	308 25%*	160 19%*	157 30%*	139 22%	181 25%
USUALLY	140 10%	8 11%	11 5%*	28 12%	34 10%	49 12%	10 12%	114 11%	2 14%~			5 ~	2 ~	8 16%~	10 10%~	130 10%	76 9%	65 13%*	57 9%	85 12%
ALWAYS	236 17%	8 11%	31 15%	37 16%	58 17%	87 21%*	13 16%	188 17%	2 18%~	1 9%~	3 74%~	3 12%~	4 26%~	20 18%	8 10%	219 18%	145 17%	89 17%	98 16%	134 19%
#ALWAYS + USUALLY (NET)	377 28%	16 23%	42 20%*	64 28%	92 27%	136 33%*	22 29%	302 28%	4 32%~	1 9%~	3 74%~	8 28%~	5 37%~	28 24%	17 24%	349 28%	221 27%	154 30%	155 25%*	219 30%*
TOP BOX SCORE	236 17%	8 11%	31 15%	37 16%	58 17%	87 21%*	13 16%	188 17%	2 18%~	1 9%~	3 74%~	3 12%~	4 26%~	20 18%	8 10%	219 18%	145 17%	89 17%	98 16%	134 19%
NOT ANSWERED	20	1	4	2	7	2	1	18				1	1	1	19	13	7	14	5	
VALID CASES	1365	71	214	231	341	409	78	1082	13	5	4	28	15	114	72	1251	832	518	623	725
NUMBER OF RESPONDENTS	1385	72	218	233	348	411	79	1100	13	5	4	28	15	115	73	1270	845	525	637	730
	100%	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.

Banner II

	BANT	DG01	DG02	DG03	DG04	DG05	DG06	DG17	DG07	DG08	DG16	DG09	DG10	DG11	DG12	DG13	DG14	DG15
	OT11																	
	OHP																	
	TOT																	
	ADLT	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q41																		
NEVER	668	42	41	43	42	34	48	25	46	23	25	36	41	45	72	58	28	38
	49%	55%	46%	48%	51%	58%	42%	42%	46%	33%*	44%	50%	55%	53%	63%*	63%*	52%	48%
SOMETIMES	320	12	19	17	12	11	30	15	33	17	17	19	12	20	21	17	14	19
	23%	16%	21%	19%	15%*	19%	26%	25%	33%*	25%	30%	26%	16%	24%	18%	18%	26%	24%
USUALLY	140	7	14	13	8	7	15	5	8	13	5	8	10	8	10	6	3	12
	10%	9%	16%	14%	10%	12%	13%	8%	8%	19%	9%	11%	13%	9%	9%	7%	6%	15%
ALWAYS	236	15	15	17	20	7	21	14	12	16	10	9	12	12	12	11	9	11
	17%	20%	17%	19%	24%	12%	18%	24%	12%	23%	18%	13%	16%	14%	10%*	12%	17%	14%
#ALWAYS + USUALLY (NET)	377	22	29	30	28	14	36	19	20	29	15	17	22	20	22	17	12	23
	28%	29%	33%	33%	34%	24%	32%	32%	20%	42%*	26%	24%	29%	24%	19%*	18%*	22%	29%
TOP BOX SCORE	236	15	15	17	20	7	21	14	12	16	10	9	12	12	12	11	9	11
	17%	20%	17%	19%	24%	12%	18%	24%	12%	23%	18%	13%	16%	14%	10%*	12%	17%	14%
NOT ANSWERED	20	1		2	2	1	2	1	1			1	2	1		1	1	2
VALID CASES	1365	76	89	90	82	59	114	59	99	69	57	72	75	85	115	92	54	80
NUMBER OF RESPONDENTS	1385	77	89	92	84	60	116	60	100	69	57	73	77	86	115	93	55	82
	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.

Banner I

	BANT OT1	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 WHT	AFR- AMER	AS- IAN	NATV ILND	AMER IND/ NATV	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	MALE	FE- MALE	
Q42 NEVER	789 58%	50 71%*	126 58%	139 60%	183 54%	232 57%	43 56%	619 57%	5 39%~	4 76%~	1 26%~	16 58%~	11 70%~	73 64%	44 64%	719 57%	499 60%	276 54%*	383 61%*	392 54%*
SOMETIMES	250 18%	11 16%	32 15%	35 15%	72 21%	85 21%	15 19%	208 19%	5 35%~	1 15%~		4 ~ 15%~	1 6%~	18 16%	6 8%*	239 19%*	141 17%	109 21%*	103 16%	147 20%
USUALLY	132 10%	3 4%*	19 9%	25 11%	26 8%	50 12%	7 10%	96 9%	2 14%~			4 ~ 15%~	4 24%~	11 9%	14 20%*	114 9%	87 10%	44 9%	66 11%	64 9%
ALWAYS	188 14%	6 9%	40 18%	31 14%	56 17%	41 10%*	11 15%	160 15%	2 12%~	1 9%~	3 74%~	3 13%~		13 ~ 11%	6 8%	179 14%	103 12%*	85 16%*	73 12%*	117 16%*
#ALWAYS + USUALLY (NET)	320 24%	10 13%*	59 27%	56 24%	82 24%	91 22%	19 24%	256 24%	3 26%~	1 9%~	3 74%~	7 27%~	4 24%~	23 20%	19 28%	293 23%	190 23%	129 25%	139 22%	181 25%
TOP BOX SCORE	188 14%	6 9%	40 18%	31 14%	56 17%	41 10%*	11 15%	160 15%	2 12%~	1 9%~	3 74%~	3 13%~		13 ~ 11%	6 8%	179 14%	103 12%*	85 16%*	73 12%*	117 16%*
NOT ANSWERED	26	1	1	4	11	3	2	17				1	1	4	18	16	11	13	10	
VALID CASES	1359	71	217	229	337	408	77	1083	13	5	4	28	15	114	69	1252	829	514	624	720
NUMBER OF RESPONDENTS	1385	72	218	233	348	411	79	1100	13	5	4	28	15	115	73	1270	845	525	637	730
	100%	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.

Banner II

	BANT	DG01	DG02	DG03	DG04	DG05	DG06	DG17	DG07	DG08	DG16	DG09	DG10	DG11	DG12	DG13	DG14	DG15
	OT11																	
	OHP																	
	TOT																	
	ADLT	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q42																		
NEVER	789 58%	45 59%	41 46%*	50 56%	48 59%	31 53%	58 51%	37 62%	63 63%	31 45%*	32 56%	42 60%	40 55%	53 62%	73 66%	65 70%*	30 57%	39 49%
SOMETIMES	250 18%	12 16%	16 18%	20 22%	14 17%	10 17%	25 22%	9 15%	21 21%	15 22%	11 19%	14 20%	15 21%	14 16%	20 18%	10 11%*	11 21%	24 30%*
USUALLY	132 10%	6 8%	17 19%*	9 10%	6 7%	7 12%	12 11%	4 7%	6 6%	10 14%	7 12%	9 13%	5 7%	6 7%	10 9%	11 12%	9 17%	7 9%
ALWAYS	188 14%	13 17%	15 17%	10 11%	13 16%	10 17%	18 16%	10 17%	10 10%	13 19%	7 12%	5 7%*	13 18%	12 14%	7 6%*	7 8%*	3 6%*	9 11%
#ALWAYS + USUALLY (NET)	320 24%	19 25%	32 36%*	19 21%	19 23%	17 29%	30 27%	14 23%	16 16%*	23 33%	14 25%	14 20%	18 25%	18 21%	17 15%*	18 19%	12 23%	16 20%
TOP BOX SCORE	188 14%	13 17%	15 17%	10 11%	13 16%	10 17%	18 16%	10 17%	10 10%	13 19%	7 12%	5 7%*	13 18%	12 14%	7 6%*	7 8%*	3 6%*	9 11%
NOT ANSWERED	26	1		3	3	2	3					3	4	1	5		2	3
VALID CASES	1359	76	89	89	81	58	113	60	100	69	57	70	73	85	110	93	53	79
NUMBER OF RESPONDENTS	1385	77	89	92	84	60	116	60	100	69	57	73	77	86	115	93	55	82
	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?

Banner I

	BANT OT1	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-	NATV HAW/ PAC	AMER IND/ ALSK	MUL-	TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	GOOD & POOR	MALE	FE- MALE	
Q43																				
YES	949 20%	16 4%*	53 7%*	62 9%*	178 18%	458 34%*	188 45%*	744 21%*	7 16%~	18 18%	1 7%~	25 36%*	14 22%	61 19%	75 13%*	847 21%*	492 15%*	458 31%*	391 21%	559 20%
NO	3766 80%	426 96%*	726 93%*	662 91%*	794 82%	897 66%*	230 55%*	2740 79%*	39 84%~	81 82%	13 93%~	45 64%*	51 78%	258 81%	479 87%*	3220 79%*	2717 85%*	1008 69%*	1483 79%	2274 80%
DON'T KNOW	54	1	1	5	6	28	9	26		5		1	4	1	6	44	30	21	25	26
NOT ANSWERED	313	1	3	6	8	6	1	31						2	11	34	24	18	25	21
VALID CASES	4714	443	779	723	972	1355	418	3484	46	100	14	71	65	318	554	4067	3209	1466	1874	2833
NUMBER OF RESPONDENTS	5082	444	783	734	986	1389	428	3541	46	105	14	72	69	321	571	4145	3263	1505	1924	2880
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Q43 DO YOU TAKE ASPIRIN DAILY OR EVERY OTHER DAY?

Banner II

	BANT	DG01	DG02	DG03	DG04	DG05	DG06	DG17	DG07	DG08	DG16	DG09	DG10	DG11	DG12	DG13	DG14	DG15
	OT11																	
	OHP																	
	TOT																	
	ADLT	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q43																		
YES	949	51	61	45	66	33	141	34	62	57	42	56	62	41	61	66	61	58
	20%	18%	22%	18%	24%	15%*	28%	15%*	21%	21%	15%*	23%	22%	15%*	22%	22%	27%*	21%
NO	3766	231	211	201	208	180	371	189	228	211	247	191	214	233	220	230	169	222
	80%	82%	78%	82%	76%	85%*	72%	85%*	79%	79%	85%*	77%	78%	85%*	78%	78%	73%*	79%
DON'T KNOW	54		1	1	3	4	6	4	2	3	2	4		2	2	5	1	2
NOT ANSWERED	313	13	14	10	18	18	26	18	13	14	19	14	12	14	27	21	23	13
VALID CASES	4714	282	272	246	274	213	512	223	290	268	289	247	276	274	281	296	230	280
NUMBER OF RESPONDENTS	5082	295	287	257	295	235	544	245	305	285	310	265	288	290	310	322	254	295
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

Banner I

	BANT OTI	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER		
		18 TO ADLT	25 TO ADLT	35 TO ADLT	45 TO ADLT	55 TO ADLT	65 AND OVER	BLCK OR AFR-	AS-	NATV HAW/ PAC	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & GOOD POOR	FE- MALE MALE	MALE	MALE		
Q44 YES	463 11%	6 1%*	39 5%*	39 6%*	107 13%	203 16%*	67 18%*	330 10%	2 5%~	11 12%	1 2%~	12 17%	10 15%	49 17%*	44 8%*	412 11%*	194 6%*	274 21%*	155 9%*	307 12%*
NO	3892 89%	425 99%*	691 95%*	636 94%*	746 87%	1047 84%*	316 82%*	2880 90%	38 95%~	79 88%	13 98%~	57 83%	56 85%	242 83%*	482 92%*	3327 89%*	2835 94%*	1009 79%*	1582 91%*	2301 88%*
DON'T KNOW	400	12	49	49	122	127	44	287	6	13	1	3	3	28	40	354	199	198	163	236
NOT ANSWERED	327	1	4	10	11	12	1	44	1	2				3	5	52	35	23	23	36
VALID CASES	4355	431	730	675	853	1250	384	3209	40	90	13	69	66	290	526	3738	3029	1284	1738	2608
NUMBER OF RESPONDENTS	5082	444	783	734	986	1389	428	3541	46	105	14	72	69	321	571	4145	3263	1505	1924	2880
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

Banner II

	BANT	DG01	DG02	DG03	DG04	DG05	DG06	DG17	DG07	DG08	DG16	DG09	DG10	DG11	DG12	DG13	DG14	DG15
	OT11																	
	OHP																	
	TOT																	
	ADLT	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q44																		
YES	463 11%	24 9%	23 9%	26 12%	25 10%	17 9%	61 13%	24 12%	26 10%	19 7%	20 7%*	17 7%*	29 12%	32 13%	31 12%	33 12%	18 8%	23 9%
NO	3892 89%	236 91%	238 91%	196 88%	234 90%	181 91%	406 87%	181 88%	240 90%	238 93%	253 93%*	217 93%*	217 88%	215 87%	226 88%	240 88%	200 92%	238 91%
DON'T KNOW	400	22	10	27	18	19	52	20	25	12	17	18	28	28	25	27	12	17
NOT ANSWERED	327	13	16	8	18	18	25	20	14	16	20	13	14	15	28	22	24	17
VALID CASES	4355	260	261	222	259	198	467	205	266	257	273	234	246	247	257	273	218	261
NUMBER OF RESPONDENTS	5082	295	287	257	295	235	544	245	305	285	310	265	288	290	310	322	254	295
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

Banner I

	BANT OT1	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 NATV	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	MALE	FE- MALE		
Q45 YES	1744 37%	86 20%*	147 19%*	183 25%*	353 36%	706 52%*	265 62%*	1264 36%	26 57%~	35 34%	1 10%~	42 60%*	29 44%	128 41%	183 33%*	1531 37%*	1005 31%*	727 49%*	718 38%	1029 36%
NO	2995 63%	355 80%*	630 81%*	548 75%*	616 64%	659 48%*	161 38%*	2229 64%	20 43%~	67 66%	13 90%~	29 40%*	37 56%	187 59%	377 67%*	2554 63%*	2211 69%*	751 51%*	1175 62%	1809 64%
NOT ANSWERED	343	3	6	3	18	24	2	47		3		1	3	6	11	60	47	27	31	42
VALID CASES	4739	441	777	731	968	1365	426	3494	46	102	14	71	66	315	560	4085	3216	1478	1893	2838
NUMBER OF RESPONDENTS	5082	444	783	734	986	1389	428	3541	46	105	14	72	69	321	571	4145	3263	1505	1924	2880
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

Banner II

	BANT OT11	DG01	DG02	DG03	DG04	DG05	DG06	DG17	DG07	DG08	DG16	DG09	DG10	DG11	DG12	DG13	DG14	DG15
	OHP TOT ADLT	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q45 YES	1744 37%	91 33%	91 33%	86 35%	122 44%*	69 32%	219 43%	92 41%	94 32%	96 36%	98 34%	86 34%	89 33%	79 29%*	110 39%	120 40%	83 36%	91 33%
NO	2995 63%	187 67%	182 67%	162 65%	156 56%*	148 68%	293 57%	134 59%	196 68%	173 64%	190 66%	165 66%	183 67%	193 71%*	173 61%	177 60%	148 64%	185 67%
NOT ANSWERED	343	17	14	9	17	18	32	19	15	16	22	14	16	18	27	25	23	19
VALID CASES	4739	278	273	248	278	217	512	226	290	269	288	251	272	272	283	297	231	276
NUMBER OF RESPONDENTS	5082 100%	295 100%	287 100%	257 100%	295 100%	235 100%	544 100%	245 100%	305 100%	285 100%	310 100%	265 100%	288 100%	290 100%	310 100%	322 100%	254 100%	295 100%

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

Banner I

	BANT OTI	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER		
		18 TO ADLT	25 TO	35 TO	45 TO	55 TO	65 AND OVER	BLCK OR AFR-	AS-	NATV HAW/ PAC	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	GOOD & POOR	MALE	FE- MALE		
Q46.1																				
YES	1106 22%	12 3%*	56 7%*	99 14%*	283 29%*	486 35%*	177 41%*	820 23%*	6 12%~	37 35%*	5 34%~	24 33%*	19 28%	57 18%	116 20%	971 23%*	555 17%*	554 37%*	457 24%*	656 23%*
NO	3976 78%	432 97%*	727 93%*	635 86%*	703 71%*	903 65%*	251 59%*	2721 77%*	40 88%~	68 65%*	9 66%~	48 67%*	50 72%	264 82%	455 80%	3174 77%*	2708 83%*	951 63%*	1467 76%*	2224 77%*
VALID CASES	5082	444	783	734	986	1389	428	3541	46	105	14	72	69	321	571	4145	3263	1505	1924	2880
NUMBER OF RESPONDENTS	5082 100%	444 100%	783 100%	734 100%	986 100%	1389 100%	428 100%	3541 100%	46 100%	105 100%	14 100%	72 100%	69 100%	321 100%	571 100%	4145 100%	3263 100%	1505 100%	1924 100%	2880 100%

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

Banner II

	BANT	DG01	DG02	DG03	DG04	DG05	DG06	DG17	DG07	DG08	DG16	DG09	DG10	DG11	DG12	DG13	DG14	DG15
	OT11																	
	OHP																	
	TOT																	
	ADLT	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q46.1																		
YES	1106 22%	62 21%	65 23%	69 27%	63 21%	42 18%	145 27%	47 19%	54 18%	62 22%	49 16%*	59 22%	49 17%*	68 23%	75 24%	74 23%	64 25%	55 19%
NO	3976 78%	233 79%	222 77%	188 73%	232 79%	193 82%	399 73%	198 81%	251 82%	223 78%	261 84%*	206 78%	239 83%*	222 77%	235 76%	248 77%	190 75%	240 81%
VALID CASES	5082	295	287	257	295	235	544	245	305	285	310	265	288	290	310	322	254	295
NUMBER OF RESPONDENTS	5082 100%	295 100%	287 100%	257 100%	295 100%	235 100%	544 100%	245 100%	305 100%	285 100%	310 100%	265 100%	288 100%	290 100%	310 100%	322 100%	254 100%	295 100%

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

Banner I

	BANT OT1	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER		
		18 TO ADLT	25 TO ADLT	35 TO ADLT	45 TO ADLT	55 TO ADLT	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 & GOOD POOR	FE- MALE MALE	FE- MALE MALE			
Q46.2																				
YES	1430 28%	17 4%*	76 10%*	157 21%*	328 33%*	626 45%*	228 53%*	1090 31%*	11 23%~	31 30%	3 20%~	33 47%*	29 42%*	93 29%	129 23%*	1269 31%*	728 22%*	708 47%*	616 32%*	820 28%
NO	3652 72%	427 96%*	707 90%*	577 79%*	658 67%*	763 55%*	200 47%*	2451 69%*	35 77%~	74 70%	11 80%~	39 53%*	40 58%*	228 71%	442 77%*	2876 69%*	2535 78%*	797 53%*	1308 68%*	2060 72%
VALID CASES	5082	444	783	734	986	1389	428	3541	46	105	14	72	69	321	571	4145	3263	1505	1924	2880
NUMBER OF RESPONDENTS	5082 100%	444 100%	783 100%	734 100%	986 100%	1389 100%	428 100%	3541 100%	46 100%	105 100%	14 100%	72 100%	69 100%	321 100%	571 100%	4145 100%	3263 100%	1505 100%	1924 100%	2880 100%

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

Banner II

	BANT	DG01	DG02	DG03	DG04	DG05	DG06	DG17	DG07	DG08	DG16	DG09	DG10	DG11	DG12	DG13	DG14	DG15
	OT11																	
	OHP																	
	TOT																	
	ADLT	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q46.2																		
YES	1430	75	86	80	83	57	184	59	86	75	57	73	78	92	105	102	76	76
	28%	25%	30%	31%	28%	24%	34%	24%	28%	26%	18%*	28%	27%	32%	34%*	32%	30%	26%
NO	3652	220	201	177	212	178	360	186	219	210	253	192	210	198	205	220	178	219
	72%	75%	70%	69%	72%	76%	66%	76%	72%	74%	82%*	72%	73%	68%	66%*	68%	70%	74%
VALID CASES	5082	295	287	257	295	235	544	245	305	285	310	265	288	290	310	322	254	295
NUMBER OF RESPONDENTS	5082	295	287	257	295	235	544	245	305	285	310	265	288	290	310	322	254	295
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

Banner I

	BANT OT1	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER		
		18 TO ADLT	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & GOOD POOR	GOOD & FAIR & POOR	MALE	FE- MALE	
Q46.3 YES	734 14%	32 7%*	80 10%*	101 14%	184 19%*	291 21%*	61 14%	604 17%*	3 6%~	9 8%*	3 19%~	17 23%	10 15%	50 15%	52 9%*	666 16%*	354 11%*	379 25%*	280 15%	459 16%*
NO	4348 86%	412 93%*	703 90%*	633 86%	802 81%*	1098 79%*	367 86%	2937 83%*	43 94%~	96 92%*	11 81%~	55 77%	59 85%	271 85%	519 91%*	3479 84%*	2909 89%*	1126 75%*	1644 85%	2421 84%*
VALID CASES	5082	444	783	734	986	1389	428	3541	46	105	14	72	69	321	571	4145	3263	1505	1924	2880
NUMBER OF RESPONDENTS	5082 100%	444 100%	783 100%	734 100%	986 100%	1389 100%	428 100%	3541 100%	46 100%	105 100%	14 100%	72 100%	69 100%	321 100%	571 100%	4145 100%	3263 100%	1505 100%	1924 100%	2880 100%

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

Banner II

	BANT	DG01	DG02	DG03	DG04	DG05	DG06	DG17	DG07	DG08	DG16	DG09	DG10	DG11	DG12	DG13	DG14	DG15	
	OT11																		
	OHP																		
	TOT																		
	ADLT	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO	
Q46.3																			
YES	734	43	53	48	50	27	86	21	62	50	42	36	41	50	63	62	44	48	
	14%	15%	18%	19%	17%	11%	16%	9%*	20%*	18%	14%	14%	14%	17%	20%*	19%*	17%	16%	
NO	4348	252	234	209	245	208	458	224	243	235	268	229	247	240	247	260	210	247	
	86%	85%	82%	81%	83%	89%	84%	91%*	80%*	82%	86%	86%	86%	83%	80%*	81%*	83%	84%	
VALID CASES	5082	295	287	257	295	235	544	245	305	285	310	265	288	290	310	322	254	295	
NUMBER OF RESPONDENTS	5082	295	287	257	295	235	544	245	305	285	310	265	288	290	310	322	254	295	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	

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

Banner I

	BANT OTI	AGE						RACE							ETHNIC- ITY		HEALTH STATUS		GENDER	
		18 TO ADLT	25 TO	35 TO	45 TO	55 TO	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 & GOOD POOR	FE- MALE MALE			
Q47.1 YES	191 4%	3 0.7%*	10 1%*	11 2%*	36 4%	96 7%*	35 8%*	145 4%	1 1%~	2 2%	2 15%~	3 5%	2 3%	26 8%*	11 2%*	170 4%*	73 2%*	114 8%*	104 5%*	89 3%*
NO	4891 96%	441 99%*	773 99%*	723 98%*	950 96%	1293 93%*	393 92%*	3396 96%	45 99%~	103 98%	12 85%~	69 95%	67 97%	295 92%*	560 98%*	3975 96%*	3190 98%*	1391 92%*	1820 95%*	2791 97%*
VALID CASES	5082	444	783	734	986	1389	428	3541	46	105	14	72	69	321	571	4145	3263	1505	1924	2880
NUMBER OF RESPONDENTS	5082 100%	444 100%	783 100%	734 100%	986 100%	1389 100%	428 100%	3541 100%	46 100%	105 100%	14 100%	72 100%	69 100%	321 100%	571 100%	4145 100%	3263 100%	1505 100%	1924 100%	2880 100%

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

	BANT	DG01	DG02	DG03	DG04	DG05	DG06	DG17	DG07	DG08	DG16	DG09	DG10	DG11	DG12	DG13	DG14	DG15
	OT11																	
	OHP																	
	TOT																	
	ADLT	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q47.1																		
YES	191 4%	13 4%	16 6%	8 3%	11 4%	5 2%	33 6%	4 2%*	11 4%	10 4%	7 2%	8 3%	15 5%	12 4%	22 7%*	12 4%	15 6%	9 3%
NO	4891 96%	282 96%	271 94%	249 97%	284 96%	230 98%	511 94%	241 98%*	294 96%	275 96%	303 98%	257 97%	273 95%	278 96%	288 93%*	310 96%	239 94%	286 97%
VALID CASES	5082	295	287	257	295	235	544	245	305	285	310	265	288	290	310	322	254	295
NUMBER OF RESPONDENTS	5082 100%	295 100%	287 100%	257 100%	295 100%	235 100%	544 100%	245 100%	305 100%	285 100%	310 100%	265 100%	288 100%	290 100%	310 100%	322 100%	254 100%	295 100%

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

	BANT OTI	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER		
		OHP TOT ADLT	18 TO	25 TO	35 TO	45 TO	55 TO	65 AND OVER	BLCK OR AFR-	AS-	NATV HAW/ PAC	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & GOOD POOR	FE- MALE	FE- MALE		
Q47.2 YES	201 4%	1 0.2%*	10 1%*	13 2%*	37 4%	98 7%*	43 10%*	146 4%	2 5%~	3 3%	5 ~	3 6%	25 4%	8 8%*	10 2%*	178 4%*	55 2%*	142 9%*	89 5%	108 4%
NO	4881 96%	443 100%*	773 99%*	721 98%*	949 96%	1291 93%*	385 90%*	3395 96%	44 95%~	102 97%	14 100%~	67 94%	66 96%	296 92%*	561 98%*	3967 96%*	3208 98%*	1363 91%*	1835 95%	2772 96%
VALID CASES	5082	444	783	734	986	1389	428	3541	46	105	14	72	69	321	571	4145	3263	1505	1924	2880
NUMBER OF RESPONDENTS	5082 100%	444 100%	783 100%	734 100%	986 100%	1389 100%	428 100%	3541 100%	46 100%	105 100%	14 100%	72 100%	69 100%	321 100%	571 100%	4145 100%	3263 100%	1505 100%	1924 100%	2880 100%

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

Banner II

	BANT	DG01	DG02	DG03	DG04	DG05	DG06	DG17	DG07	DG08	DG16	DG09	DG10	DG11	DG12	DG13	DG14	DG15	
	OT11																		
	OHP																		
	TOT																		
	ADLT	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO	
Q47.2																			
YES	201	8	21	8	16	6	32	8	9	11	7	11	18	7	12	14	15	9	
	4%	3%	7%*	3%	5%	3%	6%	3%	3%	4%	2%	4%	6%	2%	4%	4%	6%	3%	
NO	4881	287	266	249	279	229	512	237	296	274	303	254	270	283	298	308	239	286	
	96%	97%	93%*	97%	95%	97%	94%	97%	97%	96%	98%	96%	94%	98%	96%	96%	94%	97%	
VALID CASES	5082	295	287	257	295	235	544	245	305	285	310	265	288	290	310	322	254	295	
NUMBER OF RESPONDENTS	5082	295	287	257	295	235	544	245	305	285	310	265	288	290	310	322	254	295	
	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

Banner I

	BANT OT1	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER		
		OHP TOT ADLT	18 TO	25 TO	35 TO	45 TO	55 TO	65 AND OVER	BLCK OR AFR-	AS-	NATV HAW/ PAC	AMER IND/ ALSK	MUL-	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & GOOD POOR	FE- MALE MALE			
Q47.3 YES	215 4%	1 0.2%*	12 2%*	16 2%*	43 4%	89 6%*	50 12%*	171 5%*	8 ~ 7%	1 2%~	7 9%	5 8%	14 4%	8 1%*	197 5%*	59 2%*	157 10%*	85 4%	132 5%	
NO	4867 96%	443 100%*	771 98%*	718 98%*	943 96%	1300 94%*	378 88%*	3370 95%*	46 100%~	97 93%	14 98%~	65 91%	64 92%	307 96%	563 99%*	3948 95%*	3204 98%*	1348 90%*	1839 96%	2748 95%
VALID CASES	5082	444	783	734	986	1389	428	3541	46	105	14	72	69	321	571	4145	3263	1505	1924	2880
NUMBER OF RESPONDENTS	5082 100%	444 100%	783 100%	734 100%	986 100%	1389 100%	428 100%	3541 100%	46 100%	105 100%	14 100%	72 100%	69 100%	321 100%	571 100%	4145 100%	3263 100%	1505 100%	1924 100%	2880 100%

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

Banner II

	BANT	DG01	DG02	DG03	DG04	DG05	DG06	DG17	DG07	DG08	DG16	DG09	DG10	DG11	DG12	DG13	DG14	DG15
	OT11																	
	OHP																	
	TOT																	
	ADLT	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q47.3																		
YES	215 4%	15 5%	11 4%	8 3%	11 4%	8 3%	22 4%	15 6%	12 4%	6 2%*	6 2%*	10 4%	15 5%	10 3%	13 4%	13 4%	8 3%	12 4%
NO	4867 96%	280 95%	276 96%	249 97%	284 96%	227 97%	522 96%	230 94%	293 96%	279 98%*	304 98%*	255 96%	273 95%	280 97%	297 96%	309 96%	246 97%	283 96%
VALID CASES	5082	295	287	257	295	235	544	245	305	285	310	265	288	290	310	322	254	295
NUMBER OF RESPONDENTS	5082 100%	295 100%	287 100%	257 100%	295 100%	235 100%	544 100%	245 100%	305 100%	285 100%	310 100%	265 100%	288 100%	290 100%	310 100%	322 100%	254 100%	295 100%

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

Banner I

	BANT OTI	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER		
		18 TO ADLT	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	
Q47.4 YES	904 18%	12 3%*	58 7%*	82 11%*	237 24%*	400 29%*	125 29%*	621 18%	10 22%~	34 32%*	1 2%~	24 33%*	20 29%*	59 18%	102 18%	782 19%*	416 13%*	481 32%*	379 20%*	531 18%
NO	4178 82%	432 97%*	725 93%*	652 89%*	749 76%*	989 71%*	303 71%*	2920 82%	36 78%~	71 68%*	14 98%~	48 67%*	49 71%*	262 82%	469 82%	3363 81%*	2847 87%*	1024 68%*	1545 80%*	2349 82%
VALID CASES	5082	444	783	734	986	1389	428	3541	46	105	14	72	69	321	571	4145	3263	1505	1924	2880
NUMBER OF RESPONDENTS	5082 100%	444 100%	783 100%	734 100%	986 100%	1389 100%	428 100%	3541 100%	46 100%	105 100%	14 100%	72 100%	69 100%	321 100%	571 100%	4145 100%	3263 100%	1505 100%	1924 100%	2880 100%

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

Banner II

	BANT	DG01	DG02	DG03	DG04	DG05	DG06	DG17	DG07	DG08	DG16	DG09	DG10	DG11	DG12	DG13	DG14	DG15	
	OT11																		
	OHP																		
	TOT																		
	ADLT	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO	
Q47.4																			
YES	904 18%	58 20%	49 17%	44 17%	56 19%	42 18%	128 24%	40 16%	58 19%	50 18%	48 15%	36 14%*	58 20%	39 13%*	62 20%	60 19%	38 15%	50 17%	
NO	4178 82%	237 80%	238 83%	213 83%	239 81%	193 82%	416 76%	205 84%	247 81%	235 82%	262 85%	229 86%*	230 80%	251 87%*	248 80%	262 81%	216 85%	245 83%	
VALID CASES	5082	295	287	257	295	235	544	245	305	285	310	265	288	290	310	322	254	295	
NUMBER OF RESPONDENTS	5082	295	287	257	295	235	544	245	305	285	310	265	288	290	310	322	254	295	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	

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

Banner I

	BANT OT1	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER		
		OHP TOT ADLT	18 TO	25 TO	35 TO	45 TO	55 TO	65 AND OVER	BLCK OR AFR-	AS-	NATV HAW/ PAC	AMER IND/ ALSK	MUL-	HIS-	NOT HIS-	EX & VERY GOOD & FAIR	GOOD & POOR	FE- MALE	MALE	
Q48 YES	1393 30%	68 15%*	180 23%*	183 25%*	336 34%*	493 36%*	137 33%	1078 31%*	10 23%~	18 17%*	1 8%~	27 39%	15 26%	126 40%*	127 23%*	1242 31%*	692 22%*	688 47%*	468 25%*	929 33%*
NO	3310 70%	372 85%*	588 77%*	546 75%*	639 66%*	875 64%*	276 67%	2412 69%*	34 77%~	85 83%*	13 92%~	42 61%	43 74%	189 60%*	432 77%*	2829 69%*	2495 78%*	786 53%*	1415 75%*	1902 67%*
NOT ANSWERED	379	5	14	5	11	21	15	51	2	2		3	10	6	12	74	76	31	41	49
VALID CASES	4703	439	769	729	975	1368	413	3490	44	103	14	69	59	315	559	4071	3187	1474	1883	2831
NUMBER OF RESPONDENTS	5082 100%	444 100%	783 100%	734 100%	986 100%	1389 100%	428 100%	3541 100%	46 100%	105 100%	14 100%	72 100%	69 100%	321 100%	571 100%	4145 100%	3263 100%	1505 100%	1924 100%	2880 100%

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

Banner II

	BANT	DG01	DG02	DG03	DG04	DG05	DG06	DG17	DG07	DG08	DG16	DG09	DG10	DG11	DG12	DG13	DG14	DG15
	OT11																	
	OHP																	
	TOT																	
	ADLT	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q48																		
YES	1393	83	75	80	78	63	176	61	83	61	74	78	80	74	102	91	66	83
	30%	30%	28%	32%	28%	29%	35%	27%	29%	23%*	26%	31%	29%	27%	36%*	31%	29%	30%
NO	3310	195	194	167	199	152	332	161	203	204	212	171	195	199	179	207	165	195
	70%	70%	72%	68%	72%	71%	65%	73%	71%	77%*	74%	69%	71%	73%	64%*	69%	71%	70%
NOT ANSWERED	379	17	18	10	18	20	36	23	19	20	24	16	13	17	29	24	23	17
VALID CASES	4703	278	269	247	277	215	508	222	286	265	286	249	275	273	281	298	231	278
NUMBER OF RESPONDENTS	5082	295	287	257	295	235	544	245	305	285	310	265	288	290	310	322	254	295
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

Banner I

	BANT OT1	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER		
		18 TO ADLT	25 TO ADLT	35 TO ADLT	45 TO ADLT	55 TO ADLT	65 AND OVER	BLCK OR AFR-	NATV HAW/ AS- PAC	AMER IND/ ALSK	MUL- ILND NATV	OTHR	TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & FAIR & POOR	MALE	FE- MALE	
Q49 YES	1176 88%	63 85%	143 85%	150 80%*	284 87%	398 92%*	127 91%	918 90%*	7 55%~	14 90%~	2 100%~	19 76%~	18 93%~	106 91%	75 68%*	1072 90%*	557 85%*	597 90%*	385 90%*	786 86%*
NO	164 12%	11 15%	26 15%	37 20%*	43 13%	32 8%*	13 9%	98 10%*	5 45%~	2 10%~		6 ~ 24%~	1 7%~	11 9%	36 32%*	126 10%*	98 15%*	65 10%*	41 10%*	123 14%*
NOT ANSWERED	67		3	9	17	33	4	49	1	2		1		1	12	55	27	36	31	36
VALID CASES	1341	74	168	187	326	430	141	1016	12	16	2	25	19	118	111	1197	655	661	426	909
NUMBER OF RESPONDENTS	1408	74	171	196	343	463	145	1065	13	18	2	26	19	118	123	1252	682	697	457	945
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q48 = YES]

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

	BANT	DG01	DG02	DG03	DG04	DG05	DG06	DG17	DG07	DG08	DG16	DG09	DG10	DG11	DG12	DG13	DG14	DG15
	OT11																	
	OHP																	
	TOT																	
	ADLT	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q49																		
YES	1176	69	65	68	61	50	145	49	73	50	55	73	68	63	87	81	59	71
	88%	87%	89%	89%	82%	85%	85%	88%	90%	85%	79%	95%*	88%	90%	86%	90%	94%*	91%
NO	164	10	8	8	13	9	26	7	8	9	15	4	9	7	14	9	4	7
	12%	13%	11%	11%	18%	15%	15%	13%	10%	15%	21%	5%*	12%	10%	14%	10%	6%*	9%
NOT ANSWERED	67	4	2	4	4	4	5	5	2	2	4	1	3	4	1	1	3	5
VALID CASES	1341	79	73	76	74	59	171	56	81	59	70	77	77	70	101	90	63	78
NUMBER OF RESPONDENTS	1408	83	75	80	78	63	176	61	83	61	74	78	80	74	102	91	66	83
	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.

Banner I

	BANT OTI	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER		
		18 TO ADLT	25 TO ADLT	35 TO ADLT	45 TO ADLT	55 TO ADLT	65 AND OVER	BLCK OR AFR-	AS-	NATV HAW/ PAC	AMER IND/ ALSK	MUL-	TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	MALE	FE- MALE	
Q50 YES	3020 64%	145 33%*	339 44%*	423 58%*	706 72%*	1063 77%*	358 85%*	2346 67%*	17 38%~	60 57%	6 46%~	50 70%	46 67%	217 68%	279 50%*	2707 66%*	1762 55%*	1239 84%*	1146 60%*	1892 67%*
NO	1699 36%	293 67%*	436 56%*	302 42%*	269 28%*	321 23%*	64 15%*	1144 33%*	28 62%~	45 43%	8 54%~	22 30%	23 33%	100 32%	277 50%*	1385 34%*	1440 45%*	238 16%*	749 40%*	947 33%*
NOT ANSWERED	363	6	8	9	12	6	6	51	1	1			1	3	15	52	61	28	29	42
VALID CASES	4719	438	775	725	974	1383	422	3490	45	105	14	72	69	318	556	4093	3202	1477	1895	2838
NUMBER OF RESPONDENTS	5082 100%	444 100%	783 100%	734 100%	986 100%	1389 100%	428 100%	3541 100%	46 100%	105 100%	14 100%	72 100%	69 100%	321 100%	571 100%	4145 100%	3263 100%	1505 100%	1924 100%	2880 100%

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

Banner II

	BANT	DG01	DG02	DG03	DG04	DG05	DG06	DG17	DG07	DG08	DG16	DG09	DG10	DG11	DG12	DG13	DG14	DG15
	OHP																	
	TOT																	
	ADLT	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q50																		
YES	3020	163	166	177	158	116	366	147	172	153	155	157	164	187	190	196	149	172
	64%	58%	62%	73%*	57%*	54%*	71%	66%	60%	58%*	54%*	63%	61%	68%	67%	65%	64%	61%
NO	1699	116	101	67	120	97	148	76	114	111	133	94	105	88	93	104	83	108
	36%	42%	38%	27%*	43%*	46%*	29%	34%	40%	42%*	46%*	37%	39%	32%	33%	35%	36%	39%
NOT ANSWERED	363	16	20	13	17	22	30	22	19	21	22	14	19	15	27	22	22	15
VALID CASES	4719	279	267	244	278	213	514	223	286	264	288	251	269	275	283	300	232	280
NUMBER OF RESPONDENTS	5082	295	287	257	295	235	544	245	305	285	310	265	288	290	310	322	254	295
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

	BANT OT1	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER		
		18 TO ADLT	25 TO ADLT	35 TO ADLT	45 TO ADLT	55 TO ADLT	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	FE- MALE	MALE		
Q51 YES	2716 95%	122 89%*	288 91%*	378 96%	635 95%	955 96%*	324 95%	2125 96%*	20 100%~	39 82%~	7 100%~	42 93%~	41 100%~	192 96%	219 87%*	2448 95%*	1515 93%*	1158 97%*	1010 95%	1700 94%
NO	157 5%	14 11%*	30 9%*	17 4%	34 5%	41 4%*	18 5%	95 4%*	9 ~ 18%~	3 ~	1 7%~	8 0.4%~	8 4%	32 13%*	124 5%*	114 7%*	40 3%*	51 5%	106 6%	
NOT ANSWERED	114	1	9	7	18	55	18	83	2	4	1	6	16	94	76	37	50	63		
VALID CASES	2874	137	318	396	669	996	342	2220	20	48	7	45	42	200	251	2573	1629	1198	1061	1807
NUMBER OF RESPONDENTS	2988	138	327	403	687	1051	360	2303	20	50	7	49	42	206	267	2667	1705	1235	1111	1870
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q50 = YES]

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

Banner II

	BANT OT11	DG01	DG02	DG03	DG04	DG05	DG06	DG17	DG07	DG08	DG16	DG09	DG10	DG11	DG12	DG13	DG14	DG15
	OHP TOT ADLT	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q51 YES	2716 95%	150 94%	158 97%	160 94%	141 94%	106 96%	330 94%	133 94%	152 94%	139 94%	134 93%	148 96%	151 94%	169 94%	179 97%	182 95%	137 95%	154 93%
NO	157 5%	9 6%	5 3%	11 6%	9 6%	4 4%	21 6%	9 6%	9 6%	9 6%	10 7%	6 4%	9 6%	10 6%	6 3%	10 5%	7 5%	11 7%
NOT ANSWERED	114	4	3	6	8	6	15	5	11	5	11	3	4	8	5	4	5	7
VALID CASES	2874	159	163	171	150	110	351	142	161	148	144	154	160	179	185	192	144	165
NUMBER OF RESPONDENTS	2988	163	166	177	158	116	366	147	172	153	155	157	164	187	190	196	149	172
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q50 = YES]

NQ52 WHAT IS YOUR AGE?

Banner I

	BANT OT1	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 WHT	AFR- AMER	AS- IAN	NATV ILND	AMER IND/ ALS	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR POOR	GOOD & FAIR POOR	MALE	FE- MALE	
NQ52																				
18 TO 24	487 10%	444 100%	~	~	~	~	278 8%*	2 5%~	10 9%	3 ~	3 4%*	33 10%	122 21%*	328 8%*	378 12%*	69 5%*	209 11%*	245 9%*		
25 TO 34	866 17%	783 ~100%	~	~	~	~	597 17%	7 16%~	10 9%*	5 32%~	12 17%	10 14%	62 19%	95 17%	687 17%	655 20%*	137 9%*	296 15%*	493 17%	
35 TO 44	905 18%	734 ~100%	~	~	~	~	595 17%*	17 38%~	17 16%	2 17%~	10 14%	2 3%*	60 19%	99 17%	719 17%	639 20%*	185 12%*	331 17%	502 17%	
45 TO 54	961 19%	986 ~100%	~	~	~	~	694 20%	8 18%~	14 14%	1 1%~	12 16%	10 14%	48 15%*	122 21%	777 19%	583 18%*	332 22%*	385 20%	530 18%	
55 TO 64	1313 26%	1389 ~100%	~	~	~	~	993 28%*	9 20%~	31 29%	6 41%~	23 31%	32 46%*	92 29%	85 15%*	1168 28%*	750 23%*	521 35%*	561 29%*	727 25%	
65 TO 74	331 7%	253 ~59%*	~	~	~	~	232 7%	1 3%~	6 6%	7 ~	11 10%	18 15%*	32 6%	272 7%	163 5%*	150 10%*	105 5%*	205 7%*		
75 OR OLDER	219 4%	175 ~41%*	~	~	~	~	152 4%	17 ~16%*	1 9%~	5 8%	2 3%	7 2%*	16 3%*	195 5%*	95 3%*	111 7%*	36 2%*	178 6%*		
VALID CASES	5082	444	783	734	986	1389	428	3541	46	105	14	72	69	321	571	4145	3263	1505	1924	2880
NUMBER OF RESPONDENTS	5082	444	783	734	986	1389	428	3541	46	105	14	72	69	321	571	4145	3263	1505	1924	2880
	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]

NQ52 WHAT IS YOUR AGE?

Banner II

	BANT	DG01	DG02	DG03	DG04	DG05	DG06	DG17	DG07	DG08	DG16	DG09	DG10	DG11	DG12	DG13	DG14	DG15
	OT11																	
	OHP																	
	TOT																	
	ADLT	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
NQ52																		
18 TO 24	487 10%	26 9%	35 12%	14 5%*	34 12%	19 8%	50 9%	25 10%	25 8%	29 10%	42 14%*	24 9%	20 7%	29 10%	31 10%	22 7%	30 12%	30 10%
25 TO 34	866 17%	64 22%*	45 16%	40 16%	45 15%	48 20%	73 13%	42 17%	57 19%	53 19%	49 16%	34 13%*	40 14%	55 19%	42 14%	61 19%	43 17%	62 21%
35 TO 44	905 18%	41 14%*	25 9%*	34 13%*	50 17%	50 21%	78 14%	54 22%*	49 16%	45 16%	49 16%	50 19%	36 13%*	58 20%	50 16%	42 13%*	40 16%	54 18%
45 TO 54	961 19%	58 20%	72 25%*	69 27%*	66 22%	50 21%	68 13%	43 18%	62 20%	59 21%	80 26%*	53 20%	61 21%	54 19%	68 22%	68 21%	52 20%	65 22%
55 TO 64	1313 26%	88 30%	88 31%	85 33%*	86 29%	56 24%	113 21%	55 22%	91 30%	78 27%	79 25%	86 32%*	107 37%*	82 28%	104 34%*	103 32%*	64 25%	72 24%
65 TO 74	331 7%	11 4%*	16 6%	13 5%	11 4%*	10 4%	90 17%	13 5%	16 5%	17 6%	8 3%*	13 5%	20 7%	10 3%*	12 4%*	19 6%	12 5%	11 4%*
75 OR OLDER	219 4%	7 2%*	6 2%*	2 0.8%*	3 1%*	2 0.9%*	72 13%	13 5%	5 2%*	4 1%*	3 1%*	5 2%*	4 1%*	2 0.7%*	3 1%*	7 2%*	13 5%	1 0.3%*
VALID CASES	5082	295	287	257	295	235	544	245	305	285	310	265	288	290	310	322	254	295
NUMBER OF RESPONDENTS	5082 100%	295 100%	287 100%	257 100%	295 100%	235 100%	544 100%	245 100%	305 100%	285 100%	310 100%	265 100%	288 100%	290 100%	310 100%	322 100%	254 100%	295 100%

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

NQ53 ARE YOU MALE OR FEMALE?

Banner I

	BANT OT1	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER		
		18 TO ADLT	25 TO ADLT	35 TO ADLT	45 TO ADLT	55 TO ADLT	65 AND OVER	BLCK OR AFR-	AS-	NATV HAW/ PAC	AMER IND/ ALSK	MUL-	TI	HIS- IC	NOT HIS- PAN-	EX & VERY GOOD & FAIR & POOR	GOOD & FAIR & POOR	MALE	FE- MALE	
NQ53 MALE	2016 40%	203 46%*	293 37%	288 39%	411 42%	598 43%*	114 27%*	1400 40%	18 40%~	40 38%	7 50%~	29 40%	31 45%	139 43%	204 36%*	1659 40%	1348 41%*	530 35%*	1924 100%~	~
FEMALE	3066 60%	241 54%*	490 63%	446 61%	575 58%	791 57%*	314 73%*	2141 60%	28 60%~	65 62%	7 50%~	43 60%	38 55%	182 57%	367 64%*	2486 60%	1915 59%*	975 65%*	2880 ~100%~	
VALID CASES	5082	444	783	734	986	1389	428	3541	46	105	14	72	69	321	571	4145	3263	1505	1924	2880
NUMBER OF RESPONDENTS	5082 100%	444 100%	783 100%	734 100%	986 100%	1389 100%	428 100%	3541 100%	46 100%	105 100%	14 100%	72 100%	69 100%	321 100%	571 100%	4145 100%	3263 100%	1505 100%	1924 100%	2880 100%

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

NQ53 ARE YOU MALE OR FEMALE?

Banner II

	BANT	DG01	DG02	DG03	DG04	DG05	DG06	DG17	DG07	DG08	DG16	DG09	DG10	DG11	DG12	DG13	DG14	DG15
	OT11																	
	OHP																	
	TOT																	
	ADLT	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
NQ53																		
MALE	2016	112	118	101	123	94	198	97	125	122	132	93	123	132	128	131	98	112
	40%	38%	41%	39%	42%	40%	36%	40%	41%	43%	43%	35%	43%	46%*	41%	41%	39%	38%
FEMALE	3066	183	169	156	172	141	346	148	180	163	178	172	165	158	182	191	156	183
	60%	62%	59%	61%	58%	60%	64%	60%	59%	57%	57%	65%	57%	54%*	59%	59%	61%	62%
VALID CASES	5082	295	287	257	295	235	544	245	305	285	310	265	288	290	310	322	254	295
NUMBER OF RESPONDENTS	5082	295	287	257	295	235	544	245	305	285	310	265	288	290	310	322	254	295
	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?

Banner I

	BANT OT1	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-	NATV HAW/ PAC	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR GOOD POOR	FE- MALE	FE- MALE			
Q54																				
8TH GRADE OR LESS	294 6%	3 0.7%*	23 3%*	30 4%*	93 10%*	76 6%	65 16%*	106 3%*	1 2%~	24 23%*	2 ~	1 3%	11 2%*	4 4%*	123 23%*	171 4%*	145 5%*	148 10%*	106 6%	188 7%
SOME HIGH SCHOOL BUT DID NOT GRADUATE	561 12%	76 17%*	76 10%*	86 12%	120 12%	140 10%*	56 14%	388 11%*	2 5%~	17 17%	1 7%~	10 14%	2 4%*	38 12%	88 16%*	467 11%*	340 11%*	214 15%*	251 13%*	315 11%*
HIGH SCHOOL GRADUATE OR GED	1538 33%	181 41%*	235 30%	205 28%*	345 36%*	461 34%	118 29%	1217 35%*	20 43%~	18 18%*	6 45%~	31 43%	18 28%	72 23%*	175 32%	1353 33%	1010 32%*	518 35%*	646 34%	900 32%*
SOME COLLEGE OR 2-YEAR DEGREE	1612 34%	163 37%	284 37%	279 39%*	271 28%*	494 36%	113 28%*	1254 36%*	15 32%~	21 21%*	7 49%~	27 37%	26 40%	157 50%*	107 20%*	1482 36%*	1118 35%	471 32%	640 34%	982 34%
4-YEAR COLLEGE GRADUATE	440 9%	16 4%*	103 13%*	74 10%	92 9%	126 9%	31 8%	355 10%*	3 6%~	14 13%	2 ~	6 3%*	18 9%	6 6%*	43 8%	392 10%	358 11%*	71 5%*	149 8%*	294 10%*
MORE THAN 4-YEAR COLLEGE DEGREE	254 5%	2 0.6%*	55 7%*	47 7%	49 5%	74 5%	26 6%	189 5%	5 12%~	9 9%	~	12 ~	20 18%*	6 6%	11 2%*	237 6%*	206 6%*	38 3%*	88 5%	168 6%
NOT ANSWERED	384	3	6	13	16	18	19	31		2			4	4	23	42	86	45	44	33
VALID CASES	4698	441	777	721	970	1371	409	3510	46	103	14	72	65	317	548	4103	3177	1460	1880	2847
NUMBER OF RESPONDENTS	5082	444	783	734	986	1389	428	3541	46	105	14	72	69	321	571	4145	3263	1505	1924	2880
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

Banner II

	BANT	DG01	DG02	DG03	DG04	DG05	DG06	DG17	DG07	DG08	DG16	DG09	DG10	DG11	DG12	DG13	DG14	DG15
	OT11																	
	OHP																	
	TOT																	
	ADLT	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q54																		
8TH GRADE OR LESS	294 6%	7 2%*	10 4%*	9 4%*	15 5%	17 8%	40 8%	15 7%	9 3%*	12 5%	42 15%*	15 6%	8 3%*	6 2%*	10 4%*	11 4%*	28 12%*	13 5%
SOME HIGH SCHOOL BUT DID NOT GRADUATE	561 12%	43 15%	27 10%	35 14%	42 15%	14 7%*	63 12%	25 11%	45 16%	36 14%	24 8%*	30 12%	41 15%	29 11%	35 12%	42 14%	31 14%	37 13%
HIGH SCHOOL GRADUATE OR GED	1538 33%	90 32%	106 40%*	97 39%*	105 38%	57 27%*	185 36%	63 28%	97 34%	92 35%	104 36%	82 33%	100 36%	90 33%	117 41%*	110 37%	75 33%	93 33%
SOME COLLEGE OR 2-YEAR DEGREE	1612 34%	109 39%	103 39%	90 36%	89 32%	69 32%	168 33%	75 34%	102 35%	89 33%	86 30%	91 36%	101 36%	101 37%	112 39%	108 36%	67 30%	108 39%
4-YEAR COLLEGE GRADUATE	440 9%	16 6%*	13 5%*	12 5%*	15 5%*	36 17%*	34 7%	28 13%	26 9%	18 7%	27 9%	16 6%	19 7%	31 11%	8 3%*	13 4%*	16 7%	20 7%
MORE THAN 4-YEAR COLLEGE DEGREE	254 5%	17 6%	6 2%*	7 3%*	11 4%	20 9%*	20 4%	16 7%	10 3%	19 7%	6 2%*	16 6%	8 3%*	14 5%	2 0.7%*	13 4%	8 4%	8 3%*
NOT ANSWERED	384	13	22	7	18	22	34	23	16	19	21	15	11	19	26	25	29	16
VALID CASES	4698	282	265	250	277	213	510	222	289	266	289	250	277	271	284	297	225	279
NUMBER OF RESPONDENTS	5082	295	287	257	295	235	544	245	305	285	310	265	288	290	310	322	254	295
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Q55 ARE YOU OF HISPANIC OR LATINO ORIGIN OR DESCENT?

Banner I

	BANT OT1	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER		
		18 TO ADLT	25 TO ADLT	35 TO ADLT	45 TO ADLT	55 TO ADLT	65 AND OVER	BLCK OR AFR-	NATV HAW/ AS- PAC	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	MALE	FE- MALE			
Q55 YES HISPANIC OR LATINO	558 12%	117 27%*	91 12%	85 12%	127 13%	84 6%*	35 8%*	~	~	~	~	~	~	~	571 ~100%	~	382 12%	167 11%	204 11%	356 13%
NO NOT HISPANIC OR LATINO	4124 88%	321 73%*	675 88%	634 88%	840 87%	1269 94%*	382 92%*	3503 100%	45 100%	103 100%	13 100%	70 100%	60 100%	316 100%	4145 ~100%	~	2784 88%	1297 89%	1680 89%	2469 87%
NOT ANSWERED	401	6	17	16	18	36	11	38	1	2	1	2	9	5			97	42	40	55
VALID CASES	4681	438	766	718	968	1353	417	3503	45	103	13	70	60	316	571	4145	3166	1463	1884	2825
NUMBER OF RESPONDENTS	5082 100%	444 100%	783 100%	734 100%	986 100%	1389 100%	428 100%	3541 100%	46 100%	105 100%	14 100%	72 100%	69 100%	321 100%	571 100%	4145 100%	3263 100%	1505 100%	1924 100%	2880 100%

Q55 ARE YOU OF HISPANIC OR LATINO ORIGIN OR DESCENT?

Banner II

	BANT	DG01	DG02	DG03	DG04	DG05	DG06	DG17	DG07	DG08	DG16	DG09	DG10	DG11	DG12	DG13	DG14	DG15
	OT11																	
	OHP																	
	TOT																	
	ADLT	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q55																		
YES HISPANIC OR LATINO	558 12%	19 7%*	37 14%	7 3%*	46 17%*	30 14%	60 12%	30 14%	16 6%*	33 13%	108 37%*	24 10%	23 8%*	16 6%*	13 5%*	14 5%*	46 20%*	49 18%*
NO NOT HISPANIC OR LATINO	4124 88%	260 93%*	230 86%	239 97%*	228 83%*	182 86%	449 88%	192 86%	271 94%*	230 87%	184 63%*	223 90%	248 92%*	256 94%*	269 95%*	277 95%*	180 80%*	227 82%*
NOT ANSWERED	401	16	20	11	21	23	35	23	18	22	18	18	17	18	28	31	28	19
VALID CASES	4681	279	267	246	274	212	509	222	287	263	292	247	271	272	282	291	226	276
NUMBER OF RESPONDENTS	5082	295	287	257	295	235	544	245	305	285	310	265	288	290	310	322	254	295
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Q56.1 WHAT IS YOUR RACE? RESPONSE: WHITE

Banner I

	BANT OT1	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER			
		18 TO ADLT	25 TO	35 TO	45 TO	55 TO	65 AND OVER	BLCK OR AFR-	NATV HAW/ AS- PAC	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	FE- MALE	MALE				
Q56.1 YES	3870 76%	338 76%	663 85%*	578 79%	806 82%*	1144 82%*	335 78%	3541 100%~	~	~	~	~	~	~	306 95%*	257 45%*	3597 87%*	2604 80%*	1218 81%*	1560 81%*	2333 81%*
NO	1212 24%	106 24%	120 15%*	156 21%	180 18%*	245 18%*	93 22%	46 ~100%~	105 ~100%~	14 ~100%~	72 ~100%~	69 ~100%~	15 5%*	314 55%*	548 13%*	659 20%*	287 19%*	364 19%*	547 19%*		
VALID CASES	5082	444	783	734	986	1389	428	3541	46	105	14	72	69	321	571	4145	3263	1505	1924	2880	
NUMBER OF RESPONDENTS	5082 100%	444 100%	783 100%	734 100%	986 100%	1389 100%	428 100%	3541 100%	46 100%	105 100%	14 100%	72 100%	69 100%	321 100%	571 100%	4145 100%	3263 100%	1505 100%	1924 100%	2880 100%	

Q56.1 WHAT IS YOUR RACE? RESPONSE: WHITE

Banner II

	BANT	DG01	DG02	DG03	DG04	DG05	DG06	DG17	DG07	DG08	DG16	DG09	DG10	DG11	DG12	DG13	DG14	DG15
	OT11																	
	OHP																	
	TOT																	
	ADLT	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q56.1																		
YES	3870	255	234	233	242	162	423	152	262	229	231	220	255	248	265	276	192	241
	76%	86%*	82%*	91%*	82%*	69%*	78%	62%*	86%*	80%	75%	83%*	89%*	86%*	85%*	86%*	76%	82%*
NO	1212	40	53	24	53	73	121	93	43	56	79	45	33	42	45	46	62	54
	24%	14%*	18%*	9%*	18%*	31%*	22%	38%*	14%*	20%	25%	17%*	11%*	14%*	15%*	14%*	24%	18%*
VALID CASES	5082	295	287	257	295	235	544	245	305	285	310	265	288	290	310	322	254	295
NUMBER OF RESPONDENTS	5082	295	287	257	295	235	544	245	305	285	310	265	288	290	310	322	254	295
	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

Banner I

	BANT OT1	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER		
		18 TO ADLT	25 TO ADLT	35 TO ADLT	45 TO ADLT	55 TO ADLT	65 AND OVER	BLCK OR AFR-	NATV HAW/ AS- PAC	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & GOOD POOR	FE- MALE	FE- MALE				
Q56.2																				
YES	138 3%	17 4%	20 3%	41 6%*	30 3%	26 2%* 0.7%*	3 ~100%~	46 ~100%~	~	~	~	~	~	24 7%*	9 2%*	127 3%*	104 3%*	35 2%	55 3%	85 3%
NO	4944 97%	427 96%	763 97%	693 94%*	956 97%	1363 98%*	425 99%*	3541 100%~	105 ~100%~	14 ~100%~	72 ~100%~	69 ~100%~	297 93%*	562 98%*	4018 97%*	3159 97%*	1470 98%	1869 97%	2795 97%	
VALID CASES	5082	444	783	734	986	1389	428	3541	46	105	14	72	69	321	571	4145	3263	1505	1924	2880
NUMBER OF RESPONDENTS	5082 100%	444 100%	783 100%	734 100%	986 100%	1389 100%	428 100%	3541 100%	46 100%	105 100%	14 100%	72 100%	69 100%	321 100%	571 100%	4145 100%	3263 100%	1505 100%	1924 100%	2880 100%

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

Banner II

	BANT	DG01	DG02	DG03	DG04	DG05	DG06	DG17	DG07	DG08	DG16	DG09	DG10	DG11	DG12	DG13	DG14	DG15
OT11																		
OHP																		
TOT																		
ADLT	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO	
Q56.2																		
YES	138 3%	2 0.7%*	6 2%	~ 1%*	4 1%*	15 6%*	10 2%	13 5%*	4 1%*	5 2%	2 0.6%*	3 1%*	6 2%	5 2%	4 1%*	3 0.9%*	1 0.4%*	2 0.7%*
NO	4944 97%	293 99%*	281 98%	257 100%~	291 99%*	220 94%*	534 98%	232 95%*	301 99%*	280 98%	308 99%*	262 99%*	282 98%	285 98%	306 99%*	319 99%*	253 100%*	293 99%*
VALID CASES	5082	295	287	257	295	235	544	245	305	285	310	265	288	290	310	322	254	295
NUMBER OF RESPONDENTS	5082 100%	295 100%	287 100%	257 100%	295 100%	235 100%	544 100%	245 100%	305 100%	285 100%	310 100%	265 100%	288 100%	290 100%	310 100%	322 100%	254 100%	295 100%

Q56.3 WHAT IS YOUR RACE? RESPONSE: ASIAN

Banner I

	BANT OTI	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER		
		18 TO ADLT	25 TO	35 TO	45 TO	55 TO	65 AND OVER	BLCK OR AFR-	AS-	NATV HAW/ PAC	AMER IND/ ALSK	MUL-	HIS- IC	NOT HIS- PAN-	EX & VERY GOOD & FAIR	GOOD & POOR	MALE	FE- MALE		
Q56.3 YES	268 5%	35 8%*	30 4%*	41 6%	37 4%*	79 6%	42 10%*	~	~100%~	~	~	~	~	27 8%*	10 2%*	253 6%*	196 6%*	69 5%	107 6%	164 6%
NO	4814 95%	409 92%*	753 96%*	693 94%	949 96%*	1310 94%	386 90%*	3541 100%*	46 100%~	105 ~	14 ~100%~	72 ~100%~	69 ~100%~	294 92%*	561 98%*	3892 94%*	3067 94%*	1436 95%	1817 94%	2716 94%
VALID CASES	5082	444	783	734	986	1389	428	3541	46	105	14	72	69	321	571	4145	3263	1505	1924	2880
NUMBER OF RESPONDENTS	5082 100%	444 100%	783 100%	734 100%	986 100%	1389 100%	428 100%	3541 100%	46 100%	105 100%	14 100%	72 100%	69 100%	321 100%	571 100%	4145 100%	3263 100%	1505 100%	1924 100%	2880 100%

Q56.3 WHAT IS YOUR RACE? RESPONSE: ASIAN

Banner II

	BANT	DG01	DG02	DG03	DG04	DG05	DG06	DG17	DG07	DG08	DG16	DG09	DG10	DG11	DG12	DG13	DG14	DG15
Q56.3																		
YES	268 5%	5 2%*	~	3 1%*	3 1%*	18 8%	26 5%	32 13%*	10 3%*	7 2%*	4 1%*	3 1%*	6 2%*	6 2%*	1 0.3%*	4 1%*	4 2%*	4 1%*
NO	4814 95%	290 98%*	287 100%*	254 99%*	292 99%*	217 92%	518 95%	213 87%*	295 97%*	278 98%*	306 99%*	262 99%*	282 98%*	284 98%*	309 100%*	318 99%*	250 98%*	291 99%*
VALID CASES	5082	295	287	257	295	235	544	245	305	285	310	265	288	290	310	322	254	295
NUMBER OF RESPONDENTS	5082 100%	295 100%	287 100%	257 100%	295 100%	235 100%	544 100%	245 100%	305 100%	285 100%	310 100%	265 100%	288 100%	290 100%	310 100%	322 100%	254 100%	295 100%

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

Banner I

	BANT OT1	AGE						RACE						ETHNIC- ITY	HEALTH STATUS		GENDER			
		18 TO	25 TO	35 TO	45 TO	55 TO	65 AND OVER	BLCK OR AFR-	AS-	NATV HAW/ PAC	AMER IND/ ALSK	MUL-	HIS-		NOT HIS-	EX & VERY GOOD & FAIR	GOOD & POOR	MALE	FE- MALE	
Q56.4 YES	49 1%	3 0.8%	16 2%*	9 1%	4 0.4%*	15 1%	1 0.3%*	~	~	14 ~100%~	~	~	23 7%*	9 2%	39 0.9%	34 1%	15 1%	23 1%	27 0.9%	
NO	5033 99%	441 99%	767 98%*	725 99%	982 100%*	1374 99%	427 100%*	3541 100%*	46 ~100%*	105 ~100%*	~	72 ~100%*	69 ~100%*	298 93%*	562 98%	4106 99%	3229 99%	1490 99%	1901 99%	2853 99%
VALID CASES	5082	444	783	734	986	1389	428	3541	46	105	14	72	69	321	571	4145	3263	1505	1924	2880
NUMBER OF RESPONDENTS	5082 100%	444 100%	783 100%	734 100%	986 100%	1389 100%	428 100%	3541 100%	46 100%	105 100%	14 100%	72 100%	69 100%	321 100%	571 100%	4145 100%	3263 100%	1505 100%	1924 100%	2880 100%

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

Banner II

	BANT	DG01	DG02	DG03	DG04	DG05	DG06	DG17	DG07	DG08	DG16	DG09	DG10	DG11	DG12	DG13	DG14	DG15
Q56.4																		
YES	49	3	4	1			6	6	2	3	3	1	3	1	4	2		1
	1%	1%	1%	0.4%	~	~	1%	2%	0.7%	1%	1%	0.4%	1%	0.3%	1%	0.6%		~0.3%
NO	5033	292	283	256	295	235	538	239	303	282	307	264	285	289	306	320	254	294
	99%	99%	99%	100%	100%	~100%	~99%	98%	99%	99%	99%	100%	99%	100%	99%	99%	100%	~100%
VALID CASES	5082	295	287	257	295	235	544	245	305	285	310	265	288	290	310	322	254	295
NUMBER OF RESPONDENTS	5082	295	287	257	295	235	544	245	305	285	310	265	288	290	310	322	254	295
	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

Banner I

	BANT OT1	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER		
		18 TO ADLT	25 TO	35 TO	45 TO	55 TO	65 AND OVER	BLCK OR AFR-	NATV HAW/ AS- PAC	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & GOOD POOR	FE- MALE	FE- MALE				
Q56.5 YES	318 6%	30 7%	63 8%*	39 5%	58 6%	101 7%	28 7%				72 ~100%~	203 ~ 63%*	28 5%	286 7%*	190 6%	125 8%*	136 7%	184 6%		
NO	4764 94%	414 93%	720 92%*	695 95%	928 94%	1288 93%	400 93%	3541 100%~	46 ~100%~	105 ~100%~	14 ~100%~	69 ~100%~	118 37%*	543 95%	3859 93%*	3073 94%	1380 92%*	1788 93%	2696 94%	
VALID CASES	5082	444	783	734	986	1389	428	3541	46	105	14	72	69	321	571	4145	3263	1505	1924	2880
NUMBER OF RESPONDENTS	5082 100%	444 100%	783 100%	734 100%	986 100%	1389 100%	428 100%	3541 100%	46 100%	105 100%	14 100%	72 100%	69 100%	321 100%	571 100%	4145 100%	3263 100%	1505 100%	1924 100%	2880 100%

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

Banner II

	BANT	DG01	DG02	DG03	DG04	DG05	DG06	DG17	DG07	DG08	DG16	DG09	DG10	DG11	DG12	DG13	DG14	DG15
	OT11																	
	OHP																	
	TOT																	
	ADLT	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q56.5																		
YES	318 6%	26 9%	16 6%	13 5%	13 4%	6 3%*	70 13%	13 5%	10 3%*	22 8%	9 3%*	23 9%	18 6%	16 6%	26 8%	18 6%	7 3%*	7 2%*
NO	4764 94%	269 91%	271 94%	244 95%	282 96%	229 97%*	474 87%	232 95%	295 97%*	263 92%	301 97%*	242 91%	270 94%	274 94%	284 92%	304 94%	247 97%*	288 98%*
VALID CASES	5082	295	287	257	295	235	544	245	305	285	310	265	288	290	310	322	254	295
NUMBER OF RESPONDENTS	5082 100%	295 100%	287 100%	257 100%	295 100%	235 100%	544 100%	245 100%	305 100%	285 100%	310 100%	265 100%	288 100%	290 100%	310 100%	322 100%	254 100%	295 100%

Q56.6 WHAT IS YOUR RACE? RESPONSE: OTHER

Banner I

	BANT OTI	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER		
		18 TO ADLT	25 TO	35 TO	45 TO	55 TO	65 AND OVER	BLCK OR AFR-	NATV HAW/ AS- IAN	AMER IND/ PAC ILND	ALS ALS	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & GOOD POOR	167 103	103 164	118 164	164 6%	
Q56.6 YES	280 6%	30 7%	47 6%	44 6%	37 4%*	88 6%	~	~	~	~	~100%~	69 28%*	91	108 19%*	163 4%*	167 5%	103 7%*	118 6%	164 6%	
NO	4802 94%	414 93%	736 94%	690 94%	949 96%*	1301 94%	400	3541	46	105	14	72	230	463 81%*	3982 96%*	3096 95%	1402 93%*	1806 94%	2716 94%	
VALID CASES	5082	444	783	734	986	1389	428	3541	46	105	14	72	69	321	571	4145	3263	1505	1924	2880
NUMBER OF RESPONDENTS	5082 100%	444 100%	783 100%	734 100%	986 100%	1389 100%	428 100%	3541 100%	46 100%	105 100%	14 100%	72 100%	69 100%	321 100%	571 100%	4145 100%	3263 100%	1505 100%	1924 100%	2880 100%

Q56.6 WHAT IS YOUR RACE? RESPONSE: OTHER

Banner II

	BANT	DG01	DG02	DG03	DG04	DG05	DG06	DG17	DG07	DG08	DG16	DG09	DG10	DG11	DG12	DG13	DG14	DG15
	OT11																	
	OHP																	
	TOT																	
	ADLT	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q56.6																		
YES	280 6%	16 5%	25 9%	11 4%	20 7%	11 5%	26 5%	18 7%	8 3%*	23 8%	18 6%	16 6%	17 6%	8 3%*	15 5%	13 4%	17 7%	16 5%
NO	4802 94%	279 95%	262 91%	246 96%	275 93%	224 95%	518 95%	227 93%	297 97%*	262 92%	292 94%	249 94%	271 94%	282 97%*	295 95%	309 96%	237 93%	279 95%
VALID CASES	5082	295	287	257	295	235	544	245	305	285	310	265	288	290	310	322	254	295
NUMBER OF RESPONDENTS	5082 100%	295 100%	287 100%	257 100%	295 100%	235 100%	544 100%	245 100%	305 100%	285 100%	310 100%	265 100%	288 100%	290 100%	310 100%	322 100%	254 100%	295 100%

Q57 DID SOMEONE HELP YOU COMPLETE THIS SURVEY?

Banner I

	BANT OT1	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER		
		18 TO ADLT	25 TO ADLT	35 TO ADLT	45 TO ADLT	55 TO ADLT	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	
Q57 YES	562 15%	51 18%	74 14%	72 13%	76 10%*	115 10%*	138 37%*	362 13%*	1 2%~	46 49%*	1 12%~	9 15%	8 12%	16 11%	71 19%*	483 15%	321 13%*	232 20%*	262 17%*	299 13%*
NO	3172 85%	227 82%	438 86%	465 87%	720 90%*	1070 90%*	236 63%*	2530 87%*	30 98%~	47 51%*	11 88%~	50 85%	57 88%	133 89%	307 81%*	2796 85%	2193 87%*	910 80%*	1234 83%*	1933 87%*
NOT ANSWERED	46	2	5	3	6	6	4	8		1			1	1	9	10	24	11	11	9
VALID CASES	3733	278	512	537	796	1185	375	2892	31	94	12	59	65	149	378	3278	2515	1142	1495	2232
NUMBER OF RESPONDENTS	3779	280	517	540	802	1191	379	2900	31	94	12	59	66	150	387	3288	2539	1153	1506	2241
	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]

Q57 DID SOMEONE HELP YOU COMPLETE THIS SURVEY?

Banner II

	BANT	DG01	DG02	DG03	DG04	DG05	DG06	DG17	DG07	DG08	DG16	DG09	DG10	DG11	DG12	DG13	DG14	DG15
Q57																		
YES	562 15%	23 10%*	22 11%	8 4%*	18 9%*	21 13%	140 33%	26 15%	24 11%*	15 7%*	23 10%*	14 7%*	25 11%	13 6%*	22 9%*	21 9%*	31 17%	20 9%*
NO	3172 85%	199 90%*	171 89%	184 96%*	191 91%*	147 88%	278 67%	142 85%	202 89%*	187 93%*	197 90%*	178 93%*	202 89%	210 94%*	213 91%*	219 91%*	153 83%	194 91%*
NOT ANSWERED	46	1	2	2		3	5	1	3	8		3	3	2	2	3	5	3
VALID CASES	3733	222	193	192	209	168	418	168	226	202	220	192	227	223	235	240	184	214
NUMBER OF RESPONDENTS	3779	223	195	194	209	171	423	169	229	210	220	195	230	225	237	243	189	217
	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.

Banner I

	BANT OT1	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER		
		18 TO	25 TO	35 TO	45 TO	55 TO	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	GOOD & POOR	FE- MALE	MALE	
Q58.1 YES	228 49%	24 42%	31 46%	21 34%*	33 49%	56 66%*	56 46%		23 ~ 54%	1 ~ 100%	2 ~ 42%	4 ~ 70%	8 ~ 55%	39 58%	183 47%*	129 47%	93 50%	113 46%	112 52%	
NO	238 51%	32 58%	36 54%	41 66%*	35 51%	29 34%*	66 54%	174 54%	2 100%	19 ~ 46%		3 ~ 58%	2 ~ 30%	7 ~ 45%	28 42%	207 53%*	142 53%	93 50%	133 54%	105 48%
VALID CASES	466	56	67	62	68	85	122	320	2	42	1	5	6	15	67	390	271	186	246	217
NUMBER OF RESPONDENTS	466 100%	56 100%	67 100%	62 100%	68 100%	85 100%	122 100%	320 100%	2 100%	42 100%	1 100%	5 100%	6 100%	15 100%	67 100%	390 100%	271 100%	186 100%	246 100%	217 100%

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

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

Banner II

	BANT	DG01	DG02	DG03	DG04	DG05	DG06	DG17	DG07	DG08	DG16	DG09	DG10	DG11	DG12	DG13	DG14	DG15
Q58.1																		
YES	228	12	9	3	10	9	70	12	16	3	16	9	15	10	7	17	10	10
	49%	52%~	41%~	38%~	56%~	43%~	50%	46%~	67%~	20%~	70%~	64%~	60%~	77%~	32%~	81%~	32%~	50%~
NO	238	11	13	5	8	12	70	14	8	12	7	5	10	3	15	4	21	10
	51%	48%~	59%~	63%~	44%~	57%~	50%	54%~	33%~	80%~	30%~	36%~	40%~	23%~	68%~	19%~	68%~	50%~
VALID CASES	466	23	22	8	18	21	140	26	24	15	23	14	25	13	22	21	31	20
NUMBER OF RESPONDENTS	466	23	22	8	18	21	140	26	24	15	23	14	25	13	22	21	31	20
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

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

Banner I

	BANT OT1	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER		
		18 TO ADLT	25 TO	35 TO	45 TO	55 TO	65 AND OVER	BLCK OR AFR-	AS-	NATV HAW/ PAC	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD &	FAIR & POOR	FE- MALE	MALE		
Q58.2 YES	164 35%	20 35%	26 39%	16 26%	16 24%*	35 41%	47 39%	121 38%	12 ~ 29%~	1 ~ 28%~	1 2%~	6 43%~	24 36%	136 35%	94 35%	65 35%	99 40%*	68 31%*		
NO	302 65%	36 65%	41 61%	46 74%	52 76%*	50 59%	75 61%	199 62%	2 100%~	30 71%~	1 100%~	4 72%~	6 98%~	9 57%~	43 64%	254 65%	177 65%	121 60%*	149 69%*	
VALID CASES	466	56	67	62	68	85	122	320	2	42	1	5	6	15	67	390	271	186	246	217
NUMBER OF RESPONDENTS	466	56	67	62	68	85	122	320	2	42	1	5	6	15	67	390	271	186	246	217
	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]

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

Banner II

	BANT	DG01	DG02	DG03	DG04	DG05	DG06	DG17	DG07	DG08	DG16	DG09	DG10	DG11	DG12	DG13	DG14	DG15
	OT11																	
	OHP																	
	TOT																	
	ADLT	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q58.2																		
YES	164	6	7	5	7	6	48	7	14	2	11	7	15	10	6	13	10	8
	35%	26%~	32%~	63%~	39%~	29%~	34%	27%~	58%~	13%~	48%~	50%~	60%~	77%~	27%~	62%~	32%~	40%~
NO	302	17	15	3	11	15	92	19	10	13	12	7	10	3	16	8	21	12
	65%	74%~	68%~	38%~	61%~	71%~	66%	73%~	42%~	87%~	52%~	50%~	40%~	23%~	73%~	38%~	68%~	60%~
VALID CASES	466	23	22	8	18	21	140	26	24	15	23	14	25	13	22	21	31	20
NUMBER OF RESPONDENTS	466	23	22	8	18	21	140	26	24	15	23	14	25	13	22	21	31	20
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

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

Banner I

	BANT OT1	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER		
		18 TO	25 TO	35 TO	45 TO	55 TO	65 AND OVER	BLCK OR AFR-	AS-	NATV HAW/ PAC	AMER IND/ ALSK	MUL-	HIS-	NOT HIS-	EX & VERY GOOD & FAIR	GOOD & POOR	FE- MALE	MALE		
Q58.3 YES	149 32%	23 41%	23 35%	24 38%	25 37%	13 15%*	42 35%	125 39%*	2 100%~	4 11%~	3 ~	1 58%~	5 24%~	19 28%	127 33%	99 37%*	46 25%*	84 34%	65 30%	
NO	317 68%	33 59%	44 65%	38 62%	43 63%	72 85%*	80 65%	195 61%*	38 ~	1 89%~	2 100%~	5 42%~	10 76%~	48 72%	263 67%	172 63%*	140 75%*	162 66%	152 70%	
VALID CASES	466	56	67	62	68	85	122	320	2	42	1	5	6	15	67	390	271	186	246	217
NUMBER OF RESPONDENTS	466 100%	56 100%	67 100%	62 100%	68 100%	85 100%	122 100%	320 100%	2 100%	42 100%	1 100%	5 100%	6 100%	15 100%	67 100%	390 100%	271 100%	186 100%	246 100%	217 100%

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

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

Banner II

	BANT	DG01	DG02	DG03	DG04	DG05	DG06	DG17	DG07	DG08	DG16	DG09	DG10	DG11	DG12	DG13	DG14	DG15
	OT11																	
	OHP																	
	TOT																	
	ADLT	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q58.3																		
YES	149	8	8	2	5	3	53	6	7	10	9	2	7	2	10	1	17	6
	32%	35%~	36%~	25%~	28%~	14%~	38%	23%~	29%~	67%~	39%~	14%~	28%~	15%~	45%~	5%~	55%~	30%~
NO	317	15	14	6	13	18	87	20	17	5	14	12	18	11	12	20	14	14
	68%	65%~	64%~	75%~	72%~	86%~	62%	77%~	71%~	33%~	61%~	86%~	72%~	85%~	55%~	95%~	45%~	70%~
VALID CASES	466	23	22	8	18	21	140	26	24	15	23	14	25	13	22	21	31	20
NUMBER OF RESPONDENTS	466	23	22	8	18	21	140	26	24	15	23	14	25	13	22	21	31	20
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

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

Banner I

	BANT OTI	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER		
		OHP TOT ADLT	18 TO	25 TO	35 TO	45 TO	55 TO	65 AND OVER	BLCK OR AFR-	AS-	NATV HAW/ PAC	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	GOOD & POOR	FE- MALE	MALE	
Q58.4 YES	98 21%	7 13%	3 4%*	10 16%	5 7%*	34 40%*	35 28%*	27 9%*	30 ~ 71%~	~	~	~	2 ~ 11%~	13 20%	84 22%	56 21%	41 22%	31 13%*	61 28%*	
NO	368 79%	49 87%	64 96%*	52 84%	63 93%*	51 60%*	87 72%*	293 91%*	2 100%~	12 29%~	1 100%~	5 100%~	6 100%~	13 89%~	54 80%	306 78%	215 79%	145 78%	215 87%*	156 72%*
VALID CASES	466	56	67	62	68	85	122	320	2	42	1	5	6	15	67	390	271	186	246	217
NUMBER OF RESPONDENTS	466 100%	56 100%	67 100%	62 100%	68 100%	85 100%	122 100%	320 100%	2 100%	42 100%	1 100%	5 100%	6 100%	15 100%	67 100%	390 100%	271 100%	186 100%	246 100%	217 100%

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

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

Banner II

	BANT	DG01	DG02	DG03	DG04	DG05	DG06	DG17	DG07	DG08	DG16	DG09	DG10	DG11	DG12	DG13	DG14	DG15
Q58.4																		
YES	98		1		1	8	16	13	1	1	2	1	2	2	1		5	2
	21%	~	5%~	~	6%~	38%~	11%	50%~	4%~	7%~	9%~	7%~	8%~	15%~	5%~	~	16%~	10%~
NO	368	23	21	8	17	13	124	13	23	14	21	13	23	11	21	21	26	18
	79%	100%~	95%~	100%~	94%~	62%~	89%	50%~	96%~	93%~	91%~	93%~	92%~	85%~	95%~	100%~	84%~	90%~
VALID CASES	466	23	22	8	18	21	140	26	24	15	23	14	25	13	22	21	31	20
NUMBER OF RESPONDENTS	466	23	22	8	18	21	140	26	24	15	23	14	25	13	22	21	31	20
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

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

Banner I

	BANT	AGE						RACE						ETHNICITY		HEALTH STATUS		GENDER		
	OT1	18 TO	25 TO	35 TO	45 TO	55 TO	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	MALE	FE- MALE		
Q58.5 YES	37 8%	7 12%	9 13%	5 8%	9 13%	3 3%*	7 6%	32 10%*	2 ~	40 4%~	1 ~	5 ~	6 6%~	15 ~	5 8%	32 8%	19 7%	18 10%	24 10%	14 7%
NO	429 92%	49 88%	58 87%	57 92%	59 87%	82 97%*	115 94%	288 90%*	2 100%~	40 96%~	1 100%~	5 100%~	6 94%~	15 100%~	62 92%	358 92%	252 93%	168 90%	222 90%	203 93%
VALID CASES	466	56	67	62	68	85	122	320	2	42	1	5	6	15	67	390	271	186	246	217
NUMBER OF RESPONDENTS	466 100%	56 100%	67 100%	62 100%	68 100%	85 100%	122 100%	320 100%	2 100%	42 100%	1 100%	5 100%	6 100%	15 100%	67 100%	390 100%	271 100%	186 100%	246 100%	217 100%

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

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

Banner II

	BANT	DG01	DG02	DG03	DG04	DG05	DG06	DG17	DG07	DG08	DG16	DG09	DG10	DG11	DG12	DG13	DG14	DG15
Q58.5																		
YES	37		3	1	2	3	11	2		3	1	4	2	1	3	2		1
	8%		~ 14%	~ 12%	~ 11%	~ 14%	8%	8%		~ 20%	4%	~ 29%	8%	8%	~ 14%	~ 10%		~ 5%
NO	429	23	19	7	16	18	129	24	24	12	22	10	23	12	19	19	31	19
	92%	100%	~ 86%	~ 88%	~ 89%	~ 86%	92%	92%	~ 100%	~ 80%	~ 96%	~ 71%	~ 92%	~ 92%	~ 86%	~ 90%	~ 100%	~ 95%
VALID CASES	466	23	22	8	18	21	140	26	24	15	23	14	25	13	22	21	31	20
NUMBER OF RESPONDENTS	466	23	22	8	18	21	140	26	24	15	23	14	25	13	22	21	31	20
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

NQ13 RATING OF ALL HEALTH CARE

Banner I

	BANT OT1	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER		
		OHP TOT ADLT	18 TO	25 TO	35 TO	45 TO	55 TO	65 AND OVER	BLCK OR AFR-	AS-	NATV HAW/ PAC	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	MALE	FE- MALE	
NQ13																				
0-6	626 18%	44 16%	88 17%	82 17%	154 21%*	177 17%	55 17%	470 19%	7 19%~	6 9%*	1 9%~	7 14%	18 33%*	49 20%	39 10%*	550 18%*	299 14%*	306 25%*	198 16%*	405 19%
7-8	1233 35%	110 41%*	199 38%	183 38%	247 33%	347 33%	98 30%*	905 36%	11 30%~	33 50%*		27 ~ 50%*	13 25%	74 30%	114 31%	1073 36%*	774 36%	413 34%	438 35%	759 35%
9-10	1653 47%	115 43%	231 45%	221 46%	338 46%	520 50%*	170 53%*	1162 46%*	18 51%~	27 41%	8 91%~	20 36%	23 42%	119 49%	216 59%*	1359 46%*	1101 51%*	491 41%*	604 49%	1001 46%
VALID CASES	3511	269	518	486	739	1044	323	2536	35	66	9	54	54	242	369	2982	2174	1210	1240	2165
NUMBER OF RESPONDENTS	3511 100%	269 100%	518 100%	486 100%	739 100%	1044 100%	323 100%	2536 100%	35 100%	66 100%	9 100%	54 100%	54 100%	242 100%	369 100%	2982 100%	2174 100%	1210 100%	1240 100%	2165 100%
MEAN	2.29	2.26	2.27	2.29	2.25	2.33	2.36	2.27	2.32	2.32	2.82	2.23	2.09	2.29	2.48	2.27	2.37	2.15	2.33	2.28
p stat_(*=Sig @ p<=.05)		.497	.549	.857	.090	.072	.101	.029*	~.781		~.530	.083	.990		.000*.000*	.000*.000*	.000*.000*	.039*	.088	

[ASKED IF Q7 >= 1 TIME]

NQ13 RATING OF ALL HEALTH CARE

Banner II

	BANT	DG01	DG02	DG03	DG04	DG05	DG06	DG17	DG07	DG08	DG16	DG09	DG10	DG11	DG12	DG13	DG14	DG15
	OT11																	
	OHP																	
	TOT																	
	ADLT	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
NQ13																		
0-6	626	34	46	44	42	29	67	22	39	40	27	31	27	37	64	66	38	34
	18%	16%	23%	24%	22%	18%	17%	13%*	18%	20%	14%	17%	14%	18%	30%*	30%*	23%	17%
7-8	1233	69	66	64	77	57	135	57	89	66	54	71	70	77	78	72	58	61
	35%	33%	33%	34%	40%	35%	35%	33%	41%	33%	27%*	39%	36%	37%	37%	33%	35%	31%
9-10	1653	105	91	78	75	75	189	92	91	95	117	79	97	94	71	82	72	100
	47%	50%	45%	42%	39%*	47%	48%	54%*	42%	47%	59%*	44%	50%	45%	33%*	37%*	43%	51%
VALID CASES	3511	208	203	186	194	161	391	171	219	201	198	181	194	208	213	220	168	195
NUMBER OF RESPONDENTS	3511	208	203	186	194	161	391	171	219	201	198	181	194	208	213	220	168	195
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
MEAN	2.29	2.34	2.22	2.18	2.17	2.29	2.31	2.41	2.24	2.27	2.45	2.27	2.36	2.27	2.03	2.07	2.20	2.34
p stat_(*=Sig @ p<=.05)		.339	.186	.047*	.022*	.899		.012*	.266	.722	.003*	.617	.212	.704	.000*	.000*	.099	.398

[ASKED IF Q7 >= 1 TIME]

NQ23 RATING OF PERSONAL DOCTOR

Banner I

	BANT OTI	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- ILND NATV	OTHR OTHR	TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & FAIR & POOR	MALE	FE- MALE
NQ23																				
0-6	538 14%	54 18%	102 18%*	64 12%	116 15%	146 13%	40 11%*	420 15%*	6 16%~	2 3%*	1 6%~	5 11%~	4 7%*	42 17%	44 11%*	468 15%	281 12%*	239 20%*	193 14%	326 14%
7-8	974 26%	80 27%	164 30%	153 29%	172 22%*	281 26%	79 22%	735 27%	8 24%~	26 37%*		13 ~	15 27%~	55 29%	74 18%*	847 27%*	675 28%*	263 21%*	361 27%	581 26%
9-10	2215 59%	162 55%	288 52%*	319 59%	480 62%	668 61%	237 66%*	1570 58%*	20 60%~	42 59%	9 94%~	28 61%~	32 63%	149 61%	283 71%*	1853 59%*	1427 60%	721 59%	801 59%	1367 60%
VALID CASES	3728	296	554	536	769	1096	356	2726	34	70	10	46	51	246	401	3167	2383	1223	1355	2273
NUMBER OF RESPONDENTS	3728 100%	296 100%	554 100%	536 100%	769 100%	1096 100%	356 100%	2726 100%	34 100%	70 100%	10 100%	46 100%	51 100%	246 100%	401 100%	3167 100%	2383 100%	1223 100%	1355 100%	2273 100%
MEAN	2.45	2.37	2.34	2.48	2.47	2.48	2.55	2.42	2.44	2.56	2.89	2.50	2.56	2.44	2.60	2.44	2.48	2.39	2.45	2.46
p stat_(*=Sig @ p<=.05)		.040*	.000*	.373	.326	.178	.005*	.001*	~.093		~	~.273	.766	.000*	.011*	.001*	.002*	.916	.380	

[ASKED IF Q15 = YES]

NQ23 RATING OF PERSONAL DOCTOR

Banner II

	BANT	DG01	DG02	DG03	DG04	DG05	DG06	DG17	DG07	DG08	DG16	DG09	DG10	DG11	DG12	DG13	DG14	DG15
	OT11																	
	OHP																	
	TOT																	
	ADLT	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
NQ23																		
0-6	538	29	30	31	34	28	46	20	35	26	27	25	36	42	50	54	32	27
	14%	12%	15%	16%	15%	17%	12%	11%	16%	12%	12%	13%	17%	19%	22%*	23%*	17%	13%
7-8	974	65	53	50	62	47	102	44	51	61	46	54	46	66	64	61	47	40
	26%	28%	26%	27%	28%	28%	26%	24%	23%	29%	21%*	28%	22%	30%	28%	26%	25%	20%*
9-10	2215	139	122	107	125	90	246	119	137	126	151	115	127	115	118	116	106	138
	59%	60%	60%	57%	57%	55%	62%	65%*	61%	59%	67%*	59%	61%	52%*	51%*	50%*	57%	67%*
VALID CASES	3728	233	205	188	221	165	394	183	223	213	224	194	209	223	232	231	185	205
NUMBER OF RESPONDENTS	3728	233	205	188	221	165	394	183	223	213	224	194	209	223	232	231	185	205
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
MEAN	2.45	2.47	2.45	2.40	2.41	2.38	2.51	2.54	2.46	2.47	2.55	2.46	2.44	2.33	2.29	2.27	2.40	2.54
p stat_(*=Sig @ p<=.05)		.636	.984	.395	.435	.154		.038*	.875	.696	.038*	.785	.780	.007*	.003*	.001*	.325	.076

[ASKED IF Q15 = YES]

NQ27 RATING OF SPECIALIST SEEN MOST OFTEN

Banner I

	BANT OT1	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER		
		OHP TOT ADLT	18 TO	25 TO	35 TO	45 TO	55 TO	65 AND OVER	BLCK OR AFR-	AS-	NATV HAW/ PAC	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR POOR	GOOD & FAIR POOR	MALE	FE- MALE	
NQ27																				
0-6	247 14%	9 10%	28 14%	35 15%	61 15%	81 13%	21 11%	191 14%	5 31%~	5 18%~	1 4%~	5 15%~	3 9%~	19 15%	11 7%*	228 15%*	106 11%*	132 17%*	86 14%	155 14%
7-8	469 26%	30 32%	77 38%*	48 21%*	118 29%	132 22%*	47 25%	355 27%	4 22%~	9 33%~	2 29%~	7 25%~	13 42%~	34 27%	29 19%*	424 27%*	250 26%	206 27%	167 27%	288 26%
9-10	1055 60%	56 59%	100 49%*	145 63%	227 56%	392 65%*	117 63%	778 59%	8 47%~	13 49%~	4 67%~	18 60%~	15 49%~	72 58%	112 74%*	907 58%*	602 63%*	430 56%*	366 59%	672 60%
VALID CASES	1771	95	205	228	406	605	185	1324	16	26	6	30	30	125	152	1559	958	768	620	1115
NUMBER OF RESPONDENTS	1771	95	205	228	406	605	185	1324	16	26	6	30	30	125	152	1559	958	768	620	1115
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
MEAN	2.46	2.49	2.35	2.48	2.41	2.51	2.52	2.44	2.17	2.31	2.62	2.45	2.40	2.43	2.67	2.44	2.52	2.39	2.45	2.46
p_stat_(*=Sig @ p<=.05)		.676	.024*	.551	.141	.021*	.206	.277	~	~	~	~	~	.677	.000*	.000*	.000*	.001*	.842	.549

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

NQ27 RATING OF SPECIALIST SEEN MOST OFTEN

Banner II

	BANT	DG01	DG02	DG03	DG04	DG05	DG06	DG17	DG07	DG08	DG16	DG09	DG10	DG11	DG12	DG13	DG14	DG15
	OT11																	
	OHP																	
	TOT																	
	ADLT	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
NQ27																		
0-6	247	11	11	17	10	11	24	16	13	12	13	15	9	18	19	19	7	14
	14%	10%	12%	18%	12%	14%	11%	18%	13%	12%	14%	15%	10%	17%	16%	19%	9%	13%
7-8	469	25	22	28	21	23	56	22	39	27	20	29	22	23	35	26	24	33
	26%	23%	25%	29%	25%	29%	25%	24%	39%*	28%	22%	28%	23%	21%	30%	26%	32%	29%
9-10	1055	75	55	52	54	46	143	52	48	58	57	58	63	68	63	56	44	65
	60%	68%	63%	54%	64%	58%	64%	58%	48%*	60%	63%	57%	67%	62%	54%	55%	59%	58%
VALID CASES	1771	111	88	97	85	80	223	90	100	97	90	102	94	109	117	101	75	112
NUMBER OF RESPONDENTS	1771	111	88	97	85	80	223	90	100	97	90	102	94	109	117	101	75	112
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
MEAN	2.46	2.58	2.50	2.36	2.52	2.44	2.53	2.40	2.35	2.47	2.49	2.42	2.57	2.46	2.38	2.37	2.49	2.46
p stat_(*=Sig @ p<=.05)		.074	.573	.225	.429	.805		.394	.137	.803	.677	.626	.118	.964	.238	.223	.640	.995

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

NQ35 RATING OF HEALTH PLAN

Banner I

	BANT OTI	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER		
		OHP TOT ADLT	18 TO	25 TO	35 TO	45 TO	55 TO	65 AND OVER	BLCK OR AFR-	AS-	NATV HAW/ PAC	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	MALE	FE- MALE	
NQ35																				
0-6	851 19%	68 16%	160 22%*	130 19%	227 24%*	209 16%*	35 9%*	666 20%*	5 11%~	6 7%*	1 11%~	11 16%	11 18%	74 24%*	64 12%*	754 19%*	496 16%*	336 24%*	325 18%	500 19%
7-8	1524 33%	149 35%	270 37%*	254 37%*	283 30%	398 31%*	126 32%	1144 34%*	19 44%~	35 38%	1 6%~	25 38%	16 25%	84 27%*	147 28%*	1325 34%*	1033 34%	448 32%	611 34%	884 33%
9-10	2221 48%	204 48%	305 42%*	302 44%*	419 45%*	688 53%*	233 59%*	1516 46%*	20 46%~	51 56%	10 83%~	31 46%	36 57%	149 49%	317 60%*	1815 47%*	1535 50%*	630 45%*	876 48%	1302 48%
VALID CASES	4596	422	736	686	930	1295	394	3326	44	92	12	67	63	307	528	3894	3063	1414	1812	2686
NUMBER OF RESPONDENTS	4596 100%	422 100%	736 100%	686 100%	930 100%	1295 100%	394 100%	3326 100%	44 100%	92 100%	12 100%	67 100%	63 100%	307 100%	528 100%	3894 100%	3063 100%	1414 100%	1812 100%	2686 100%
MEAN	2.30	2.32	2.20	2.25	2.21	2.37	2.50	2.26	2.35	2.49	2.72	2.30	2.39	2.25	2.48	2.27	2.34	2.21	2.30	2.30
p_stat_(*=Sig @ p<=.05)		.485	.000*	.074	.000*	.000*	.000*	.000*		~.012*		~.979	.348	.218	.000*	.000*	.000*	.000*	.682	.981

NQ35 RATING OF HEALTH PLAN

Banner II

	BANT	DG01	DG02	DG03	DG04	DG05	DG06	DG17	DG07	DG08	DG16	DG09	DG10	DG11	DG12	DG13	DG14	DG15
	OT11																	
	OHP																	
	TOT																	
	ADLT	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
NQ35																		
0-6	851 19%	57 21%	68 25%*	48 20%	69 26%*	35 17%	97 20%	26 12%*	50 18%	45 18%	47 17%	56 23%	45 17%	51 19%	81 29%*	81 28%*	45 20%	52 19%
7-8	1524 33%	87 32%	88 33%	67 29%	81 30%	73 35%	163 33%	65 30%	108 39%*	86 33%	77 28%*	84 35%	86 32%	94 36%	86 31%	99 35%	80 36%	98 36%
9-10	2221 48%	127 47%	111 42%*	120 51%	118 44%	101 48%	233 47%	129 59%*	117 43%*	126 49%	154 55%*	101 42%*	136 51%	117 45%	109 39%*	105 37%*	95 43%	122 45%
VALID CASES	4596	271	267	235	268	209	493	220	275	257	278	241	267	262	276	285	220	272
NUMBER OF RESPONDENTS	4596 100%	271 100%	267 100%	235 100%	268 100%	209 100%	493 100%	220 100%	275 100%	257 100%	278 100%	241 100%	267 100%	262 100%	276 100%	285 100%	220 100%	272 100%
MEAN	2.30	2.26	2.16	2.31	2.18	2.32	2.28	2.47	2.24	2.32	2.38	2.19	2.34	2.25	2.10	2.08	2.23	2.26
p stat_(*=Sig @ p<=.05)		.381	.004*	.867	.012*	.712		.000*	.225	.719	.063	.020*	.367	.294	.000*	.000*	.144	.383

GETTING NEEDED CARE

Banner I

BANT OT1	AGE						RACE						ETHNIC- ITY	HEALTH STATUS		GENDER				
	OHP TOT ADLT	18 TO	25 TO	35 TO	45 TO	55 TO	65 AND OVER	BLCK OR AFR-	AMER AS-	NATV HAW/ PAC	AMER IND/ ALSK	MUL- ILND OTHR		TI	HIS- IC	NOT HIS- PAN-	EX & VERY GOOD & FAIR & GOOD POOR	MALE	FE- MALE	
NPRBSEE4 NQ46	2.23	2.37	2.23	2.12	2.16	2.29	2.37	2.28	1.74	1.75	2.38	2.32	2.29	2.12	2.29	2.23	2.30	2.17	2.24	2.23
p stat_(*=Sig @ p<=.05)		.082	.902	.021*	.024*	.024*	.015*	.000*	~	~	~	~	~	.131	.374	.656	.000*	.002*	.692	.952
NCARNES4 NQ15	2.33	2.25	2.26	2.32	2.32	2.40	2.45	2.36	2.22	2.03	2.82	2.42	2.17	2.35	2.37	2.33	2.39	2.25	2.37	2.33
p stat_(*=Sig @ p<=.05)		.059	.011*	.533	.471	.001*	.002*	.011*	~	.002*	~	.387	.187	.729	.282	.625	.000*	.000*	.073	.521
COMPOSITE	2.28	2.31	2.24	2.22	2.24	2.35	2.41	2.32	1.98	1.89	2.60	2.37	2.23	2.24	2.33	2.28	2.34	2.21	2.30	2.28
p stat_(*=Sig @ p<=.05)		.776	.577	.397	.481	.224	.234	.086	~	.157	~	.603	.885	.689	.630	.837	.026*	.085	.644	.887

GETTING NEEDED CARE

Banner II

	BANT	DG01	DG02	DG03	DG04	DG05	DG06	DG17	DG07	DG08	DG16	DG09	DG10	DG11	DG12	DG13	DG14	DG15
	OHP																	
	TOT																	
	ADLT	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
NPRBSEE4 NQ46	2.23	2.18	2.25	2.33	2.23	2.26	2.31	2.14	2.23	2.27	2.14	2.26	2.27	2.23	2.26	2.21	2.32	2.25
p stat_(*=Sig @ p<=.05)		.421	.861	.254	.938	.771		.149	.995	.620	.269	.771	.703	.902	.728	.762	.346	.887
NCARNES4 NQ15	2.33	2.36	2.25	2.36	2.25	2.39	2.37	2.36	2.39	2.33	2.27	2.25	2.38	2.29	2.21	2.24	2.30	2.27
p stat_(*=Sig @ p<=.05)		.563	.136	.593	.103	.344		.544	.276	.911	.264	.109	.438	.328	.031*	.080	.574	.274
COMPOSITE	2.28	2.27	2.25	2.35	2.24	2.32	2.34	2.25	2.31	2.30	2.21	2.25	2.32	2.26	2.24	2.23	2.31	2.26
p stat_(*=Sig @ p<=.05)		.767	.833	.559	.425	.805		.882	.555	.858	.705	.517	.856	.740	.634	.657	.771	.855

GETTING CARE QUICKLY

Banner I

BANT OT1	AGE						RACE						ETHNIC- ITY	HEALTH STATUS		GENDER				
	OHP TOT ADLT	18 TO	25 TO	35 TO	45 TO	55 TO	65 AND OVER	BLCK OR AFR-	AMER AS-	NATV HAW/ PAC	AMER IND/ ALSK	MUL- ILND		OTHR NATV	TI	HIS- IC	NOT HIS- PAN-	EX & VERY GOOD & FAIR & POOR	FE- MALE MALE	
NCARSN4 NQ4	2.42	2.29	2.36	2.38	2.42	2.49	2.57	2.43	2.28	2.33	2.54	2.62	2.26	2.41	2.52	2.42	2.46	2.39	2.38	2.46
p stat_(*=Sig @ p<=.05)		.036*	.157	.370	.968	.016*	.007*	.557	~	~	~	~	~	.818	.078	.498	.011*	.135	.106	.007*
NAPGET4 NQ6	2.24	2.03	2.10	2.24	2.24	2.33	2.39	2.30	2.09	1.73	1.52	2.37	2.10	2.18	2.24	2.25	2.22	2.29	2.23	2.25
p stat_(*=Sig @ p<=.05)		.000*	.000*	.966	.957	.000*	.001*	.000*	~	.000*	~	~	~	.316	.935	.263	.181	.014*	.666	.163
COMPOSITE	2.33	2.16	2.23	2.31	2.33	2.41	2.48	2.37	2.19	2.03	2.03	2.50	2.18	2.30	2.38	2.33	2.34	2.34	2.31	2.36
p stat_(*=Sig @ p<=.05)		.096	.262	.843	.982	.133	.185	.102	~	.225	~	.549	.653	.788	.623	.950	.664	.874	.607	.332

GETTING CARE QUICKLY

Banner II

	BANT	DG01	DG02	DG03	DG04	DG05	DG06	DG17	DG07	DG08	DG16	DG09	DG10	DG11	DG12	DG13	DG14	DG15
	OHP TOT ADLT																	
	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO	
NCARSN4 NQ4	2.42	2.33	2.32	2.51	2.37	2.38	2.47	2.50	2.50	2.48	2.33	2.19	2.41	2.39	2.38	2.47	2.38	2.37
p stat_(*=Sig @ p<=.05)	.232	.186	.277	.552	.637		.258	.262	.434	.298	.001*	.890	.694	.587	.447	.568	.506	
NAPGET4 NQ6	2.24	2.32	2.27	2.32	2.19	2.19	2.34	2.19	2.26	2.41	2.18	2.24	2.37	2.18	2.23	2.32	2.18	2.21
p stat_(*=Sig @ p<=.05)	.184	.614	.219	.487	.457		.324	.704	.008*	.388	1.00	.038*	.293	.853	.161	.391	.626	
COMPOSITE	2.33	2.33	2.29	2.41	2.28	2.29	2.40	2.34	2.38	2.44	2.26	2.21	2.39	2.29	2.31	2.40	2.28	2.29
p stat_(*=Sig @ p<=.05)	.928	.820	.475	.477	.793		.952	.340	.281	.764	.033*	.794	.612	.818	.658	.621	.777	

HOW WELL DOCTORS COMMUNICATE

Banner I

BANT OT1	AGE						RACE						ETHNIC- ITY	HEALTH STATUS		GENDER				
	OHP TOT ADLT	18 TO	25 TO	35 TO	45 TO	55 TO	65 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	GOOD & POOR	MALE	FE- MALE	
NDREXPL4 NQ32	2.64	2.65	2.66	2.69	2.63	2.63	2.60	2.67	2.63	2.33	2.20	2.55	2.72	2.66	2.62	2.65	2.70	2.54	2.65	2.64
p stat_(*=Sig @ p<=.05)		.792	.388	.064	.720	.722	.208	.001*	~.004*	~	~	~.571	.666	.135	.000*.000*	.348	.911			
NDRLSTN4 NQ33	2.61	2.59	2.61	2.69	2.59	2.60	2.66	2.63	2.57	2.43	2.42	2.55	2.58	2.59	2.66	2.62	2.67	2.54	2.64	2.61
p stat_(*=Sig @ p<=.05)		.533	.896	.003*	.424	.376	.189	.086	~.033*	~	~	~.653	.198	.765	.000*.000*	.163	.655			
NDRESPU4 NQ34	2.69	2.72	2.70	2.74	2.67	2.66	2.71	2.68	2.66	2.73	2.75	2.77	2.62	2.64	2.73	2.68	2.73	2.62	2.70	2.68
p stat_(*=Sig @ p<=.05)		.496	.784	.033*	.389	.090	.468	.417	~.537	~	~	~.365	.175	.510	.000*.000*	.297	.291			
NDRTMEN4 NQ37	2.53	2.35	2.57	2.58	2.51	2.53	2.57	2.55	2.54	2.41	2.73	2.61	2.54	2.53	2.42	2.54	2.59	2.42	2.54	2.52
p stat_(*=Sig @ p<=.05)		.001*	.170	.109	.488	.948	.261	.019*	~.228	~	~	~.867	.010*.001*	.000*.000*	.578	.957				
COMPOSITE	2.62	2.58	2.63	2.68	2.60	2.60	2.63	2.63	2.60	2.48	2.52	2.62	2.61	2.61	2.61	2.62	2.67	2.53	2.63	2.61
p stat_(*=Sig @ p<=.05)		.806	.895	.678	.867	.854	.910	.655	~.772	~	~	~.967	.964	.775	.159	.208	.810	.924		

HOW WELL DOCTORS COMMUNICATE

Banner II

	BANT	DG01	DG02	DG03	DG04	DG05	DG06	DG17	DG07	DG08	DG16	DG09	DG10	DG11	DG12	DG13	DG14	DG15
OT11																		
OHP																		
TOT																		
ADLT	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO	
NDREXPL4 NQ32	2.64	2.72	2.63	2.62	2.69	2.66	2.66	2.63	2.69	2.64	2.69	2.65	2.70	2.60	2.52	2.49	2.61	2.67
p stat_(*=Sig @ p<=.05)	.042*	.790	.679	.261	.710			.766	.310	.990	.242	.764	.208	.374	.019*	.008*	.538	.484
NDRLSTN4 NQ33	2.61	2.66	2.61	2.60	2.62	2.63	2.66	2.61	2.65	2.64	2.71	2.62	2.65	2.57	2.43	2.43	2.59	2.66
p stat_(*=Sig @ p<=.05)	.329	.955	.782	.921	.799			.876	.491	.595	.033*	.904	.541	.389	.002*	.002*	.595	.316
NDRESPU4 NQ34	2.69	2.72	2.65	2.61	2.68	2.72	2.68	2.72	2.72	2.67	2.77	2.71	2.71	2.68	2.50	2.50	2.64	2.69
p stat_(*=Sig @ p<=.05)	.463	.427	.157	.927	.464			.409	.476	.671	.033*	.675	.712	.893	.001*	.001*	.342	.895
NDRTMEN4 NQ37	2.53	2.63	2.45	2.59	2.48	2.63	2.51	2.52	2.56	2.52	2.60	2.54	2.62	2.52	2.35	2.40	2.43	2.48
p stat_(*=Sig @ p<=.05)	.036*	.180	.275	.355	.048*			.859	.495	.951	.187	.744	.085	.868	.003*	.036*	.081	.364
COMPOSITE	2.62	2.68	2.58	2.60	2.62	2.66	2.63	2.62	2.65	2.62	2.69	2.63	2.67	2.59	2.45	2.46	2.57	2.63
p stat_(*=Sig @ p<=.05)	.318	.902	.943	.988	.849			1.00	.565	1.00	.837	.818	.881	.847	.285	.415	.708	.958

CUSTOMER SERVICE

Banner I

BANT OT1	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER			
	OHP TOT ADLT	18 TO	25 TO	35 TO	45 TO	55 TO	65 AND OVER	BLCK OR AFR-	AMER AS-	NATV HAW/ IAN	AMER IND/ ILND	ALSK NATV	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	FE- MALE MALE		
NPBCLCS4 NQ50	2.29	2.13	2.36	2.25	2.29	2.32	2.36	2.32	1.87	2.08	1.70	2.43	2.54	2.15	2.33	2.28	2.34	2.17	2.36	2.25
p stat_(*=Sig @ p<=.05)		.028*	.191	.416	.992	.415	.391	.135	~	~	~	~	~	.143	.489	.362	.001*	.000*	.029*	.022*
NCSRESP NQ51	2.67	2.64	2.62	2.65	2.69	2.67	2.77	2.69	2.15	2.44	2.23	2.94	2.84	2.72	2.65	2.67	2.68	2.64	2.66	2.67
p stat_(*=Sig @ p<=.05)		.563	.152	.601	.587	.736	.101	.298	~	~	~	~	~	.456	.584	.422	.472	.195	.677	1.00
COMPOSITE	2.48	2.39	2.49	2.45	2.49	2.49	2.56	2.50	2.01	2.26	1.97	2.68	2.69	2.44	2.49	2.47	2.51	2.41	2.51	2.46
p stat_(*=Sig @ p<=.05)		.693	.975	.873	.949	.931	.758	.704	~	~	~	~	~	.873	.967	.845	.598	.458	.776	.747

CUSTOMER SERVICE

Banner II

	BANT	DG01	DG02	DG03	DG04	DG05	DG06	DG17	DG07	DG08	DG16	DG09	DG10	DG11	DG12	DG13	DG14	DG15
	OHP																	
	TOT																	
	ADLT	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
NPBCLCS4 NQ50	2.29	2.52	2.26	2.17	2.25	2.32	2.27	2.25	2.35	2.38	2.23	2.27	2.31	2.27	2.14	2.41	2.30	2.38
p stat_(*=Sig @ p<=.05)		.012*	.806	.253	.652	.687		.578	.512	.363	.470	.848	.842	.775	.177	.207	.919	.367
NCSRESP NQ51	2.67	2.71	2.66	2.71	2.65	2.72	2.70	2.57	2.68	2.71	2.67	2.70	2.69	2.69	2.72	2.72	2.79	2.69
p stat_(*=Sig @ p<=.05)		.630	.808	.636	.701	.457		.098	.971	.629	1.00	.666	.838	.854	.533	.530	.065	.815
COMPOSITE	2.48	2.61	2.46	2.44	2.45	2.52	2.49	2.41	2.52	2.55	2.45	2.49	2.50	2.48	2.43	2.56	2.54	2.54
p stat_(*=Sig @ p<=.05)		.184	.951	.830	.763	.895		.879	.742	.758	.942	.953	.968	.975	.810	.787	.781	.868

SHARED DECISION MAKING

Banner I

BANT OT1	AGE						RACE						ETHNIC- ITY	HEALTH STATUS	GENDER					
OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	NATV HAW/ AS- IAN	AMER IND/ PAC ILND	ALSK NATV	OTHR	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	FE- MALE	MALE			
NNRXWHY NQ11	2.86	2.77	2.90	2.86	2.84	2.89	2.84	2.88	2.89	2.97	3.00	2.83	2.75	2.85	2.72	2.88	2.88	2.84	2.88	2.85
p stat_(*=Sig @ p<=.05)	.113	.167	.962	.377	.122	.471	.124	~	~	~	~	~	.757	.010*.024*	.091	.085	.237	.208		
NNRXWYNT NQ12	2.48	2.48	2.53	2.55	2.54	2.36	2.46	2.52	2.17	1.75	3.00	2.74	2.77	2.50	2.36	2.49	2.50	2.44	2.46	2.49
p stat_(*=Sig @ p<=.05)	.987	.330	.153	.129	.000*	.749	.008*	~	~	~	~	~	.837	.067	.129	.238	.116	.362	.450	
NRXBST NQ13	2.52	2.46	2.67	2.48	2.49	2.48	2.59	2.52	2.64	2.49	2.89	2.58	2.24	2.48	2.60	2.51	2.56	2.44	2.51	2.52
p stat_(*=Sig @ p<=.05)	.425	.001*	.431	.412	.210	.249	.776	~	~	~	~	~	.639	.239	.566	.010*.002*	.794	.759		
COMPOSITE	2.62	2.57	2.70	2.63	2.62	2.58	2.63	2.64	2.56	2.40	2.96	2.72	2.59	2.61	2.56	2.63	2.65	2.57	2.62	2.62
p stat_(*=Sig @ p<=.05)	.837	.623	.952	.984	.635	.952	.631	~	~	~	~	~	.962	.798	.769	.628	.511	.957	.969	

SHARED DECISION MAKING

Banner II

	BANT	DG01	DG02	DG03	DG04	DG05	DG06	DG17	DG07	DG08	DG16	DG09	DG10	DG11	DG12	DG13	DG14	DG15
	OHP TOT																	
	ADLT	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
NNRXWHY NQ11	2.86	2.83	2.89	2.87	2.89	2.92	2.88	2.87	2.82	2.92	2.80	2.75	2.88	2.81	2.93	2.90	2.81	2.92
p stat_(*=Sig @ p<=.05)		.488	.639	.950	.561	.119		.918	.439	.144	.335	.106	.749	.293	.034*	.483	.417	.274
NNRXWYNT NQ12	2.48	2.58	2.40	2.48	2.30	2.59	2.44	2.51	2.43	2.49	2.53	2.54	2.59	2.48	2.48	2.67	2.28	2.54
p stat_(*=Sig @ p<=.05)		.260	.322	.989	.075	.213		.695	.549	.883	.625	.527	.221	.991	.935	.009*	.042*	.548
NRXBST NQ13	2.52	2.57	2.51	2.52	2.43	2.67	2.60	2.40	2.57	2.56	2.73	2.40	2.45	2.56	2.43	2.53	2.42	2.66
p stat_(*=Sig @ p<=.05)		.499	.930	.978	.381	.073		.134	.490	.654	.018*	.215	.462	.588	.269	.908	.293	.107
COMPOSITE	2.62	2.66	2.60	2.62	2.54	2.73	2.64	2.59	2.61	2.66	2.69	2.56	2.64	2.62	2.61	2.70	2.50	2.70
p stat_(*=Sig @ p<=.05)		.670	.950	.995	.605	.707		.951	.897	.871	.904	.523	.968	.976	.977	.803	.440	.799

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

Banner I

	BANTO T1	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-	NATV HAW/ PAC	AMER IND/ ALSK	OTHR	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	FE- MALE	MALE	
PRBSEE4 Q25	77%	87%	72%	67%	75%	80%	84%	80%	46%	45%	76%	72%	75%	64%	79%	76%	78%	74%	76%	77%
CARNES4 Q14	83%	83%	80%	84%	82%	84%	89%	84%	79%	68%	91%	87%	69%	81%	87%	83%	86%	79%	84%	84%
AVERAGE	79.82	85.37	76.39	75.56	78.50	81.87	86.32	82.19	62.64	56.48	83.64	79.50	72.15	72.93	83.22	79.50	82.16	76.69	79.68	80.24

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

Banner II

	BANTO T11	DG01	DG02	DG03	DG04	DG05	DG06	DG17	DG07	DG08	DG16	DG09	DG10	DG11	DG12	DG13	DG14	DG15
	OHP TOT ADLT	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
PRBSEE4 Q25	77%	77%	74%	75%	77%	75%	81%	71%	77%	78%	71%	81%	74%	76%	79%	73%	85%	77%
CARNES4 Q14	83%	83%	79%	84%	81%	84%	84%	87%	85%	82%	86%	79%	85%	79%	74%	81%	81%	81%
AVERAGE	79.82	80.04	76.44	79.60	79.05	79.57	82.15	78.98	81.20	80.20	78.05	80.04	79.52	77.54	76.52	77.25	82.88	79.01

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

Banner I

	BANTO T1	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER		
		OHP TOT ADLT	18 TO	25 TO	35 TO	45 TO	55 TO	65 AND OVER	BLCK OR AFR-	AS-	NATV HAW/ PAC	AMER IND/ ALSK	MUL-	HIS-	NOT HIS-	EX & VERY GOOD & GOOD	FAIR & POOR	FE- MALE	MALE	
CARSN4 Q4	84%	82%	79%	82%	87%	86%	86%	85%	85%	76%	100%	89%	66%	82%	86%	84%	87%	81%	82%	86%
APGET4 Q6	76%	66%	69%	75%	78%	80%	83%	79%	77%	50%	26%	84%	71%	71%	74%	77%	75%	80%	75%	77%
AVERAGE	79.89	74.00	74.21	78.48	82.54	83.01	84.84	82.01	81.08	62.83	62.93	86.64	68.35	76.62	80.29	80.10	80.59	80.28	78.47	81.29

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

Banner II

	BANTO T11	DG01	DG02	DG03	DG04	DG05	DG06	DG17	DG07	DG08	DG16	DG09	DG10	DG11	DG12	DG13	DG14	DG15
	OHP TOT ADLT	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
CARSN4 Q4	84%	83%	82%	86%	80%	80%	85%	88%	87%	86%	77%	75%	82%	83%	82%	87%	83%	82%
APGET4 Q6	76%	81%	80%	80%	74%	74%	81%	72%	75%	84%	74%	79%	83%	74%	76%	81%	73%	77%
AVERAGE	79.89	82.38	80.94	82.97	76.66	76.89	82.65	79.91	80.89	85.12	75.28	77.26	82.62	78.79	78.93	83.81	78.29	79.39

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

Banner I

BANT OT1	AGE							RACE							ETHNIC- ITY		HEALTH STATUS		GENDER	
	OHP TOT ADLT	18 TO	25 TO	35 TO	45 TO	55 TO	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- ILND NATV	OTHR	TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & GOOD POOR	FE- MALE MALE		
DREXPL4 Q17	92%	92%	91%	93%	92%	91%	92%	93%	85%	83%	64%	90%	99%	90%	91%	92%	94%	88%	92%	91%
DRLSTN4 Q18	90%	92%	88%	94%	88%	90%	93%	91%	87%	92%	94%	86%	88%	88%	90%	90%	92%	87%	91%	90%
DRESPU4 Q19	91%	92%	91%	94%	91%	89%	94%	91%	90%	99%	94%	95%	87%	87%	92%	91%	93%	88%	91%	91%
DRTMEN4 Q20	88%	82%	88%	91%	88%	89%	91%	90%	85%	91%	94%	92%	88%	84%	84%	89%	91%	84%	88%	89%
AVERAGE	90.3	89.6	89.6	92.8	89.8	89.9	92.3	91.1	86.8	90.9	86.7	90.4	90.4	87.1	89.5	90.7	92.7	86.9	90.7	90.3

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

Banner II

	BANT	DG01	DG02	DG03	DG04	DG05	DG06	DG17	DG07	DG08	DG16	DG09	DG10	DG11	DG12	DG13	DG14	DG15
	OT11																	
	OHP																	
	TOT																	
	ADLT	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
DREXPL4 Q17	92%	96%	92%	92%	93%	93%	94%	90%	94%	92%	95%	92%	93%	89%	88%	85%	88%	93%
DRLSTN4 Q18	90%	94%	89%	90%	93%	90%	93%	89%	91%	90%	94%	91%	90%	89%	84%	84%	89%	93%
DRESPU4 Q19	91%	94%	89%	91%	92%	93%	92%	91%	94%	92%	95%	92%	91%	91%	85%	84%	88%	91%
DRTMEN4 Q20	88%	92%	87%	91%	86%	91%	89%	88%	90%	89%	91%	91%	93%	87%	80%	83%	84%	88%
AVERAGE	90.3	93.9	89.3	91.2	91.0	91.8	91.8	89.5	92.2	90.7	93.9	91.5	91.6	89.0	84.3	83.8	87.3	91.2

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

Banner I

	BANTO T1	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-	NATV HAW/ PAC	AMER IND/ ALSK	OTHR	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	FE- MALE	MALE	
PBCLCS4 Q31	79%	68%	84%	74%	80%	81%	81%	80%	63%	69%	70%	83%	85%	66%	83%	78%	80%	77%	81%	78%
CSRESP Q32	93%	91%	91%	93%	93%	93%	93%	93%	70%	87%	100%	100%	97%	90%	94%	92%	93%	92%	91%	93%
AVERAGE	85.90	79.65	87.74	83.42	86.45	87.10	86.99	86.61	66.23	78.16	85.12	91.38	91.35	78.17	88.79	84.96	86.20	84.50	86.08	85.48

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

Banner II

	BANTO T11	DG01	DG02	DG03	DG04	DG05	DG06	DG17	DG07	DG08	DG16	DG09	DG10	DG11	DG12	DG13	DG14	DG15
	OHP TOT ADLT	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
PBCLCS4 Q31	79%	92%	77%	73%	80%	80%	75%	75%	84%	86%	79%	79%	77%	79%	71%	81%	85%	82%
CSRESP Q32	93%	94%	95%	95%	94%	94%	94%	88%	95%	91%	94%	94%	92%	92%	95%	95%	97%	95%
AVERAGE	85.90	93.00	86.01	84.12	86.92	87.36	84.81	81.88	89.52	88.64	86.27	86.31	84.51	85.47	82.76	87.94	90.86	88.60

SHARED DECISION MAKING (YES) -- GLOBAL PROPORTION COMPOSITE

Banner I

BANT OT1	AGE							RACE							ETHNIC- ITY		HEALTH STATUS		GENDER	
	OHP TOT ADLT	18 TO	25 TO	35 TO	45 TO	55 TO	65 AND OVER	BLCK OR AFR-	AS-	NATV HAW/ PAC	AMER IND/ ALSK	MUL-	TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD &	FAIR & POOR	MALE	FE- MALE	
NRXWHY Q10	93%	89%	95%	93%	92%	94%	92%	94%	94%	98%	100%	92%	88%	92%	86%	94%	94%	92%	94%	93%
NRXWYNT Q11	74%	74%	77%	78%	77%	68%	73%	76%	59%	37%	100%	87%	88%	75%	68%	75%	75%	72%	73%	75%
RXBST Q12	76%	73%	83%	74%	74%	74%	79%	76%	82%	75%	94%	79%	62%	74%	80%	76%	78%	72%	75%	76%
AVERAGE	81.0	78.5	85.0	81.5	81.1	78.8	81.4	81.9	78.2	70.1	98.2	85.8	79.4	80.5	78.0	81.4	82.4	78.5	80.8	81.1

SHARED DECISION MAKING (YES) -- GLOBAL PROPORTION COMPOSITE

Banner II

	BANT	DG01	DG02	DG03	DG04	DG05	DG06	DG17	DG07	DG08	DG16	DG09	DG10	DG11	DG12	DG13	DG14	DG15
	OT11																	
	OHP																	
	TOT																	
	ADLT	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
NRXWHY Q10	93%	91%	94%	93%	95%	96%	94%	93%	91%	96%	90%	88%	94%	90%	97%	95%	91%	96%
NRXWYNT Q11	74%	79%	70%	74%	65%	80%	72%	76%	72%	75%	76%	77%	80%	74%	74%	83%	64%	77%
RXBST Q12	76%	79%	75%	76%	72%	84%	80%	70%	79%	78%	87%	70%	72%	78%	72%	76%	71%	83%
AVERAGE	81.0	83.0	79.9	81.1	77.2	86.6	82.1	79.6	80.4	82.9	84.4	78.1	82.0	80.8	80.7	84.9	75.2	85.2

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

Banner I

	BANT	AGE					RACE							ETHNICITY		HEALTH STATUS		CCC SCREENER	
	OT1	<4	4-7	8-12	13 AND OVER	WHITE	BLK OR AFR-	AS- IAN	NATV ILND	AMER ALSK	OTH	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD &	FAIR & POOR	NO CCC	CCC	
Q1																			
YES	5280	906	1223	1639	1511	2485	54	78	12	49	34	400	1716	3126	4660	225	4012	1267	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
NOT ANSWERED	29	2	5	11	12	13		2		2	1	1	10	20	28	2	20	10	
VALID CASES	5280	906	1223	1639	1511	2485	54	78	12	49	34	400	1716	3126	4660	225	4012	1267	
NUMBER OF RESPONDENTS	5309	908	1228	1650	1523	2498	54	80	12	51	35	400	1726	3146	4688	227	4032	1277	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	

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

Banner II

	BANT	DG01	DG02	DG03	DG04	DG05	DG06	DG17	DG07	DG08	DG16	DG09	DG10	DG11	DG12	DG13	DG14	DG15
	OT11																	
	OHP																	
	TOT																	
	CHLD	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q1	5280	309	278	262	300	292	515	323	316	304	356	258	277	294	269	286	336	302
YES	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
NOT ANSWERED	29	1	2	2	1	2	9		1	1	1	3	1	1	1	1	3	2
VALID CASES	5280	309	278	262	300	292	515	323	316	304	356	258	277	294	269	286	336	302
NUMBER OF RESPONDENTS	5309	310	280	264	301	294	524	323	317	305	357	261	278	295	270	287	339	304
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

Banner I

	BANT	AGE				RACE						ETHNIC-	HEALTH		CCC			
	OT1	<4	4-7	8-12	AND OVER	WHT	BLK OR AFR-	AS- IAN	NATV HAW/ ILND	AMER IND/ NATV	ALSK	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC
Q3																		
YES	1589 31%	321 36%*	424 36%*	441 27%*	398 27%*	818 33%*	13 25%	17 22%*	6 49%~	20 40%	11 31%~	161 40%*	467 27%*	1049 34%*	1398 30%*	109 49%*	1050 27%*	551 43%*
NO	3590 69%	560 64%*	767 64%*	1179 73%*	1088 73%*	1664 67%*	39 75%	61 78%*	6 51%~	30 60%	24 69%~	238 60%*	1241 73%*	2073 66%*	3255 70%*	114 51%*	2860 73%*	719 57%*
NOT ANSWERED	130	26	37	30	37	16	2	2		1		1	18	24	36	5	121	7
VALID CASES	5179	882	1191	1620	1486	2482	52	78	12	51	35	399	1708	3122	4652	222	3911	1270
NUMBER OF RESPONDENTS	5309	908	1228	1650	1523	2498	54	80	12	51	35	400	1726	3146	4688	227	4032	1277
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

Banner II

	BANT	DG01	DG02	DG03	DG04	DG05	DG06	DG17	DG07	DG08	DG16	DG09	DG10	DG11	DG12	DG13	DG14	DG15
	OT11																	
	OHP																	
	TOT																	
	CHLD	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q3																		
YES	1589 31%	100 33%	81 30%	82 31%	84 28%	84 29%	183 36%*	81 26%*	99 32%	88 30%	83 24%*	76 30%	96 35%	100 35%	117 44%*	85 30%	108 32%	92 31%
NO	3590 69%	199 67%	189 70%	181 69%	211 72%	202 71%	330 64%*	232 74%*	211 68%	205 70%	267 76%*	177 70%	181 65%	188 65%	149 56%*	197 70%	227 68%	203 69%
NOT ANSWERED	130	11	10	1	6	8	11	10	7	12	7	8	1	7	4	5	4	9
VALID CASES	5179	299	270	263	295	286	513	313	310	293	350	253	277	288	266	282	335	295
NUMBER OF RESPONDENTS	5309	310	280	264	301	294	524	323	317	305	357	261	278	295	270	287	339	304
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

Banner I

	BANT OT1	AGE				RACE							ETHNIC- ITY		HEALTH STATUS		CCC SCREENER			
		<4	4-7	8-12	13 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & FAIR & POOR	NO CCC	CCC			
Q4 NEVER	13 0.9%	4 1%	3 0.8%	3 0.8%	3 0.8%	6 0.8%	~	~	~	~	2%~	3%	1	4	2	10	8	3	9	5
SOMETIMES	126 8%	26 8%	19 5%*	41 9%	42 11%	45 6%*	1 3%~	4 19%~	2 37%~	~	~	7%	10	45	65	100	14	86	39	
USUALLY	279 18%	48 15%	65 17%	75 17%	93 24%*	143 18%	2 13%~	5 29%~	3 ~	3 15%~	16 42%~	11%*	87	166	20%	17%	236	27	168	111
ALWAYS	1132 73%	241 76%	306 78%*	323 73%	258 65%*	592 75%	10 84%~	10 51%~	4 63%~	15 85%~	4 57%~	119 80%*	310	762	70%	76%*	1011	59	768	364
#ALWAYS + USUALLY (NET)	1411 91%	289 91%	371 94%*	398 90%	351 89%	735 93%*	12 97%~	15 81%~	4 63%~	18 100%~	8 98%~	135 91%	397	928	89%	93%*	1247	86	936	475
TOP BOX SCORE	1132 73%	241 76%	306 78%*	323 73%	258 65%*	592 75%	10 84%~	10 51%~	4 63%~	15 85%~	4 57%~	119 80%*	310	762	70%	76%*	1011	59	768	364
NOT ANSWERED	89	17	18	20	35	52		1		1	1	7	22	61			74	9	61	28
VALID CASES	1550	318	393	442	396	787	12	19	6	18	8	148	444	1002			1355	104	1031	519
NUMBER OF RESPONDENTS	1639 100%	335 100%	411 100%	462 100%	431 100%	839 100%	12 100%	19 100%	6 100%	19 100%	9 100%	155 100%	466 100%	1063 100%			1429 100%	113 100%	1092 100%	547 100%

[ASKED IF Q3 = YES]

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

Banner II

	BANT OT11	DG01	DG02	DG03	DG04	DG05	DG06	DG17	DG07	DG08	DG16	DG09	DG10	DG11	DG12	DG13	DG14	DG15
	OHP TOT CHLD	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q4 NEVER	13 0.9%	~	3%	~	~	1%	4%	~	2%	2%	1%	2%	2%	~0.9%	1%	~	1%	1%
SOMETIMES	126 8%	6 7%	3 4%	9 12%	9 11%	5 6%	14 8%	8 10%	10 11%	5 6%	5 6%	8 11%	2 2%*	12 13%	3 3%*	8 10%	3 3%*	4 5%
USUALLY	279 18%	14 16%	11 15%	15 19%	16 20%	10 12%	24 14%	13 17%	19 21%	16 18%	13 17%	12 16%	13 14%	21 22%	22 20%	17 21%	25 25%	11 13%
ALWAYS	1132 73%	68 77%	58 78%	53 69%	55 69%	65 80%	129 75%	57 73%	60 66%	64 74%	59 76%	52 70%	73 81%	61 65%	84 76%	54 68%	74 73%	69 81%
#ALWAYS + USUALLY (NET)	1411 91%	82 93%	69 93%	68 88%	71 89%	75 93%	153 89%	70 90%	79 87%	80 92%	72 92%	64 86%	86 96%*	82 87%	106 96%*	71 89%	99 97%*	80 94%
TOP BOX SCORE	1132 73%	68 77%	58 78%	53 69%	55 69%	65 80%	129 75%	57 73%	60 66%	64 74%	59 76%	52 70%	73 81%	61 65%	84 76%	54 68%	74 73%	69 81%
NOT ANSWERED	89	12	7	5	4	3	12	3	8	1	5	2	6	6	7	5	6	7
VALID CASES	1550	88	74	77	80	81	171	78	91	87	78	74	90	94	110	80	102	85
NUMBER OF RESPONDENTS	1639 100%	100 100%	81 100%	82 100%	84 100%	84 100%	183 100%	81 100%	99 100%	88 100%	83 100%	76 100%	96 100%	100 100%	117 100%	85 100%	108 100%	92 100%

[ASKED IF Q3 = YES]

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

Banner I

	BANT OTI	AGE				RACE							ETHNIC- ITY		HEALTH STATUS		CCC SCREENER		
		<4	4-7	8-12	13 AND OVER	BLK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	OTHR	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & FAIR & POOR	NO CCC	CCC		
Q5 YES	3498 68%	720 82%*	825 70%	993 62%*	956 65%*	1668 67%	41 76%	56 71%	10 80%~	33 65%	25 78%~	296 74%*	1124 67%	2166 70%*	3125 68%*	172 76%*	2507 65%*	1003 79%*	
NO	1624 32%	158 18%*	354 30%	609 38%*	507 35%*	805 33%	13 24%	24 29%	2 20%~	18 35%	7 22%~	102 26%*	564 33%	950 30%*	1492 32%*	53 24%*	1349 35%*	265 21%*	
NOT ANSWERED	188	30	49	48	61	25					1	3	2	38	30	71	1	176	9
VALID CASES	5121	878	1179	1602	1462	2473	54	80	12	51	32	398	1688	3116	4617	226	3856	1268	
NUMBER OF RESPONDENTS	5309	908	1228	1650	1523	2498	54	80	12	51	35	400	1726	3146	4688	227	4032	1277	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	

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

Banner II

	BANT OT11	DG01	DG02	DG03	DG04	DG05	DG06	DG17	DG07	DG08	DG16	DG09	DG10	DG11	DG12	DG13	DG14	DG15
	OHP TOT CHLD	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q5 YES	3498 68%	180 61%*	169 64%	169 66%	192 65%	206 73%	339 66%	212 69%	203 67%	191 65%	240 69%	169 68%	179 65%	196 69%	185 71%	204 73%	234 71%	196 66%
NO	1624 32%	115 39%*	95 36%	87 34%	103 35%	77 27%	173 34%	96 31%	102 33%	103 35%	106 31%	81 32%	97 35%	90 31%	75 29%	75 27%	96 29%	101 34%
NOT ANSWERED	188	15	16	8	6	11	12	15	12	11	11	11	2	9	10	8	9	7
VALID CASES	5121	295	264	256	295	283	512	308	305	294	346	250	276	286	260	279	330	297
NUMBER OF RESPONDENTS	5309	310	280	264	301	294	524	323	317	305	357	261	278	295	270	287	339	304
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

Banner I

	BANT OTI	AGE				RACE							ETHNIC- ITY		HEALTH STATUS		CCC SCREENER	
		<4	4-7	8-12	13 AND OVER	BLCK OR AFR- AMER	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC	
Q6 NEVER	48 1%	4 0.5%*	15 2%	12 1%	18 2%	23 1%	1 3%~	1 1%	3 28%~	1 2%	1 3%~	4 2%	12 1%	34 2%	43 1%	2 1%	30 1%	19 2%
SOMETIMES	419 13%	72 11%	110 14%	123 13%	114 13%	152 10%*	6 17%~	21 41%*	2 22%~	2 7%~	2 7%~	15 6%*	160 15%*	220 11%*	364 12%	30 18%	321 14%*	96 10%*
USUALLY	850 26%	140 21%*	208 26%	244 26%	260 30%*	396 26%	6 17%~	17 33%	1 4%~	10 32%~	8 32%~	85 32%*	284 26%	520 26%	756 26%	53 32%	595 26%	256 27%
ALWAYS	1936 60%	449 67%*	452 58%	547 59%	484 55%*	979 63%*	23 64%~	13 25%*	4 46%~	18 59%~	14 58%~	164 61%	622 58%	1210 61%	1762 60%*	80 49%*	1376 59%	561 60%
#ALWAYS + USUALLY (NET)	2787 86%	590 89%*	660 84%	792 85%	744 85%	1375 89%*	29 80%~	29 58%*	4 50%~	28 91%~	22 90%~	249 93%*	906 84%	1730 87%*	2518 86%	133 81%	1971 85%*	817 88%*
TOP BOX SCORE	1936 60%	449 67%*	452 58%	547 59%	484 55%*	979 63%*	23 64%~	13 25%*	4 46%~	18 59%~	14 58%~	164 61%	622 58%	1210 61%	1762 60%*	80 49%*	1376 59%	561 60%
NOT ANSWERED	210	39	40	56	76	112		4			2	14	52	130	168	6	147	64
VALID CASES	3254	666	784	927	876	1550	36	51	9	31	24	269	1078	1985	2926	164	2321	932
NUMBER OF RESPONDENTS	3464 100%	705 100%	824 100%	983 100%	952 100%	1662 100%	36 100%	55 100%	9 100%	31 100%	26 100%	283 100%	1130 100%	2115 100%	3094 100%	170 100%	2468 100%	996 100%

[ASKED IF Q5 = YES]

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

Banner II

	BANT OT11	DG01	DG02	DG03	DG04	DG05	DG06	DG17	DG07	DG08	DG16	DG09	DG10	DG11	DG12	DG13	DG14	DG15
	OHP TOT CHLD	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q6 NEVER	48 1%	5 3%	2 1%	3 2%	3 2%	2 1%	7 2%	2 1%	3 2%	3 2%	3 1%	6 4%	2 1%	3 2%	5 3%	3 2%	~	5 3%
SOMETIMES	419 13%	16 9%	13 8%*	17 11%	17 9%	21 11%	25 8%*	30 15%	30 16%	28 16%	33 15%	23 14%	9 5%*	30 16%	25 14%	15 8%*	28 13%	33 18%
USUALLY	850 26%	43 25%	33 21%	36 22%	57 31%	43 22%	100 31%*	54 27%	58 31%	36 20%	68 31%	47 29%	37 22%	50 27%	41 23%	52 27%	48 22%	47 25%
ALWAYS	1936 60%	106 62%	109 69%*	104 65%	104 57%	127 66%*	189 59%	113 57%	98 52%*	109 62%	114 52%*	87 53%	123 72%*	103 55%	106 60%	122 64%	140 65%	100 54%
#ALWAYS + USUALLY (NET)	2787 86%	149 88%	142 90%*	140 87%	161 89%	170 88%	289 90%*	167 84%	156 83%	145 82%	182 83%	134 82%	160 94%*	153 82%	147 83%	174 91%*	188 87%	147 79%*
TOP BOX SCORE	1936 60%	106 62%	109 69%*	104 65%	104 57%	127 66%*	189 59%	113 57%	98 52%*	109 62%	114 52%*	87 53%	123 72%*	103 55%	106 60%	122 64%	140 65%	100 54%
NOT ANSWERED	210	10	12	9	11	13	18	13	14	15	22	6	8	10	8	12	18	11
VALID CASES	3254	170	157	160	181	193	321	199	189	176	218	163	171	186	177	192	216	185
NUMBER OF RESPONDENTS	3464 100%	180 100%	169 100%	169 100%	192 100%	206 100%	339 100%	212 100%	203 100%	191 100%	240 100%	169 100%	179 100%	196 100%	185 100%	204 100%	234 100%	196 100%

[ASKED IF Q5 = YES]

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

Banner I

Q7	BANT OT1	AGE				RACE							ETHNICITY		HEALTH STATUS		CCC SCREENER	
	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	BLCK OR AFR-AMER	AS-IAN	NATV HAW/ ILND	AMER IND/ PAC ALSK NATV	MUL-TI	HIS-PAN-IC	NOT HIS-PAN-IC	EX & VERY GOOD & FAIR	POOR	NO CCC	CCC		
NONE	1455 29%	149 18%*	278 24%*	520 33%*	515 36%*	676 27%*	15 29%	31 38%	3 24%~	13 26%	9 27%~	89 23%*	537 33%*	838 27%*	1360 30%*	47 22%*	1231 33%*	215 17%*
1 TIME	1446 29%	250 30%	384 34%*	447 29%	363 25%*	731 30%	12 24%	22 28%	6 52%~	16 32%	9 25%~	112 29%	466 29%	918 30%	1341 30%*	46 22%*	1155 31%*	286 23%*
2	1023 21%	229 27%*	234 20%	295 19%*	263 18%*	504 20%	14 28%	14 17%	2 18%~	11 21%	8 24%~	94 24%	312 19%	663 21%	933 21%	33 16%*	755 20%	270 22%
3	525 11%	110 13%*	120 11%	159 10%	136 9%	265 11%	7 14%	10 12%	6 ~ 11%	8 24%~	56 14%*	148 9%*	351 11%*	465 10%	32 15%	341 9%*	189 15%*	
4	228 5%	49 6%	59 5%	53 3%*	67 5%	121 5%	1 3%	3 3%	1 6%~	3 5%	21 ~ 5%	69 4%	147 5%	198 4%	14 7%	132 4%*	99 8%*	
5 TO 9	228 5%	49 6%	49 4%	64 4%	66 5%	116 5%	1 3%	1 1%*	3 ~ 5%	15 ~ 4%	78 5%	135 4%	188 4%*	27 13%*	113 3%*	120 10%*		
10 OR MORE TIMES	76 2%	11 1%	16 1%	27 2%	22 2%	53 2%*	~	~	~	~	3 ~0.6%*	17 1%*	53 2%	60 1%*	12 6%*	28 0.7%*	51 4%*	
NOT ANSWERED	327	63	87	86	91	32	2		1	11	99	41	143	16	277	47		
VALID CASES	4982	845	1141	1564	1432	2466	52	80	12	51	35	389	1627	3105	4545	211	3755	1230
NUMBER OF RESPONDENTS	5309 100%	908 100%	1228 100%	1650 100%	1523 100%	2498 100%	54 100%	80 100%	12 100%	51 100%	35 100%	400 100%	1726 100%	3146 100%	4688 100%	227 100%	4032 100%	1277 100%

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

Banner II

	BANT OT11	DG01	DG02	DG03	DG04	DG05	DG06	DG17	DG07	DG08	DG16	DG09	DG10	DG11	DG12	DG13	DG14	DG15
	OHP TOT CHLD	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q7																		
NONE	1455 29%	85 29%	82 31%	77 30%	85 29%	72 26%	132 26%	94 32%	100 34%	85 30%	111 34%	73 29%	91 33%	81 29%	67 26%	75 27%	84 27%	90 32%
1 TIME	1446 29%	90 31%	72 27%	72 28%	76 26%	88 32%	128 25%	87 30%	88 30%	72 25%	96 29%	84 34%	71 26%	76 27%	76 30%	89 32%	90 29%	82 29%
2	1023 21%	60 20%	60 23%	47 19%	58 20%	60 22%	108 21%	58 20%	57 19%	78 27%*	67 20%	48 19%	61 22%	60 21%	44 17%	55 20%	63 20%	61 21%
3	525 11%	25 9%	25 9%	27 11%	34 12%	29 10%	67 13%	30 10%	27 9%	25 9%	27 8%	18 7%*	24 9%	29 10%	40 16%*	30 11%	39 12%	22 8%
4	228 5%	17 6%	12 5%	9 4%	21 7%	17 6%	32 6%	9 3%	10 3%	13 5%	16 5%	11 4%	8 3%	16 6%	11 4%	5 2%*	11 4%	11 4%
5 TO 9	228 5%	12 4%	8 3%	18 7%	15 5%	8 3%	29 6%	13 4%	11 4%	10 3%	10 3%	7 3%	12 4%	13 5%	15 6%	17 6%	20 6%	14 5%
10 OR MORE TIMES	76 2%	4 1%	5 2%	3 1%	1 0.3%*	3 1%	9 2%	3 1%	4 1%	4 1%	3 0.9%	9 4%	6 2%	6 2%	3 1%	4 1%	7 2%	5 2%
NOT ANSWERED	327	17	16	11	11	17	19	29	20	18	27	11	5	14	14	12	25	19
VALID CASES	4982	293	264	253	290	277	505	294	297	287	330	250	273	281	256	275	314	285
NUMBER OF RESPONDENTS	5309	310	280	264	301	294	524	323	317	305	357	261	278	295	270	287	339	304
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

Banner I

	BANT OT1	AGE				RACE							ETHNIC- ITY		HEALTH STATUS		CCC SCREENER	
		<4	4-7	8-12	13 AND OVER	BLK OR AFR-	AS- IAN	NATV HAW/ ILND	AMER IND/ NATV	ALSK	OTHR	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	NO CCC	CCC
Q8 #YES	2474 71%	500 72%	606 71%	716 70%	653 71%	1287 73%*	24 72%~	28 59%~	7 74%~	22 60%~	14 68%~	189 65%*	784 72%	1562 71%	2253 72%*	113 70%	1690 68%*	791 78%*
NO	1005 29%	191 28%	244 29%	305 30%	265 29%	465 27%*	10 28%~	20 41%~	3 26%~	15 40%~	7 32%~	100 35%*	299 28%	645 29%	890 28%*	48 30%	777 32%*	222 22%*
NOT ANSWERED	60	9	15	12	24	23					4	2	14	28	43	4	51	9
VALID CASES	3480	691	850	1021	918	1752	34	48	10	37	20	289	1083	2207	3143	161	2467	1013
NUMBER OF RESPONDENTS	3540	700	865	1033	942	1775	34	48	10	37	24	291	1097	2235	3186	165	2518	1022
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q7 >= 1 TIME]

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

Banner II

	BANT OT11	DG01	DG02	DG03	DG04	DG05	DG06	DG17	DG07	DG08	DG16	DG09	DG10	DG11	DG12	DG13	DG14	DG15
	OHP TOT CHLD	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q8 #YES	2474 71%	140 69%	121 67%	126 74%	135 69%	153 76%	276 75%	132 67%	136 70%	147 75%	164 76%	116 66%	142 79%*	143 72%	124 66%	144 74%	165 73%	136 72%
NO	1005 29%	64 31%	59 33%	45 26%	60 31%	48 24%	94 25%	65 33%	58 30%	50 25%	51 24%	60 34%	37 21%*	55 28%	64 34%	51 26%	62 27%	52 28%
NOT ANSWERED	60	4	2	5	10	4	3	3	3	5	4	1	3	2	1	5	3	7
VALID CASES	3480	204	180	171	195	201	370	197	194	197	215	176	179	198	188	195	227	188
NUMBER OF RESPONDENTS	3540	208	182	176	205	205	373	200	197	202	219	177	182	200	189	200	230	195
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q7 >= 1 TIME]

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

Banner I

	BANT OT1	AGE				RACE							ETHNIC- ITY		HEALTH STATUS		CCC SCREENER	
		<4	4-7	8-12	13 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC		
Q9																		
NEVER	90 3%	20 3%	19 2%	25 2%	25 3%	41 2%	1 1%~	5 9%~	2 ~	2 6%~	13 10%~	5 5%	19 2%*	67 3%*	77 2%	7 4%	72 3%*	17 2%*
SOMETIMES	275 8%	44 6%	65 8%	91 9%	75 8%	104 6%*	1 4%~	10 21%~	3 26%~	1 2%	1 5%~	15 5%*	116 11%*	144 7%*	246 8%	18 11%	203 8%	72 7%
USUALLY	706 20%	116 17%*	187 22%	198 20%	207 22%	353 20%	8 25%~	11 22%~	2 17%~	6 18%~	8 41%~	52 18%	215 20%	441 20%	608 19%*	45 28%*	470 19%*	239 24%*
ALWAYS	2397 69%	510 74%*	571 68%	699 69%	616 67%	1254 72%*	24 70%~	22 47%~	6 57%~	27 74%~	9 43%~	207 72%	733 68%	1553 70%*	2211 70%*	93 57%*	1718 70%	678 67%
#ALWAYS + USUALLY (NET)	3103 89%	626 91%	758 90%	897 89%	822 89%	1607 92%*	32 95%~	33 69%~	7 74%~	33 92%~	17 85%~	259 90%	948 88%*	1994 90%*	2819 90%	137 85%	2189 89%*	917 91%*
TOP BOX SCORE	2397 69%	510 74%*	571 68%	699 69%	616 67%	1254 72%*	24 70%~	22 47%~	6 57%~	27 74%~	9 43%~	207 72%	733 68%	1553 70%*	2211 70%*	93 57%*	1718 70%	678 67%
NOT ANSWERED	72	10	23	19	20	23				1	4	3	15	31	44	3	55	16
VALID CASES	3468	690	842	1014	922	1752	34	48	10	36	20	288	1082	2204	3142	162	2463	1006
NUMBER OF RESPONDENTS	3540 100%	700 100%	865 100%	1033 100%	942 100%	1775 100%	34 100%	48 100%	10 100%	37 100%	24 100%	291 100%	1097 100%	2235 100%	3186 100%	165 100%	2518 100%	1022 100%

[ASKED IF Q7 >= 1 TIME]

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

Banner II

	BANT OT11	DG01	DG02	DG03	DG04	DG05	DG06	DG17	DG07	DG08	DG16	DG09	DG10	DG11	DG12	DG13	DG14	DG15
	OHP TOT CHLD	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q9																		
NEVER	90 3%	4 2%	4 2%	5 3%	7 4%	7 4%	7 2%	5 3%	5 3%	4 2%	4 2%	5 3%	1 0.6%*	6 3%	12 6%*	2 1%*	4 2%	1 0.5%*
SOMETIMES	275 8%	14 7%	11 6%	10 6%	16 8%	14 7%	13 4%*	19 10%	11 6%	23 12%	13 6%	11 6%	9 5%	18 9%	20 11%	15 8%	22 10%	15 8%
USUALLY	706 20%	43 21%	29 16%	38 22%	37 19%	36 18%	87 24%	40 20%	35 18%	39 20%	50 23%	44 25%	30 17%	39 20%	41 22%	31 16%	45 20%	44 24%
ALWAYS	2397 69%	144 70%	136 76%*	120 69%	134 69%	143 71%	259 71%	133 68%	143 74%	131 66%	148 69%	117 66%	141 78%*	135 68%	112 61%*	145 75%	153 68%	127 68%
#ALWAYS + USUALLY (NET)	3103 89%	187 91%	165 92%	158 91%	171 88%	179 90%	346 95%*	173 88%	178 92%	170 86%	198 92%	161 91%	171 94%*	174 88%	153 83%*	176 91%	198 88%	171 91%
TOP BOX SCORE	2397 69%	144 70%	136 76%*	120 69%	134 69%	143 71%	259 71%	133 68%	143 74%	131 66%	148 69%	117 66%	141 78%*	135 68%	112 61%*	145 75%	153 68%	127 68%
NOT ANSWERED	72	3	2	3	11	5	7	3	3	5	4		1	2	4	7	6	8
VALID CASES	3468	205	180	173	194	200	366	197	194	197	215	177	181	198	185	193	224	187
NUMBER OF RESPONDENTS	3540 100%	208 100%	182 100%	176 100%	205 100%	205 100%	373 100%	200 100%	197 100%	202 100%	219 100%	177 100%	182 100%	200 100%	189 100%	200 100%	230 100%	195 100%

[ASKED IF Q7 >= 1 TIME]

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

Banner I

	BANT OT1	AGE				RACE							ETHNIC- ITY		HEALTH STATUS		CCC SCREENER	
		<4	4-7	8-12	13 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	OTHR	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC	
Q10 YES	1016 29%	169 25%*	220 26%*	302 30%	330 36%*	527 30%	8 22%~	17 38%~	2 17%~	11 31%~	12 53%~	72 25%	312 29%	648 29%	904 29%*	60 38%*	565 23%*	466 46%*
NO	2444 71%	518 75%*	619 74%*	713 70%	590 64%*	1224 70%	26 78%~	28 62%~	8 83%~	24 69%~	11 47%~	218 75%	764 71%	1558 71%	2233 71%*	99 62%*	1888 77%*	542 54%*
NOT ANSWERED	80	14	25	19	22	23		2		2	1	1	21	29	49	6	65	14
VALID CASES	3460	686	840	1014	920	1752	34	46	10	35	24	290	1076	2206	3137	159	2453	1008
NUMBER OF RESPONDENTS	3540	700	865	1033	942	1775	34	48	10	37	24	291	1097	2235	3186	165	2518	1022
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q7 >= 1 TIME]

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

Banner II

	BANT OT11	DG01	DG02	DG03	DG04	DG05	DG06	DG17	DG07	DG08	DG16	DG09	DG10	DG11	DG12	DG13	DG14	DG15
	OHP TOT CHLD	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q10 YES	1016 29%	55 27%	55 31%	54 32%	56 29%	61 30%	139 38%*	57 29%	62 32%	42 22%*	57 27%	51 29%	59 33%	54 27%	49 26%	61 31%	59 27%	52 28%
NO	2444 71%	150 73%	125 69%	115 68%	137 71%	141 70%	224 62%*	139 71%	134 68%	153 78%*	157 73%	123 71%	120 67%	145 73%	138 74%	135 69%	163 73%	135 72%
NOT ANSWERED	80	3	2	7	12	3	10	4	1	7	5	3	3	1	2	4	8	8
VALID CASES	3460	205	180	169	193	202	363	196	196	195	214	174	179	199	187	196	222	187
NUMBER OF RESPONDENTS	3540	208	182	176	205	205	373	200	197	202	219	177	182	200	189	200	230	195
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q7 >= 1 TIME]

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

Banner I

	BANT	AGE				RACE						ETHNIC-	HEALTH		CCC			
	OT1	<4	4-7	8-12	13 AND OVER	WHT	BLK OR AFR-AMER	AS-IAN	NATV ILND	AMER IND/ NATV	MUL-OTHR	ETHNIC-ITY	HIS-IC	NOT HIS-PAN-IC	EX & VERY GOOD & FAIR	GOOD & POOR	NO CCC	CCC
Q11 #YES	919 92%	157 93%	202 94%	269 89%*	291 95%	505 95%*	9 100%~	12 72%~	1 100%~	10 100%~	5 75%~	75 98%*	265 90%*	610 94%*	814 93%	63 93%	483 90%*	438 96%*
NO	75 8%	12 7%	12 6%	35 11%*	17 5%	25 5%*	5 ~ 28%~	~	~	2 ~ 25%~	1 2%*	30 10%*	37 6%*	64 7%	5 7%	55 10%*	18 4%*	
NOT ANSWERED	29	1	5	9	14	11		2			5	6	23	27	1	12	17	
VALID CASES	994	169	214	304	308	530	9	17	1	10	7	76	295	647	878	68	538	456
NUMBER OF RESPONDENTS	1023	169	219	313	322	541	9	19	1	10	7	81	301	670	905	69	550	473
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

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

Banner II

	BANT	DG01	DG02	DG03	DG04	DG05	DG06	DG17	DG07	DG08	DG16	DG09	DG10	DG11	DG12	DG13	DG14	DG15	
	OT11																		
	OHP																		
	TOT																		
	CHLD	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO	
Q11																			
#YES	919	50	49	52	49	55	132	48	54	40	52	46	57	47	46	56	55	49	
	92%	96%	96%	98%*	91%	93%	97%*	89%	89%	95%~	91%	90%	97%	90%	98%~	92%	93%	94%	
NO	75	2	2	1	5	4	4	6	7	2	5	5	2	5	1	5	4	3	
	8%	4%	4%	2%*	9%	7%	3%*	11%	11%	5%~	9%	10%	3%	10%	2%~	8%	7%	6%	
NOT ANSWERED	29	3	4	1	2	2	3	3	1					2	2				
VALID CASES	994	52	51	53	54	59	136	54	61	42	57	51	59	52	47	61	59	52	
NUMBER OF RESPONDENTS	1023	55	55	54	56	61	139	57	62	42	57	51	59	54	49	61	59	52	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	

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

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

Banner I

	BANT	AGE				RACE							ETHNIC-	HEALTH	CCC			
	OT1												ITY	STATUS	SCREENER			
	OHP	<4	4-7	8-12	13	BLCK	AS-	NATV	AMER	MUL-	HIS-	NOT	EX &	GOOD	FAIR	NO	CCC	
	TOT				AND	OR	AFR-	AS-	HAW/	IND/	PAN-	PAN-	VERY	&	&	CCC	CCC	
	CHLD				OVER	WHT	AMER	IAN	ILND	NATV	OTHR	TI	IC	IC	GOOD	POOR		
Q12																		
#YES	698	116	144	207	231	388	5	9	1	7	3	62	195	465	616	43	351	350
	70%	69%	67%	68%	76%*	74%*	56%~	55%~	100%~	70%~	37%~	80%*	66%	72%	70%	63%	66%*	76%*
NO	295	52	71	98	73	139	4	7		3	4	15	100	181	260	25	183	109
	30%	31%	33%	32%	24%*	26%*	44%~	45%~		~ 30%~	63%~	20%*	34%	28%	30%	37%	34%*	24%*
NOT ANSWERED	30	1	5	8	17	14		2				4	6	24	28	1	16	15
VALID CASES	993	168	214	305	305	527	9	17	1	10	7	77	295	646	877	68	534	458
NUMBER OF RESPONDENTS	1023	169	219	313	322	541	9	19	1	10	7	81	301	670	905	69	550	473
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

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

Banner II

	BANT OT11	DG01	DG02	DG03	DG04	DG05	DG06	DG17	DG07	DG08	DG16	DG09	DG10	DG11	DG12	DG13	DG14	DG15
	OHP TOT CHLD	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q12 #YES	698 70%	40 78%	40 77%	42 79%	41 75%	43 74%	97 71%	37 69%	46 74%	31 74%~	32 57%	33 65%	43 73%	32 62%	33 69%~	46 75%	40 68%	33 66%
NO	295 30%	11 22%	12 23%	11 21%	14 25%	15 26%	39 29%	17 31%	16 26%	11 26%~	24 43%	18 35%	16 27%	20 38%	15 31%~	15 25%	19 32%	17 34%
NOT ANSWERED	30	4	3	1	1	3	3	3			1			2	1			2
VALID CASES	993	51	52	53	55	58	136	54	62	42	56	51	59	52	48	61	59	50
NUMBER OF RESPONDENTS	1023 100%	55 100%	55 100%	54 100%	56 100%	61 100%	139 100%	57 100%	62 100%	42 100%	57 100%	51 100%	59 100%	54 100%	49 100%	61 100%	59 100%	52 100%

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

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

Banner I

	BANT	AGE				RACE							ETHNICITY		HEALTH STATUS		CCC SCREENER	
	OT1	<4	4-7	8-12	13 AND OVER	WHT	BLK OR AFR-AMER	AS-IAN	NATV ILND	AMER IND/ PAC ALSK	OTHR	MUL-TI	HIS-PAN-IC	NOT HIS-PAN-IC	EX & VERY GOOD & FAIR	GOOD & POOR	NO CCC	CCC
Q13 #YES	746 76%	110 67%*	144 69%*	251 83%*	241 79%	395 75%	6 70%~	8 47%~	6 ~ 55%~	5 74%~	63 86%*	234 79%	479 75%	662 76%	56 84%	376 71%*	373 83%*	
NO	238 24%	54 33%*	66 31%*	53 17%*	63 21%	130 25%	3 30%~	9 53%~	1 100%~	4 45%~	2 26%~	11 14%*	61 21%	161 25%	210 24%	11 16%	155 29%*	78 17%*
NOT ANSWERED	40	5	9	9	17	16		2				8	6	30	33	2	19	21
VALID CASES	983	164	210	304	305	525	9	17	1	10	7	73	295	640	872	67	531	452
NUMBER OF RESPONDENTS	1023	169	219	313	322	541	9	19	1	10	7	81	301	670	905	69	550	473
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

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

Banner II

	BANT	DG01	DG02	DG03	DG04	DG05	DG06	DG17	DG07	DG08	DG16	DG09	DG10	DG11	DG12	DG13	DG14	DG15	
	OT11																		
	OHP																		
	TOT																		
	CHLD	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO	
Q13																			
#YES	746	40	41	40	43	41	110	35	47	30	47	40	48	37	35	50	50	46	
	76%	78%	80%	75%	78%	71%	83%*	65%*	77%	71%~	82%	78%	84%	73%	74%~	83%	88%*	90%*	
NO	238	11	10	13	12	17	23	19	14	12	10	11	9	14	12	10	7	5	
	24%	22%	20%	25%	22%	29%	17%*	35%*	23%	29%~	18%	22%	16%	27%	26%~	17%	12%*	10%*	
NOT ANSWERED	40	4	4	1	1	3	6	3	1					2	3	2	1	2	1
VALID CASES	983	51	51	53	55	58	133	54	61	42	57	51	57	51	47	60	57	51	
NUMBER OF RESPONDENTS	1023	55	55	54	56	61	139	57	62	42	57	51	59	54	49	61	59	52	
	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?

Banner I

	BANT	AGE				RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER		
	OT1	<4	4-7	8-12	13 AND OVER	WHT	BLK OR AFR-AMER	AS-IAN	NATV HAW/ILND	AMER IND/NATV	MUL-OTHR	TI	HIS-PAN-IC	NOT HIS-PAN-IC	EX & VERY GOOD & FAIR	POOR	NO CCC	CCC
Q14 WORST HEALTH CARE POSSIBLE	10	1	3	3	3	4	~	~	~	~	~	1	2	5	6	1	8	2
	0.3%	0.2%	0.4%	0.3%	0.3%	0.3%						~0.4%	0.2%	0.2%	0.2%	0.6%	0.3%	0.2%
01	8		4	3	1	3	~	~	2	~	~	1	2	6	7	1	1	7
	0.2%	~0.5%	0.3%	0.1%	0.2%	0.2%	~	~	17%	~	~	~0.2%	0.1%	0.3%	0.2%	0.2%	0.0%	0.7%*
02	19	4	3	3	9	10	~	~	~	~	~	6	4	14	17	2	13	6
	0.6%	0.5%	0.4%	0.3%	1%	0.5%	~	~	~	~	~	2%	0.4%	0.6%	0.5%	1%	0.5%	0.6%
03	12	1	3	2	7	4	~	~	~	~	~	1	6	4	9	1	8	4
	0.3%	0.0%*	0.3%	0.2%	0.8%	0.2%	~	~	~0.8%	~	~	~0.6%	0.2%	0.3%	0.7%	0.3%	0.4%	
04	16	2	7	2	5	8	~	~	~	~	~	1	5	9	13	1	12	3
	0.5%	0.4%	0.8%	0.2%	0.5%	0.5%	~	~	~	~	~	~0.4%	0.4%	0.4%	0.4%	0.4%	0.5%	0.3%
05	97	19	10	27	42	47	~	1	~	4	1	11	31	60	75	15	66	31
	3%	3%	1%*	3%	5%*	3%	~0.7%	~	~	11%	~	2%	3%	3%	2%*	9%*	3%	3%
06	98	18	20	29	31	53	5%	4	~	~	1	5	24	69	85	7	68	30
	3%	3%	2%	3%	3%	3%	5%~	9%~	~	~	3%~	2%	2%	3%	3%	4%	3%	3%
07	246	42	62	50	94	148	4	7	~	2	2	25	43	196	222	16	158	90
	7%	6%	7%	5%*	10%*	8%*	13%~	15%~	~	7%~	8%~	8%	4%*	9%*	7%	10%	6%*	9%*
08	744	132	180	221	212	410	5	10	2	10	5	56	204	502	651	45	492	256
	22%	19%	22%	22%	23%	23%*	16%~	21%~	17%~	28%~	23%~	19%	19%*	23%*	21%*	27%	20%*	25%*
09	745	148	179	223	195	368	5	12	4	3	2	71	254	459	694	25	528	217
	22%	22%	21%	22%	21%	21%	16%~	25%~	35%~	8%~	9%~	24%	24%*	21%	22%*	15%*	22%	21%
BEST HEALTH CARE POSSIBLE	1459	316	364	450	324	704	16	14	3	16	12	114	503	885	1361	50	1087	367
	42%	46%*	44%	44%	35%*	40%*	51%~	29%~	30%~	45%~	55%~	39%	47%*	40%*	43%*	31%*	45%*	36%*
#8-10 (NET)	2948	595	724	894	731	1481	26	35	8	29	19	241	961	1845	2706	120	2107	840
	85%	87%	86%	88%*	79%*	84%	82%~	75%~	83%~	81%~	87%~	83%	89%*	84%*	86%*	73%*	86%*	83%*

Continued

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

Banner I

	BANT OTI	AGE				RACE							ETHNIC- ITY		HEALTH STATUS		CCC SCREENER	
		<4	4-7	8-12	13 AND OVER	WHT	BLK OR AFR-	AS- IAN	NATV ILND	AMER IND/ PAC	ALSK NATV	MUL- THR	TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC
9-10 (NET)	2203 64%	463 68%*	543 65%	673 66%*	519 56%*	1072 61%*	21 66%~	26 54%~	7 65%~	19 53%~	14 64%~	185 64%	757 70%*	1344 61%*	2054 65%*	75 46%*	1615 66%*	584 58%*
NOT ANSWERED	86	19	28	19	20	17	2	1		1	2	1	20	26	46	2	76	9
VALID CASES	3454	681	837	1014	922	1758	32	47	10	36	22	290	1077	2209	3140	163	2442	1013
NUMBER OF RESPONDENTS	3540	700	865	1033	942	1775	34	48	10	37	24	291	1097	2235	3186	165	2518	1022
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
MEAN	8.74	8.88	8.79	8.84	8.46	8.69	8.93	8.48	7.75	8.53	8.99	8.62	8.91	8.67	8.80	8.11	8.81	8.56
p stat_(*=Sig @ p<=.05)		.005*	.316	.010*	.000*	.099	~	~	~	~	~	.224	.000*	.003*	.000*	.000*	.000*	.000*

[ASKED IF Q7 >= 1]

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

Banner II

	BANT OT11	DG01	DG02	DG03	DG04	DG05	DG06	DG17	DG07	DG08	DG16	DG09	DG10	DG11	DG12	DG13	DG14	DG15
	OHP TOT CHLD	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q14 WORST HEALTH CARE POSSIBLE	10 0.3%	~	~	~	2 1%	~0.8%	3	1	~0.5%	~	~	1%	~0.5%	1	~0.5%	1	~	2 1%
01	8 0.2%	~0.6%	1	~0.5%	1	0.5%	1	0.3%	~	~0.5%	2	0.9%	~	1	0.5%	1	~	1 ~0.5%
02	19 0.6%	1 0.5%	~	~	1	~0.5%	1	0.3%	2	1	~	~0.6%	1	2	1%	2	1	1 0.5%
03	12 0.3%	~	~	2 1%	1	0.5%	1	~0.3%	1	1	1	1	1	1	~	1	1	1 0.5%
04	16 0.5%	1 0.5%	~	2 1%	3 2%	1 0.5%	2	0.5%	~0.5%	1	1	~	2 1%	1	0.6%	2	1	5 ~3%
05	97 3%	2 1%*	5 3%	2 1%	8 4%	1 0.5%*	12 3%	6 2%	4 2%	13 7%*	7 3%	8 5%	5 3%	9 5%	11 6%	10 5%	2 0.9%*	6 3%
06	98 3%	7 3%	6 3%	7 4%	6 3%	2 1%*	13 4%	4 2%	5 3%	5 3%	9 4%	8 5%	3 2%	10 5%	8 4%	3 2%	6 3%	3 2%
07	246 7%	24 12%*	12 7%	19 11%	8 4%*	14 7%	32 9%	9 5%*	15 8%	14 7%	11 5%	13 7%	16 9%	16 8%	23 12%*	15 8%	16 7%	12 6%
08	744 22%	43 21%	39 22%	33 19%	41 21%	48 24%	84 23%	42 22%	43 22%	29 15%*	45 21%	33 19%	28 16%*	47 24%	40 21%	53 27%	46 21%	31 17%
09	745 22%	40 20%	31 17%	41 24%	43 22%	44 22%	77 21%	41 21%	43 22%	40 20%	50 23%	39 22%	36 20%	42 21%	34 18%	40 21%	50 23%	51 27%
BEST HEALTH CARE POSSIBLE	1459 42%	86 42%	86 48%	65 38%	81 42%	88 44%	141 38%	90 46%	83 42%	93 47%	90 42%	68 39%	89 50%*	70 35%*	66 35%*	70 36%	98 45%	74 40%
#8-10 (NET)	2948 85%	169 83%	156 87%	139 81%	165 85%	180 90%*	302 82%	173 89%	169 86%	162 82%	185 86%	140 80%	153 85%	159 80%	140 75%*	163 84%	194 88%	156 84%
9-10 (NET)	2203 64%	126 62%	117 65%	106 62%	124 64%	132 66%	218 59%	131 67%	126 64%	133 68%	140 65%	107 61%	125 70%	112 57%*	100 53%*	110 56%*	148 67%	125 67%

Continued

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

Banner II

	BANT	DG01	DG02	DG03	DG04	DG05	DG06	DG17	DG07	DG08	DG16	DG09	DG10	DG11	DG12	DG13	DG14	DG15
NOT ANSWERED	86	4	2	5	11	5	6	5		5	4	2	3	2	2	5	10	9
VALID CASES	3454	204	180	171	194	200	367	195	197	197	215	175	179	198	187	195	220	186
NUMBER OF RESPONDENTS	3540	208	182	176	205	205	373	200	197	202	219	177	182	200	189	200	230	195
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
MEAN	8.74	8.77	8.87	8.67	8.62	8.91	8.59	8.87	8.76	8.75	8.50	8.94	8.46	8.36	8.54	8.91	8.62	
p stat_(*=Sig @ p<=.05)		.712	.259	.545	.362	.051	.069	.168	.876	.950	.930	.076	.064	.019*	.003*	.085	.034*	.372

[ASKED IF Q7 >= 1]

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

Banner I

	BANT OT1	AGE				RACE							ETHNIC- ITY		HEALTH STATUS		CCC SCREENER	
		<4	4-7	8-12	13 AND OVER	WHT	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		
Q15 NEVER	74 2%	14 2%	15 2%	20 2%	25 3%	29 2%	4 ~	8%~	1 ~0.8%~	14 ~	5%*	19 2%	52 2%	65 2%	4 3%	52 2%	22 2%	
SOMETIMES	310 9%	51 7%	67 8%	93 9%	101 11%*	143 8%	3 8%~	7 14%~	3 26%~	2 5%~	1 2%~	18 6%*	111 10%	177 8%*	258 8%*	36 22%*	203 8%*	109 11%*
USUALLY	1035 30%	159 23%*	264 32%	299 29%	317 34%*	496 28%	5 15%~	25 53%~	2 21%~	11 30%~	9 38%~	70 24%*	353 33%*	625 28%*	914 29%*	70 43%*	682 28%*	359 35%*
ALWAYS	2043 59%	463 67%*	491 59%	604 59%	481 52%*	1087 62%*	26 77%~	12 26%~	5 53%~	23 64%~	14 60%~	188 65%*	603 56%*	1360 61%*	1915 61%*	53 33%*	1513 62%*	525 52%*
#ALWAYS + USUALLY (NET)	3079 89%	622 90%	756 90%	903 89%	797 86%*	1583 90%*	31 92%~	38 79%~	7 74%~	34 94%~	23 98%~	259 89%	956 88%	1986 90%	2829 90%*	123 75%*	2195 90%*	883 87%*
TOP BOX SCORE	2043 59%	463 67%*	491 59%	604 59%	481 52%*	1087 62%*	26 77%~	12 26%~	5 53%~	23 64%~	14 60%~	188 65%*	603 56%*	1360 61%*	1915 61%*	53 33%*	1513 62%*	525 52%*
NOT ANSWERED	77	13	27	17	19	20				1	1	1	12	20	34	2	68	8
VALID CASES	3463	687	838	1016	923	1755	34	48	10	36	24	291	1085	2215	3152	163	2450	1014
NUMBER OF RESPONDENTS	3540	700	865	1033	942	1775	34	48	10	37	24	291	1097	2235	3186	165	2518	1022
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q7 >= 1 TIME]

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

Banner II

	BANT	DG01	DG02	DG03	DG04	DG05	DG06	DG17	DG07	DG08	DG16	DG09	DG10	DG11	DG12	DG13	DG14	DG15
	OT11																	
	OHP																	
	TOT																	
	CHLD	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q15																		
NEVER	74 2%	2 1%	1 0.6%*	2 1%	1 0.5%*	4 2%	7 2%	8 4%	2 1%	4 2%	4 2%	5 3%	1 0.6%*	3 2%	2 1%	3 2%	4 2%	4 2%
SOMETIMES	310 9%	14 7%	14 8%	12 7%	17 9%	14 7%	30 8%	17 9%	20 10%	15 8%	21 10%	20 11%	9 5%*	18 9%	27 15%*	13 7%	23 10%	27 15%*
USUALLY	1035 30%	58 29%	47 26%	46 27%	63 32%	67 34%	110 30%	56 28%	63 32%	52 26%	71 33%	60 34%	44 25%	61 31%	50 27%	54 28%	61 27%	56 30%
ALWAYS	2043 59%	129 64%	118 66%	108 64%	114 58%	115 57%	218 60%	116 59%	112 57%	126 64%	120 56%	90 51%*	125 70%*	117 59%	107 58%	125 64%	134 60%	99 53%
#ALWAYS + USUALLY (NET)	3079 89%	187 92%	165 92%	154 92%	177 91%	182 91%	328 90%	172 87%	175 89%	178 90%	191 88%	150 86%	169 94%*	178 89%	157 84%	179 92%	195 88%	155 83%*
TOP BOX SCORE	2043 59%	129 64%	118 66%	108 64%	114 58%	115 57%	218 60%	116 59%	112 57%	126 64%	120 56%	90 51%*	125 70%*	117 59%	107 58%	125 64%	134 60%	99 53%
NOT ANSWERED	77	5	2	8	10	5	8	3		5	3	2	3	1	3	5	8	9
VALID CASES	3463	203	180	168	195	200	365	197	197	197	216	175	179	199	186	195	222	186
NUMBER OF RESPONDENTS	3540	208	182	176	205	205	373	200	197	202	219	177	182	200	189	200	230	195
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q7 >= 1 TIME]

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

Banner I

	BANT OT1	AGE				RACE							ETHNIC- ITY		HEALTH STATUS		CCC SCREENER	
		<4	4-7	8-12	13 AND OVER	WHITE	BLCK OR AFR-	AS- IAN	NATV ILND	AMER HAW/ IND/ ALSK	OTHR	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	NO CCC	CCC
Q16 YES	3700 73%	218 25%*	946 81%*	1375 87%*	1171 80%*	1892 76%*	40 74%	54 68%	7 55%~	41 80%	26 73%~	300 76%	1165 69%*	2368 76%*	3375 73%	175 78%	2632 69%*	1082 85%*
NO	1375 27%	644 75%*	216 19%*	210 13%*	294 20%*	598 24%*	14 26%	25 32%	5 45%~	10 20%	9 27%~	94 24%	534 31%*	767 24%*	1277 27%	49 22%	1170 31%*	194 15%*
NOT ANSWERED	235	45	66	64	58	8		1		1		6	27	11	36	3	230	1
VALID CASES	5074	863	1162	1586	1465	2490	54	80	12	51	35	394	1699	3135	4652	224	3802	1277
NUMBER OF RESPONDENTS	5309 100%	908 100%	1228 100%	1650 100%	1523 100%	2498 100%	54 100%	80 100%	12 100%	51 100%	35 100%	400 100%	1726 100%	3146 100%	4688 100%	227 100%	4032 100%	1277 100%

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

Banner II

	BANT	DG01	DG02	DG03	DG04	DG05	DG06	DG17	DG07	DG08	DG16	DG09	DG10	DG11	DG12	DG13	DG14	DG15
	OT11																	
	OHP																	
	TOT																	
	CHLD	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q16																		
YES	3700	212	196	179	214	200	405	218	219	224	266	190	216	221	198	223	209	211
	73%	73%	74%	70%	74%	71%	80%*	71%	72%	76%	77%	75%	79%*	77%	76%	80%*	65%*	73%
NO	1375	77	70	77	74	82	100	87	84	69	81	63	58	66	61	56	113	78
	27%	27%	26%	30%	26%	29%	20%*	29%	28%	24%	23%	25%	21%*	23%	24%	20%*	35%*	27%
NOT ANSWERED	235	21	14	8	13	12	19	18	14	12	10	8	4	8	11	8	17	15
VALID CASES	5074	289	266	256	288	282	505	305	303	293	347	253	274	287	259	279	322	289
NUMBER OF RESPONDENTS	5309	310	280	264	301	294	524	323	317	305	357	261	278	295	270	287	339	304
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

Banner I

	BANT OT1	AGE				RACE							ETHNIC- ITY		HEALTH STATUS		CCC SCREENER	
		<4	4-7	8-12	13 AND OVER	WHT	BLK OR AFR-	AS- IAN	NATV HAW/ ILND	AMER IND/ PAC	ALSK NATV	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC
Q17 YES	426 12%	34 15%	115 12%	149 11%	128 11%	183 10%*	5 15%~	1 2%*	5 ~ 12%~	1 1%~	42 14%	145 13%	234 10%*	352 11%*	42 24%*	218 8%*	215 21%*	
NO	3194 88%	197 85%	808 88%	1198 89%	989 89%	1624 90%*	30 85%~	51 98%*100%~	5 ~ 88%~	34 99%~	26 86%	259 87%	996 90%*	2043 89%*	2931 89%*	129 76%*	2358 92%*	829 79%*
NOT ANSWERED	181	2	44	45	91	109	4	4	3	2	2	10	38	136	169	5	122	60
VALID CASES	3620	232	923	1347	1117	1807	35	52	5	39	26	301	1141	2277	3283	170	2575	1044
NUMBER OF RESPONDENTS	3801	234	967	1392	1208	1916	39	56	8	41	28	311	1179	2413	3452	175	2697	1104
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q16 = YES]

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

Banner II

	BANT OT11	DG01	DG02	DG03	DG04	DG05	DG06	DG17	DG07	DG08	DG16	DG09	DG10	DG11	DG12	DG13	DG14	DG15
	OHP TOT CHLD	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q17 YES	426 12%	19 10%	15 8%	27 17%	14 7%*	22 12%	54 14%	23 11%	34 16%	21 10%	37 15%	16 9%	15 7%*	21 10%	11 6%*	20 9%	36 18%*	24 12%
NO	3194 88%	181 91%	169 92%	135 83%	191 93%*	166 88%	330 86%	184 89%	178 84%	195 90%	209 85%	162 91%	192 93%*	193 90%	178 94%*	196 91%	166 82%*	181 88%
NOT ANSWERED	181	12	12	17	9	12	21	11	7	8	20	12	9	7	9	7	7	6
VALID CASES	3620	200	184	162	205	188	384	207	212	216	246	178	207	214	189	216	202	205
NUMBER OF RESPONDENTS	3801 100%	212 100%	196 100%	179 100%	214 100%	200 100%	405 100%	218 100%	219 100%	224 100%	266 100%	190 100%	216 100%	221 100%	198 100%	223 100%	209 100%	211 100%

[ASKED IF Q16 = YES]

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

Banner I

	BANT	AGE				RACE							ETHNICITY		HEALTH STATUS		CCC SCREENER	
	OT1	<4	4-7	8-12	13 AND OVER	WHT	BLK OR AFR-AMER	AS-IAN	NATV HAW/ILND	AMER IND/PAC	ALSK NATV	MUL-OTHR	HIS-PAN-IC	NOT HIS-PAN-IC	EX & VERY GOOD & FAIR	GOOD & POOR	NO CCC	CCC
Q18 #YES	369 93%	24 88%~	118 96%	121 90%	106 96%	168 94%	5 79%~	2 92%~	4 ~100%~	1 50%~	29 90%~	137 95%	209 94%	301 93%	49 99%~	180 96%	189 91%	
NO	27 7%	3 12%~	5 4%	14 10%	4 4%	11 6%	1 21%~	1 8%~	~	1 ~50%~	3 10%~	7 5%	14 6%	23 7%	1 1%~	8 4%	19 9%	
NOT ANSWERED	14	1		8	4	1						7	3	10	1	11	2	
VALID CASES	395	27	123	135	111	179	6	2	4	2	32	143	223	324	50	188	208	
NUMBER OF RESPONDENTS	409	28	123	143	115	180	6	2	4	2	32	150	226	334	50	199	210	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	

[ASKED IF Q16 = YES AND Q17 = YES]

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

Banner II

	BANT OT11	DG01	DG02	DG03	DG04	DG05	DG06	DG17	DG07	DG08	DG16	DG09	DG10	DG11	DG12	DG13	DG14	DG15
	OHP TOT CHLD	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q18 #YES	369 93%	17 89%~	14 93%~	27 100%~	13 100%~	19 95%~	49 91%	19 90%~	32 94%~	19 90%~	33 97%~	15 94%~	11 79%~	20 95%~	11 100%~	17 85%~	35 97%~	18 78%~
NO	27 7%	2 11%~	1 7%~	~	~	1 5%~	5 9%	2 10%~	2 6%~	2 10%~	1 3%~	1 6%~	3 21%~	1 5%~	~	3 15%~	1 3%~	5 22%~
NOT ANSWERED	14				1	2		2			3		1					1
VALID CASES	395	19	15	27	13	20	54	21	34	21	34	16	14	21	11	20	36	23
NUMBER OF RESPONDENTS	409 100%	19 100%	15 100%	27 100%	14 100%	22 100%	54 100%	23 100%	34 100%	21 100%	37 100%	16 100%	15 100%	21 100%	11 100%	20 100%	36 100%	24 100%

[ASKED IF Q16 = YES AND Q17 = YES]

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

Banner I

	BANT OTI	AGE				RACE							ETHNICITY		HEALTH STATUS		CCC SCREENER	
	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	BLCK OR AFR-AMER	AS-IAN	NATV ILND	AMER PAC ALSK NATV	IND/ OTHR	MUL-TI	HIS-PAN-IC	NOT HIS-PAN-IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC		
Q19 YES	198 4%	46 5%*	45 4%	63 4%	43 3%*	102 4%	4 7%	2 2%	1 5%~	2 5%~	1 5%~	15 4%	60 4%	129 4%	162 4%*	26 12%*	79 2%*	125 10%*
NO	4842 96%	808 95%*	1106 96%	1525 96%	1404 97%*	2384 96%	48 93%	74 98%	11 95%~	47 95%~	30 95%~	381 96%	1640 96%	2983 96%	4463 96%*	200 88%*	3699 98%*	1141 90%*
NOT ANSWERED	269	54	76	62	76	12	2	4		2	3	4	25	34	62	1	255	11
VALID CASES	5040	854	1152	1588	1447	2486	52	76	12	49	32	396	1701	3112	4626	226	3777	1266
NUMBER OF RESPONDENTS	5309 100%	908 100%	1228 100%	1650 100%	1523 100%	2498 100%	54 100%	80 100%	12 100%	51 100%	35 100%	400 100%	1726 100%	3146 100%	4688 100%	227 100%	4032 100%	1277 100%

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

Banner II

	BANT	DG01	DG02	DG03	DG04	DG05	DG06	DG17	DG07	DG08	DG16	DG09	DG10	DG11	DG12	DG13	DG14	DG15
	OT11																	
	OHP																	
	TOT																	
	CHLD	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q19																		
YES	198	12	10	9	16	5	35	10	4	8	19	7	11	17	13	16	14	8
	4%	4%	4%	4%	6%	2%*	7%*	3%	1%*	3%	5%	3%	4%	6%	5%	6%	4%	3%
NO	4842	282	259	248	269	275	468	289	297	284	327	242	261	270	245	261	308	279
	96%	96%	96%	96%	94%	98%*	93%*	97%	99%*	97%	95%	97%	96%	94%	95%	94%	96%	97%
NOT ANSWERED	269	16	11	7	16	14	21	24	16	13	11	12	6	8	12	10	17	17
VALID CASES	5040	294	269	257	285	280	503	299	301	292	346	249	272	287	258	277	322	287
NUMBER OF RESPONDENTS	5309	310	280	264	301	294	524	323	317	305	357	261	278	295	270	287	339	304
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

	BANT OT1	AGE				RACE							ETHNIC- ITY		HEALTH STATUS		CCC SCREENER		
		<4	4-7	8-12	13 AND OVER	WHT	BLCK OR AFR-	AS- IAN	NATV ILND	AMER IND/ PAC ALSK	MUL- TI	OTH	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR GOOD POOR	NO CCC	CCC		
Q20 NEVER	18 9%	1 2%~	3 6%	12 17%*	3 6%~	12 11%	1 12%~	~	~	~	~	~	4 6%	13 10%	15 8%~	3 10%~	3 4%*	16 12%*	
SOMETIMES	34 16%	5 11%~	9 16%	12 17%	8 19%~	17 16%	~	12%~	100%~	55%~	~	21%~	7 11%	22 16%	26 15%~	3 11%~	16 20%	18 13%	
USUALLY	48 23%	10 22%~	11 20%	15 22%	12 28%~	21 19%	1 31%~	~	~	~	~	15%~	3 35%*	22 18%*	25 18%*	37 21%~	11 39%~	12 15%*	37 28%*
ALWAYS	111 53%	28 64%~	32 58%	30 43%	21 47%~	57 53%	2 57%~	3 88%~	~	1 45%~	2 100%~	11 64%~	30 48%	77 56%	95 55%~	12 41%~	50 62%*	61 46%*	
#ALWAYS + USUALLY (NET)	160 75%	38 86%~	43 78%	45 66%*	33 75%~	78 73%	4 88%~	3 88%~	~	1 45%~	2 100%~	13 79%~	52 82%	102 74%	132 77%~	23 79%~	62 77%	98 75%	
TOP BOX SCORE	111 53%	28 64%~	32 58%	30 43%	21 47%~	57 53%	2 57%~	3 88%~	~	1 45%~	2 100%~	11 64%~	30 48%	77 56%	95 55%~	12 41%~	50 62%*	61 46%*	
NOT ANSWERED	2	1		1	1										1	1	1	1	
VALID CASES	212	44	55	69	44	107	4	3	1	2	2	17	63	137	173	29	81	131	
NUMBER OF RESPONDENTS	214	44	55	70	45	107	4	3	1	2	2	17	63	137	173	30	82	132	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	

[ASKED IF Q19 = YES]

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

	BANT	DG01	DG02	DG03	DG04	DG05	DG06	DG17	DG07	DG08	DG16	DG09	DG10	DG11	DG12	DG13	DG14	DG15
	OT11																	
	OHP																	
	TOT																	
	CHLD	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q20																		
NEVER	18 9%	2 ~ 20%~	2 ~ 13%~	2 ~ 23%~	1 ~ 33%~	1 ~ 6%~	2 29%~	1 ~ 6%~	1 8%~	2 13%~	1 7%~	~	~	~	~	~	~	~
SOMETIMES	34 16%	1 8%~	2 20%~	1 13%~	3 19%~	5 ~ 14%~	3 30%~	1 33%~	1 13%~	4 22%~	1 ~ 9%~	2 12%~	3 23%~	2 ~ 14%~	3 13%~	2 ~ 14%~	1 13%~	1 ~
USUALLY	48 23%	2 17%~	1 ~ 13%~	4 25%~	3 60%~	6 17%~	2 20%~	1 33%~	3 38%~	6 33%~	1 14%~	3 27%~	5 29%~	4 31%~	2 ~ 14%~	3 38%~	3 ~	3 ~
ALWAYS	111 53%	9 75%~	6 60%~	6 75%~	7 44%~	2 40%~	16 46%~	5 50%~	4 ~ 50%~	7 39%~	4 57%~	7 64%~	9 53%~	5 38%~	13 87%~	9 64%~	4 50%~	4 ~
#ALWAYS + USUALLY (NET)	160 75%	11 92%~	6 60%~	7 88%~	11 69%~	5 100%~	22 63%~	7 70%~	1 33%~	7 88%~	13 72%~	5 71%~	10 91%~	14 82%~	9 69%~	13 87%~	11 79%~	7 88%~
TOP BOX SCORE	111 53%	9 75%~	6 60%~	6 75%~	7 44%~	2 40%~	16 46%~	5 50%~	4 ~ 50%~	7 39%~	4 57%~	7 64%~	9 53%~	5 38%~	13 87%~	9 64%~	4 50%~	4 ~
NOT ANSWERED	2		1					1		1					1			
VALID CASES	212	12	10	8	16	5	35	10	3	8	18	7	11	17	13	15	14	8
NUMBER OF RESPONDENTS	214	12	10	9	16	5	35	10	4	8	19	7	11	17	13	16	14	8
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q19 = YES]

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

Banner I

	BANT	AGE				RACE							ETHNIC-	HEALTH	CCC			
	OT1	<4	4-7	8-12	AND OVER	WHT	BLK OR AFR-AMER	AS-IAN	NATV HAW/ILND	AMER IND/PAC	ALSK NATV	MUL-OTHR	TI	HIS-PAN-IC	NOT HIS-PAN-IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC
Q21 #YES	172 83%	37 86%	45 86%	56 81%	34 80%	88 84%	1 35%	1 100%	1 45%	1 100%	2 100%	12 73%	60 97%*	103 77%*	143 85%	23 83%	63 81%	109 85%
NO	35 17%	6 14%	7 14%	13 19%	9 20%	17 16%	3 65%	1 100%	1 55%	1 100%	1 100%	5 27%	2 3%*	30 23%*	26 15%	5 17%	15 19%	20 15%
NOT ANSWERED	7	1	3	1	2	2		2					1	4	4	2	4	3
VALID CASES	207	43	52	69	43	105	4	1	1	2	2	17	62	133	169	28	78	129
NUMBER OF RESPONDENTS	214	44	55	70	45	107	4	3	1	2	2	17	63	137	173	30	82	132
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q19 = YES]

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

Banner II

	BANT OT11	DG01	DG02	DG03	DG04	DG05	DG06	DG17	DG07	DG08	DG16	DG09	DG10	DG11	DG12	DG13	DG14	DG15
	OHP TOT CHLD	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q21 #YES	172 83%	9 82%~	8 80%~	7 88%~	12 80%~100%~	5 79%~	27 80%~	8 67%~100%~	2 84%~	8 67%~	16 73%~	4 81%~	8 77%~	13 93%~	10 93%~	14 75%~	13	6
NO	35 17%	2 18%~	2 20%~	1 13%~	3 20%~	~	7 21%~	2 20%~	1 33%~	~	3 16%~	2 33%~	3 27%~	3 19%~	3 23%~	1 7%~	1 7%~	2 25%~
NOT ANSWERED	7	1		1	1		1		1			1		1		1		
VALID CASES	207	11	10	8	15	5	34	10	3	8	19	6	11	16	13	15	14	8
NUMBER OF RESPONDENTS	214	12	10	9	16	5	35	10	4	8	19	7	11	17	13	16	14	8
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q19 = YES]

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

Banner I

	BANT OTI	AGE				RACE							ETHNIC- ITY		HEALTH STATUS		CCC SCREENER	
		<4	4-7	8-12	13 AND OVER	WHT	BLK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	OTHR	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC
Q22 YES	536 11%	80 9%	170 15%*	151 9%	134 9%*	270 11%	7 12%	6 8%	6 ~ 13%~	1 1%~	51 13%	166 10%	336 11%	445 10%*	62 28%*	186 5%*	368 29%*	
NO	4517 89%	781 91%	982 85%*	1437 91%	1318 91%*	2211 89%	47 88%	69 92%	12 100%~	43 87%~	35 99%~	347 87%	1542 90%	2783 89%	4199 90%*	163 72%*	3607 95%*	895 71%*
NOT ANSWERED	256	47	76	62	71	17		4		2		2	17	27	44	2	239	14
VALID CASES	5053	861	1152	1588	1452	2481	54	76	12	49	35	398	1709	3119	4644	225	3793	1263
NUMBER OF RESPONDENTS	5309	908	1228	1650	1523	2498	54	80	12	51	35	400	1726	3146	4688	227	4032	1277
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

Banner II

	BANT OT11	DG01	DG02	DG03	DG04	DG05	DG06	DG17	DG07	DG08	DG16	DG09	DG10	DG11	DG12	DG13	DG14	DG15
	OHP TOT CHLD	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q22 YES	536 11%	19 6%*	23 9%	28 11%	18 6%*	35 12%	74 15%*	36 12%	28 9%	34 12%	40 12%	21 9%	25 9%	30 10%	25 10%	29 10%	30 9%	27 9%
NO	4517 89%	274 94%*	245 91%	230 89%	269 94%*	247 88%	429 85%*	267 88%	273 91%	260 88%	304 88%	226 91%	246 91%	257 90%	231 90%	248 90%	290 91%	259 91%
NOT ANSWERED	256	17	12	6	14	12	21	20	16	11	13	14	7	8	14	10	19	18
VALID CASES	5053	293	268	258	287	282	503	303	301	294	344	247	271	287	256	277	320	286
NUMBER OF RESPONDENTS	5309 100%	310 100%	280 100%	264 100%	301 100%	294 100%	524 100%	323 100%	317 100%	305 100%	357 100%	261 100%	278 100%	295 100%	270 100%	287 100%	339 100%	304 100%

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

Banner I

	BANT	AGE				RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER		
	OT1	<4	4-7	8-12	13 AND OVER	WHT	BLK OR AFR- AMER	AS- IAN	NATV ILND	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	GOOD POOR	NO CCC	CCC
Q23 NEVER	47 10%	5 7%	14 9%	16 11%	12 10%	32 13%*	1 ~ 13%~		1 ~ 21%~		2 ~ 5%~	9 6%*	37 12%*	38 9%	7 11%	10 7%	38 11%
SOMETIMES	80 16%	17 22%	27 17%	18 13%	19 15%	30 12%*	1 14%~	2 33%~	2 ~ 42%~		9 ~ 25%~	27 16%	48 16%	62 15%	16 26%	29 19%	50 15%
USUALLY	143 29%	18 24%	50 31%	41 29%	34 28%	70 28%	5 78%~	1 7%~	1 ~ 8%~		12 ~ 32%~	48 29%	91 30%	120 29%	19 31%	45 29%	98 29%
ALWAYS	225 45%	36 47%	69 43%	65 46%	56 46%	115 47%	1 9%~	2 46%~	2 ~ 29%~	1 100%~	15 39%~	81 49%	128 42%	193 47%	20 32%*	73 46%	153 45%
#ALWAYS + USUALLY (NET)	369 74%	54 71%	119 74%	106 76%	90 75%	185 75%	6 86%~	3 54%~	2 ~ 37%~	1 100%~	27 70%~	129 78%	219 72%	314 76%	38 63%*	118 75%	251 74%
TOP BOX SCORE	225 45%	36 47%	69 43%	65 46%	56 46%	115 47%	1 9%~	2 46%~	2 ~ 29%~	1 100%~	15 39%~	81 49%	128 42%	193 47%	20 32%*	73 46%	153 45%
NOT ANSWERED	26	1	4	9	11	16	1		1			4	17	20	3	11	14
VALID CASES	496	76	160	140	121	247	7	5	6	1	38	166	304	413	61	158	339
NUMBER OF RESPONDENTS	522 100%	77 100%	164 100%	149 100%	132 100%	263 100%	7 100%	5 100%	7 100%	1 100%	38 100%	170 100%	321 100%	433 100%	64 100%	169 100%	353 100%

[ASKED IF Q22 = YES]

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

Banner II

	BANT	DG01	DG02	DG03	DG04	DG05	DG06	DG17	DG07	DG08	DG16	DG09	DG10	DG11	DG12	DG13	DG14	DG15
	OT11																	
	OHP																	
	TOT																	
	CHLD	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q23																		
NEVER	47 10%	4 21%~	6 27%~	4 16%~	2 12%~	1 3%~	16 23%*	1 3%~	2 7%~	2 6%~	6 16%~	2 10%~	4 16%~	6 20%~	2 8%~	2 8%~	1 3%~	2 7%~
SOMETIMES	80 16%	5 26%~	1 5%~	2 8%~	3 18%~	4 12%~	13 18%	6 18%~	2 7%~	8 25%~	10 26%~	6 29%~	2 8%~	5 17%~	2 8%~	3 12%~	4 14%~	2 7%~
USUALLY	143 29%	4 21%~	3 14%~	3 12%~	4 24%~	10 30%~	20 28%	12 36%~	8 30%~	5 16%~	9 24%~	2 10%~	4 16%~	11 37%~	4 17%~	4 15%~	9 31%~	10 37%~
ALWAYS	225 45%	6 32%~	12 55%~	16 64%~	8 47%~	18 55%~	22 31%*	14 42%~	15 56%~	17 53%~	13 34%~	11 52%~	15 60%~	8 27%~	16 67%~	17 65%~	15 52%~	13 48%~
#ALWAYS + USUALLY (NET)	369 74%	10 53%~	15 68%~	19 76%~	12 71%~	28 85%~	42 59%*	26 79%~	23 85%~	22 69%~	22 58%~	13 62%~	19 76%~	19 63%~	20 83%~	21 81%~	24 83%~	23 85%~
TOP BOX SCORE	225 45%	6 32%~	12 55%~	16 64%~	8 47%~	18 55%~	22 31%*	14 42%~	15 56%~	17 53%~	13 34%~	11 52%~	15 60%~	8 27%~	16 67%~	17 65%~	15 52%~	13 48%~
NOT ANSWERED	26		1	3	1	2	3	3	1	2	2				1	3	1	
VALID CASES	496	19	22	25	17	33	71	33	27	32	38	21	25	30	24	26	29	27
NUMBER OF RESPONDENTS	522	19	23	28	18	35	74	36	28	34	40	21	25	30	25	29	30	27
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q22 = YES]

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

	BANT OT1	AGE				RACE						ETHNIC- ITY		HEALTH STATUS		CCC SCREENER	
	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	WHTA	BLCK OR AFR-	AS- IAN	NATV ILND	AMER IND/ ALSK	OTHR	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC
Q24 #YES	363 74%	56 80%	112 70%	100 72%	96 76%	158 64%*	6 85%~	4 87%~	4 ~ 71%~	30 ~ 79%~		139 84%*	206 67%*	303 74%	45 71%	117 77%	246 72%
NO	130 26%	14 20%	47 30%	39 28%	30 24%	89 36%*	1 15%~	1 13%~	2 ~ 29%~	1 100%~	8 21%~	27 16%*	99 33%*	108 26%	18 29%	34 23%	97 28%
NOT ANSWERED	29	8	5	9	7	17			1			4	16	22	1	17	11
VALID CASES	493	69	159	140	125	246	7	5	6	1	38	166	305	411	63	152	342
NUMBER OF RESPONDENTS	522 100%	77 100%	164 100%	149 100%	132 100%	263 100%	7 100%	5 100%	7 100%	1 100%	38 100%	170 100%	321 100%	433 100%	64 100%	169 100%	353 100%

[ASKED IF Q22 = YES]

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

	BANT	DG01	DG02	DG03	DG04	DG05	DG06	DG17	DG07	DG08	DG16	DG09	DG10	DG11	DG12	DG13	DG14	DG15
	OT11																	
	OHP																	
	TOT																	
	CHLD	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q24																		
#YES	363 74%	13 72%~	10 48%~	20 80%~	14 82%~	21 68%~	44 62%*	29 88%~	16 59%~	25 76%~	26 67%~	16 76%~	16 64%~	18 60%~	11 44%~	22 79%~	24 83%~	22 81%~
NO	130 26%	5 28%~	11 52%~	5 20%~	3 18%~	10 32%~	27 38%*	4 12%~	11 41%~	8 24%~	13 33%~	5 24%~	9 36%~	12 40%~	14 56%~	6 21%~	5 17%~	5 19%~
NOT ANSWERED	29	1	2	3	1	4	3	3	1	1	1					1	1	
VALID CASES	493	18	21	25	17	31	71	33	27	33	39	21	25	30	25	28	29	27
NUMBER OF RESPONDENTS	522	19	23	28	18	35	74	36	28	34	40	21	25	30	25	29	30	27
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q22 = YES]

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

Banner I

	BANT OT1	AGE				RACE							ETHNIC- ITY		HEALTH STATUS		CCC SCREENER	
		<4	4-7	8-12	13 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	OTHR	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC	
Q25 YES	767 15%	34 4%*	172 15%	253 16%	313 22%*	457 18%*	4 8%~	6 8%*	1 3%~	11 24%~	3 9%~	82 21%*	184 11%*	562 18%*	647 14%*	83 37%*	210 6%*	588 47%*
NO	4266 85%	823 96%*	974 85%	1324 84%	1141 78%*	2019 82%*	46 92%~	69 92%*	12 97%~	37 76%~	32 91%~	317 79%*	1522 89%*	2545 82%*	3982 86%*	141 63%*	3567 94%*	671 53%*
NOT ANSWERED	276	51	82	73	69	22	4	4		3		1	20	39	58	3	255	18
VALID CASES	5033	857	1146	1577	1454	2476	50	76	12	48	35	400	1706	3107	4630	224	3777	1259
NUMBER OF RESPONDENTS	5309	908	1228	1650	1523	2498	54	80	12	51	35	400	1726	3146	4688	227	4032	1277
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

Banner II

	BANT OT11	DG01	DG02	DG03	DG04	DG05	DG06	DG17	DG07	DG08	DG16	DG09	DG10	DG11	DG12	DG13	DG14	DG15
	OHP TOT CHLD	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q25 YES	767 15%	39 13%	36 13%	37 14%	34 12%	41 15%	128 25%*	42 14%	42 14%	44 15%	37 11%*	42 17%	26 9%*	49 17%	49 19%	41 15%	41 13%	41 14%
NO	4266 85%	254 87%	233 87%	219 86%	253 88%	240 85%	375 75%*	257 86%	259 86%	250 85%	308 89%*	206 83%	248 91%*	235 83%	208 81%	235 85%	279 87%	244 86%
NOT ANSWERED	276	17	11	8	14	13	21	24	16	11	12	13	4	11	13	11	19	19
VALID CASES	5033	293	269	256	287	281	503	299	301	294	345	248	274	284	257	276	320	285
NUMBER OF RESPONDENTS	5309 100%	310 100%	280 100%	264 100%	301 100%	294 100%	524 100%	323 100%	317 100%	305 100%	357 100%	261 100%	278 100%	295 100%	270 100%	287 100%	339 100%	304 100%

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

Banner I

	BANT OT1	AGE					RACE						ETHNIC- ITY		HEALTH STATUS		CCC SCREENER	
		<4	4-7	8-12	13 AND OVER	BLCK OR AFR-	AS- IAN	NATV ILND	AMER HAW/ IND/ PAC ALSK	MUL- TI	OTH	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR GOOD POOR	NO CCC	CCC		
Q26 NEVER	84 11%	3 9%	19 11%	36 14%	26 9%	47 11%	2 28%	~	~	~	12 ~ 16%	16 9%	62 12%	66 11%	12 14%	24 12%	60 11%	
SOMETIMES	120 16%	5 15%	31 18%	37 15%	47 16%	50 12%*	3 56%	2 33%	~	1 4%	2 77%	21 29%*	29 16%	84 16%	94 15%	20 23%	32 16%	88 16%
USUALLY	186 25%	12 35%	47 28%	67 27%	60 20%*	98 24%	1 11%	1 3%	~	5 41%	16 ~ 21%	57 30%	118 23%	149 24%	25 29%	55 27%	131 24%	
ALWAYS	356 48%	14 41%	71 43%	110 44%	160 54%*	216 52%*	1 4%	4 64%	1 100%	6 55%	1 23%	24 33%*	85 45%	256 49%	316 51%*	29 33%*	91 45%	265 49%
#ALWAYS + USUALLY (NET)	542 73%	26 76%	118 71%	177 71%	221 75%	315 76%*	1 15%	4 67%	1 100%	11 96%	1 23%	40 55%*	142 76%	374 72%	465 74%*	54 63%*	146 72%	396 73%
TOP BOX SCORE	356 48%	14 41%	71 43%	110 44%	160 54%*	216 52%*	1 4%	4 64%	1 100%	6 55%	1 23%	24 33%*	85 45%	256 49%	316 51%*	29 33%*	91 45%	265 49%
NOT ANSWERED	23	2	7	10	5	16					2	2	18	20	1	6	18	
VALID CASES	746	33	168	250	294	412	6	6	1	11	3	74	188	520	625	86	201	544
NUMBER OF RESPONDENTS	769	35	175	260	299	428	6	6	1	11	3	76	190	538	645	87	207	562
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q25 = YES]

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

Banner II

	BANT	DG01	DG02	DG03	DG04	DG05	DG06	DG17	DG07	DG08	DG16	DG09	DG10	DG11	DG12	DG13	DG14	DG15
	OT11																	
	OHP																	
	TOT																	
	CHLD	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q26																		
NEVER	84 11%	3 8%~	4 11%~	8 22%~	3 9%~	3 8%~	22 17%*	4 10%~	5 12%~	9 20%~	2 6%~	5 12%~	6 23%~	6 12%~	5 11%~	3 8%~	2 5%~	4 10%~
SOMETIMES	120 16%	8 22%~	3 9%~	5 14%~	5 15%~	4 11%~	20 16%	7 17%~	8 19%~	6 14%~	11 31%~	5 12%~	5 19%~	5 10%~	8 17%~	7 18%~	10 25%~	5 13%~
USUALLY	186 25%	11 30%~	6 17%~	7 19%~	8 24%~	13 35%~	31 25%	12 29%~	9 21%~	7 16%~	12 34%~	11 27%~	6 23%~	6 12%~	10 22%~	9 23%~	9 22%~	11 28%~
ALWAYS	356 48%	15 41%~	22 63%~	16 44%~	17 52%~	17 46%~	53 42%	18 44%~	20 48%~	22 50%~	10 29%~	20 49%~	9 35%~	32 65%~	23 50%~	21 52%~	19 48%~	19 49%~
#ALWAYS + USUALLY (NET)	542 73%	26 70%~	28 80%~	23 64%~	25 76%~	30 81%~	84 67%	30 73%~	29 69%~	29 66%~	22 63%~	31 76%~	15 58%~	38 78%~	33 72%~	30 75%~	28 70%~	30 77%~
TOP BOX SCORE	356 48%	15 41%~	22 63%~	16 44%~	17 52%~	17 46%~	53 42%	18 44%~	20 48%~	22 50%~	10 29%~	20 49%~	9 35%~	32 65%~	23 50%~	21 52%~	19 48%~	19 49%~
NOT ANSWERED	23	2	1	1	1	4	2	1			2	1			3	1	1	2
VALID CASES	746	37	35	36	33	37	126	41	42	44	35	41	26	49	46	40	40	39
NUMBER OF RESPONDENTS	769	39	36	37	34	41	128	42	42	44	37	42	26	49	49	41	41	41
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q25 = YES]

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

Banner I

	BANT OT1	AGE				RACE							ETHNIC- ITY		HEALTH STATUS		CCC SCREENER	
		<4	4-7	8-12	13 AND OVER	WHT	BLK OR AFR-	AS- IAN	NATV HAW/ ILND	AMER IND/ PAC	ALSK NATV	OTHR	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC
Q27 #YES	428 58%	23 70%~	93 56%	149 59%	163 57%	227 55%	2 36%~	4 70%~	7 ~ 64%~	1 46%~	35 50%	120 67%*	286 55%*	349 56%*	61 71%*	124 64%	304 56%	
NO	310 42%	10 30%~	73 44%	103 41%	124 43%	188 45%	4 64%~	2 30%~	1 100%~	4 36%~	2 54%~	36 50%	60 33%*	235 45%*	269 44%*	25 29%*	71 36%	239 44%
NOT ANSWERED	31	2	9	9	11	12						5	9	18	26	1	11	19
VALID CASES	738	33	166	251	288	416	6	6	1	11	3	71	181	520	619	86	196	543
NUMBER OF RESPONDENTS	769	35	175	260	299	428	6	6	1	11	3	76	190	538	645	87	207	562
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q25 = YES]

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

Banner II

	BANT OT11	DG01	DG02	DG03	DG04	DG05	DG06	DG17	DG07	DG08	DG16	DG09	DG10	DG11	DG12	DG13	DG14	DG15
	OHP TOT CHLD	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q27 #YES	428 58%	26 68%~	19 53%~	23 64%~	16 48%~	19 51%~	66 53%	25 64%~	24 57%~	26 59%~	26 74%~	23 56%~	14 56%~	23 47%~	23 49%~	23 58%~	29 72%~	23 61%~
NO	310 42%	12 32%~	17 47%~	13 36%~	17 52%~	18 49%~	59 47%	14 36%~	18 43%~	18 41%~	9 26%~	18 44%~	11 44%~	26 53%~	24 51%~	17 43%~	11 28%~	15 39%~
NOT ANSWERED	31	1		1	1	4	3	3			2	1	1		2	1	1	3
VALID CASES	738	38	36	36	33	37	125	39	42	44	35	41	25	49	47	40	40	38
NUMBER OF RESPONDENTS	769	39	36	37	34	41	128	42	42	44	37	42	26	49	49	41	41	41
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q25 = YES]

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

Banner I

	BANT OT1	AGE				RACE							ETHNIC- ITY		HEALTH STATUS		CCC SCREENER	
		<4	4-7	8-12	13 AND OVER	WHT	BLK OR AFR-	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	OTHR	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & FAIR & POOR	NO CCC	CCC
Q28 YES	1101 22%	167 20%	268 23%	317 20%*	350 24%*	641 26%*	9 17%	8 11%*	1 9%~	7 15%~	4 13%~	115 29%*	300 18%*	773 25%*	979 21%*	91 41%*	536 14%*	590 47%*
NO	3900 78%	684 80%	875 77%	1245 80%*	1095 76%*	1831 74%*	45 83%	68 89%*	11 91%~	41 85%~	28 87%~	280 71%*	1385 82%*	2331 75%*	3630 79%*	131 59%*	3218 86%*	660 53%*
NOT ANSWERED	308	57	86	88	78	26		4		3	3	5	41	42	79	5	278	27
VALID CASES	5001	851	1142	1562	1445	2472	54	76	12	48	32	395	1685	3104	4609	222	3754	1250
NUMBER OF RESPONDENTS	5309	908	1228	1650	1523	2498	54	80	12	51	35	400	1726	3146	4688	227	4032	1277
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

Banner II

	BANT OT11	DG01	DG02	DG03	DG04	DG05	DG06	DG17	DG07	DG08	DG16	DG09	DG10	DG11	DG12	DG13	DG14	DG15
	OHP TOT CHLD	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q28 YES	1101 22%	65 22%	44 16%*	57 22%	58 20%	57 21%	161 32%*	59 20%	67 22%	58 20%	66 19%	52 21%	55 20%	71 25%	75 29%*	55 20%	63 20%	61 22%
NO	3900 78%	230 78%	223 84%*	198 78%	226 80%	218 79%	339 68%*	240 80%	233 78%	233 80%	277 81%	195 79%	216 80%	213 75%	182 71%*	217 80%	253 80%	222 78%
NOT ANSWERED	308	15	13	9	17	19	24	24	17	14	14	14	7	11	13	15	23	21
VALID CASES	5001	295	267	255	284	275	500	299	300	291	343	247	271	284	257	272	316	283
NUMBER OF RESPONDENTS	5309 100%	310 100%	280 100%	264 100%	301 100%	294 100%	524 100%	323 100%	317 100%	305 100%	357 100%	261 100%	278 100%	295 100%	270 100%	287 100%	339 100%	304 100%

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

Banner I

	BANT	AGE				RACE						ETHNIC-	HEALTH	CCC				
	OT1	<4	4-7	8-12	AND OVER	WHT	BLK OR AFR-	AS- IAN	NATV HAW/ ILND	AMER IND/ NATV	ALSK OTHR	MUL- TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC	
Q29 #YES	691 63%	105 66%	151 58%	210 64%	225 64%	361 59%*	5 52%~	6 65%~	4 ~ 54%~	2 100%~	67 59%	210 71%*	449 59%*	592 62%	78 76%*	321 62%	370 64%	
NO	408 37%	54 34%	108 42%	117 36%	128 36%	248 41%*	5 48%~	3 35%~	3 100%~	3 46%~	46 ~ 41%	85 29%*	306 41%*	363 38%	25 24%*	199 38%	209 36%	
NOT ANSWERED	26	2	6	3	15	16		1				4	16	19	1	13	12	
VALID CASES	1098	159	259	327	353	609	10	9	3	7	2	113	294	755	955	104	520	579
NUMBER OF RESPONDENTS	1124	161	265	330	368	625	10	9	3	7	2	113	298	771	974	105	533	591
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q28 = YES]

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

Banner II

	BANT	DG01	DG02	DG03	DG04	DG05	DG06	DG17	DG07	DG08	DG16	DG09	DG10	DG11	DG12	DG13	DG14	DG15	
	OT11																		
	OHP																		
	TOT																		
	CHLD	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO	
Q29																			
#YES	691	44	25	39	38	34	83	37	36	33	47	29	25	43	41	36	49	34	
	63%	69%	58%~	72%	69%	61%	53%*	63%	56%	60%	77%*	58%	48%*	61%	56%	67%	80%*	56%	
NO	408	20	18	15	17	22	73	22	28	22	14	21	27	28	32	18	12	27	
	37%	31%	42%~	28%	31%	39%	47%*	37%	44%	40%	23%*	42%	52%*	39%	44%	33%	20%*	44%	
NOT ANSWERED	26	1	1	3	3	1	5		3	3	5	2	3		2	1	2		
VALID CASES	1098	64	43	54	55	56	156	59	64	55	61	50	52	71	73	54	61	61	
NUMBER OF RESPONDENTS	1124	65	44	57	58	57	161	59	67	58	66	52	55	71	75	55	63	61	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	

[ASKED IF Q28 = YES]

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

Banner I

	BANT OT1	AGE				RACE							ETHNIC- ITY		HEALTH STATUS		CCC SCREENER	
		<4	4-7	8-12	13 AND OVER	WHT	BLK OR AFR-	AS- IAN	NATV HAW/ ILND	AMER IND/ PAC	ALSK NATV	OTHR	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC
Q30 YES	4377 88%	782 92%*	1028 90%*	1354 87%	1211 85%*	2232 92%*	43 83%	53 68%*	10 80%~	37 78%~	23 66%~	368 93%*	1445 85%*	2760 90%*	4044 88%	191 86%	3233 87%*	1152 92%*
NO	595 12%	64 8%*	109 10%*	203 13%	222 15%*	204 8%*	9 17%	25 32%*	2 20%~	10 22%~	12 34%~	28 7%*	257 15%*	311 10%*	550 12%	32 14%	487 13%*	105 8%*
NOT ANSWERED	337	62	92	92	90	62	2	2		4		4	24	75	94	4	312	20
VALID CASES	4972	846	1136	1558	1433	2436	52	78	12	47	35	396	1702	3071	4594	223	3720	1257
NUMBER OF RESPONDENTS	5309	908	1228	1650	1523	2498	54	80	12	51	35	400	1726	3146	4688	227	4032	1277
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

Banner II

	BANT OT11	DG01	DG02	DG03	DG04	DG05	DG06	DG17	DG07	DG08	DG16	DG09	DG10	DG11	DG12	DG13	DG14	DG15
	OHP TOT CHLD	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q30 YES	4377 88%	267 92%*	223 86%	211 84%	233 83%*	243 89%	455 92%*	248 82%*	273 93%*	261 91%	304 89%	210 86%	239 91%	265 93%*	219 87%	252 94%*	284 91%	250 89%
NO	595 12%	24 8%*	37 14%	41 16%	49 17%*	30 11%	42 8%*	54 18%*	19 7%*	27 9%	39 11%	33 14%	25 9%	19 7%*	33 13%	17 6%*	29 9%	32 11%
NOT ANSWERED	337	19	20	12	19	21	27	21	25	17	14	18	14	11	18	18	26	22
VALID CASES	4972	291	260	252	282	273	497	302	292	288	343	243	264	284	252	269	313	282
NUMBER OF RESPONDENTS	5309 100%	310 100%	280 100%	264 100%	301 100%	294 100%	524 100%	323 100%	317 100%	305 100%	357 100%	261 100%	278 100%	295 100%	270 100%	287 100%	339 100%	304 100%

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

Banner I

	BANT OT1	AGE				RACE							ETHNIC- ITY		HEALTH STATUS		CCC SCREENER	
		<4	4-7	8-12	13 AND OVER	WHT	BLCK OR AFR-	AS- IAN	NATV ILND	AMER HAW/ IND/ ALS	OTHR	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & GOOD POOR	NO CCC	CCC	
Q31 NONE	1102 26%	104 14%*	236 24%	425 32%*	340 29%*	598 28%*	10 24%~	6 12%~	1 2%~	9 26%~	3 13%~	89 25%	363 26%	703 26%	1059 27%*	23 13%*	901 29%*	194 17%*
1 TIME	1557 37%	303 40%*	389 39%*	462 35%	401 34%*	747 35%*	11 28%~	28 57%~	7 74%~	14 38%~	13 55%~	117 33%	529 38%	956 36%	1434 37%	67 38%	1199 38%*	353 31%*
2	876 21%	196 26%*	204 21%	236 18%*	240 20%	433 20%	10 25%~	8 17%~	1 16%~	7 18%~	5 20%~	91 26%*	275 20%	566 21%	798 20%	36 20%	620 20%*	258 23%*
3	372 9%	87 11%*	73 7%	104 8%	110 9%	204 9%	3 8%~	2 5%~		5 ~ 15%~	2 7%~	30 9%	109 8%	245 9%	332 8%*	18 10%	227 7%*	149 13%*
4	176 4%	36 5%	47 5%	42 3%*	51 4%	79 4%	5 13%~	3 5%~	1 7%~	1 3%~	1 4%~	19 5%	53 4%	110 4%	154 4%	16 9%*	92 3%*	87 8%*
5 TO 9	138 3%	26 3%	34 3%	50 4%	28 2%*	71 3%		1 ~ 3%~				6 ~ 2%*	58 4%*	77 3%	122 3%	14 8%*	65 2%*	76 7%*
10 OR MORE TIMES	33 0.8%	8 1%	7 0.7%	10 0.7%	8 0.7%	12 0.5%	1 3%~					2 ~ 0.5%	10 0.7%	15 0.6%	22 0.5%*	4 2%	21 0.7%	12 1%
NOT ANSWERED	181	33	54	53	41	79	1	5			1	13	65	98	160	12	147	33
VALID CASES	4256	760	990	1327	1179	2144	40	49	9	36	25	352	1398	2672	3920	177	3127	1130
NUMBER OF RESPONDENTS	4437	793	1044	1380	1220	2223	41	54	9	36	25	365	1463	2770	4080	189	3274	1163
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q30 = YES]

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

Banner II

	BANT	DG01	DG02	DG03	DG04	DG05	DG06	DG17	DG07	DG08	DG16	DG09	DG10	DG11	DG12	DG13	DG14	DG15
	OT11																	
	OHP																	
	TOT																	
	CHLD	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q31																		
NONE	1102 26%	75 29%	61 29%	50 25%	75 34%*	52 22%	124 28%	55 23%	81 31%	64 26%	84 29%	54 26%	72 31%	72 28%	53 26%	60 24%	62 23%	60 25%
1 TIME	1557 37%	85 33%	73 35%	77 38%	63 28%*	98 42%	146 33%	94 40%	96 37%	84 34%	94 33%	86 42%	71 30%*	91 36%	65 32%	89 36%	93 35%	91 38%
2	876 21%	59 23%	39 19%	36 18%	51 23%	46 19%	102 23%	52 22%	49 19%	67 27%*	66 23%	35 17%	51 22%	49 19%	46 22%	51 21%	47 18%	47 20%
3	372 9%	21 8%	16 8%	23 11%	19 9%	24 10%	48 11%	16 7%	19 7%	18 7%	27 9%	14 7%	22 9%	22 9%	25 12%	26 11%	27 10%	22 9%
4	176 4%	11 4%	11 5%	6 3%	7 3%	10 4%	17 4%	12 5%	10 4%	6 2%	7 2%	5 2%	3 1%*	13 5%	9 4%	7 3%	11 4%	12 5%
5 TO 9	138 3%	7 3%	6 3%	10 5%	8 4%	3 1%*	5 1%*	6 3%	5 2%	8 3%	9 3%	8 4%	9 4%	9 4%	6 3%	11 4%	21 8%*	7 3%
10 OR MORE TIMES	33 0.8%	2 0.8%	1 0.5%	1 0.5%	~	3 1%	3 0.7%	2 0.8%	1 0.4%	3 1%	2 0.7%	2 1%	5 2%	~	2 1%	2 0.8%	3 1%	2 0.8%
NOT ANSWERED	181	7	16	8	10	7	10	11	12	11	15	6	6	9	13	6	20	9
VALID CASES	4256	260	207	203	223	236	445	237	261	250	289	204	233	256	206	246	264	241
NUMBER OF RESPONDENTS	4437	267	223	211	233	243	455	248	273	261	304	210	239	265	219	252	284	250
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q30 = YES]

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

Banner I

	BANT OT1	AGE				RACE							ETHNIC- ITY		HEALTH STATUS		CCC SCREENER	
		<4	4-7	8-12	13 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC		
Q31A ALWAYS	68 2%	19 3%	11 1%	18 2%	21 3%	6 0.4%*	~	~	1 6%~	~	~	3 1%	53 5%*	10 0.5%*	64 2%	3 2%	53 2%	14 2%
USUALLY	72 2%	13 2%	23 3%	23 3%	13 2%	2 0.1%*	2 6%~	5 13%~	~	~	~	4 1%	49 5%*	19 1%*	60 2%	9 6%*	64 3%*	7 0.7%*
SOMETIMES	250 8%	37 6%*	65 9%	72 8%	77 9%	33 2%*	~	7 18%~	~	1 4%~	5 25%~	3 1%*	171 17%*	59 3%*	215 8%*	22 14%*	202 9%*	45 5%*
NEVER	2694 87%	583 90%*	642 87%	759 87%	709 86%	1476 97%*	27 94%~	29 70%~	7 94%~	26 96%~	15 75%~	249 96%*	750 73%*	1827 95%*	2465 88%*	120 78%*	1831 85%*	868 93%*
#NEVER + SOMETIMES (NET)	2944 95%	620 95%	707 95%	832 95%	786 96%	1509 99%*	27 94%~	36 87%~	7 94%~	27 100%~	20 100%~	251 97%*	921 90%*	1886 98%*	2681 96%	142 92%	2034 95%*	913 98%*
TOP BOX SCORE	2694 87%	583 90%*	642 87%	759 87%	709 86%	1476 97%*	27 94%~	29 70%~	7 94%~	26 96%~	15 75%~	249 96%*	750 73%*	1827 95%*	2465 88%*	120 78%*	1831 85%*	868 93%*
NOT ANSWERED	23	1	3	5	14	6							10	6	16	1	18	4
VALID CASES	3084	651	741	872	820	1517	29	41	8	27	20	258	1023	1915	2804	154	2151	934
NUMBER OF RESPONDENTS	3107 100%	652 100%	744 100%	877 100%	834 100%	1523 100%	29 100%	41 100%	8 100%	27 100%	20 100%	258 100%	1033 100%	1921 100%	2820 100%	154 100%	2169 100%	938 100%

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

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

Banner II

	BANT OT11	DG01	DG02	DG03	DG04	DG05	DG06	DG17	DG07	DG08	DG16	DG09	DG10	DG11	DG12	DG13	DG14	DG15
	OHP TOT																	
	CHLD	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q31A																		
ALWAYS	68 2%	2 1%	1 0.7%*	6 4%	5 3%	1 0.5%*	4 1%	4 2%	3 2%	6 3%	8 4%	2 1%	~	3 3%	2 1%	2 1%	9 5%	5 3%
USUALLY	72 2%	2 1%	~	4 3%	2 1%	3 2%	2 0.6%*	10 6%*	~	6 3%	5 2%	2 1%	2 1%	3 2%	~	1 0.5%*	5 3%	2 1%
SOMETIMES	250 8%	12 7%	6 4%*	12 8%	12 8%	11 6%	10 3%*	21 12%	9 5%	13 7%	16 8%	9 6%	3 2%*	10 5%	9 6%	6 3%*	30 15%*	13 7%
NEVER	2694 87%	167 91%	137 95%*	131 86%	126 87%	168 92%*	304 95%*	146 81%*	167 93%*	159 86%	172 86%	137 91%	156 97%*	166 90%	141 93%*	173 95%*	155 78%*	160 89%
#NEVER + SOMETIMES (NET)	2944 95%	179 98%*	143 99%*	143 93%	138 95%	179 98%*	314 98%*	167 92%*	176 98%*	172 93%	188 94%	146 97%	159 99%*	176 96%	150 99%*	179 98%*	185 93%	173 96%
TOP BOX SCORE	2694 87%	167 91%	137 95%*	131 86%	126 87%	168 92%*	304 95%*	146 81%*	167 93%*	159 86%	172 86%	137 91%	156 97%*	166 90%	141 93%*	173 95%*	155 78%*	160 89%
NOT ANSWERED	23	2	2		3	1	1	1	1	2	4				1	4	3	1
VALID CASES	3084	183	144	153	145	183	320	181	179	184	201	150	161	184	152	182	199	180
NUMBER OF RESPONDENTS	3107 100%	185 100%	146 100%	153 100%	148 100%	184 100%	321 100%	182 100%	180 100%	186 100%	205 100%	150 100%	161 100%	184 100%	153 100%	186 100%	202 100%	181 100%

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

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

Banner I

BANT OT1	AGE				RACE							ETHNIC- ITY		HEALTH STATUS		CCC SCREENER		
	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC		
Q32 NEVER	68 2%	11 2%	20 3%	21 2%	15 2%	19 1%*	1 ~	3 3%~	1 ~	3 4%~	8 17%~	3 3%	27 3%	34 2%	52 2%*	10 6%*	48 2%	20 2%
SOMETIMES	122 4%	13 2%*	41 6%*	34 4%	34 4%	42 3%*	1 4%~	5 11%~	~	~	6 3%	58 6%*	57 3%*	95 3%*	17 11%*	88 4%	34 4%	
USUALLY	432 14%	89 14%	89 12%	116 13%	140 17%*	150 10%*	6 21%~	14 34%~	1 17%~	3 10%~	8 40%~	31 12%	183 18%*	230 12%*	389 14%	30 20%	312 15%	119 13%
ALWAYS	2453 80%	535 83%*	590 80%	700 80%	626 77%*	1300 86%*	22 76%~	21 51%~	7 83%~	23 86%~	9 44%~	208 82%	760 74%*	1585 83%*	2263 81%*	96 63%*	1700 79%	755 81%
#ALWAYS + USUALLY (NET)	2886 94%	624 96%*	679 92%*	816 94%	766 94%	1450 96%*	28 96%~	34 86%~	8 100%~	26 96%~	17 83%~	240 95%	944 92%*	1815 95%*	2651 95%*	126 82%*	2012 94%	874 94%
TOP BOX SCORE	2453 80%	535 83%*	590 80%	700 80%	626 77%*	1300 86%*	22 76%~	21 51%~	7 83%~	23 86%~	9 44%~	208 82%	760 74%*	1585 83%*	2263 81%*	96 63%*	1700 79%	755 81%
NOT ANSWERED	31	4	3	6	19	13	1	1				5	4	16	22	1	22	10
VALID CASES	3076	648	741	871	815	1510	29	40	8	27	20	253	1029	1905	2798	153	2147	928
NUMBER OF RESPONDENTS	3107 100%	652 100%	744 100%	877 100%	834 100%	1523 100%	29 100%	41 100%	8 100%	27 100%	20 100%	258 100%	1033 100%	1921 100%	2820 100%	154 100%	2169 100%	938 100%

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

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

Banner II

	BANT OT11	DG01	DG02	DG03	DG04	DG05	DG06	DG17	DG07	DG08	DG16	DG09	DG10	DG11	DG12	DG13	DG14	DG15
	OHP TOT CHLD	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q32																		
NEVER	68 2%	~	3 2%	1 0.7%*	3 2%	2 1%	8 3%	5 3%	5 3%	4 2%	7 3%	3 2%	3 2%	2 1%	3 2%	3 2%	8 4%	4 2%
SOMETIMES	122 4%	4 2%	3 2%	6 4%	5 4%	6 3%	8 3%	12 7%	2 1%*	10 5%	3 1%*	3 2%	2 1%*	6 3%	5 3%	3 2%*	9 4%	13 7%
USUALLY	432 14%	24 13%	20 14%	21 14%	22 15%	22 12%	45 14%	30 17%	21 12%	27 15%	33 16%	27 18%	25 16%	14 8%*	22 14%	23 12%	31 15%	21 12%
ALWAYS	2453 80%	156 85%	117 82%	125 82%	112 79%	153 84%	257 81%	133 74%*	151 84%	144 78%	161 79%	115 78%	130 81%	160 88%*	123 80%	155 84%	152 76%	142 79%
#ALWAYS + USUALLY (NET)	2886 94%	180 98%*	137 96%	146 95%	134 94%	175 96%	302 95%	163 91%	172 96%	171 92%	194 95%	142 96%	155 97%*	174 96%	145 95%	178 97%*	183 92%	163 91%
TOP BOX SCORE	2453 80%	156 85%	117 82%	125 82%	112 79%	153 84%	257 81%	133 74%*	151 84%	144 78%	161 79%	115 78%	130 81%	160 88%*	123 80%	155 84%	152 76%	142 79%
NOT ANSWERED	31	1	3		6	1	3	2	1	1	1	2	1	2		2	2	1
VALID CASES	3076	184	143	153	142	183	318	180	179	185	204	148	160	182	153	184	200	180
NUMBER OF RESPONDENTS	3107 100%	185 100%	146 100%	153 100%	148 100%	184 100%	321 100%	182 100%	180 100%	186 100%	205 100%	150 100%	161 100%	184 100%	153 100%	186 100%	202 100%	181 100%

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

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

Banner I

	BANT OT1	AGE				RACE						ETHNIC- ITY		HEALTH STATUS		CCC SCREENER		
		<4	4-7	8-12	13 AND OVER	WHT	BLCK OR AFR-	AS- IAN	NATV ILND	AMER HAW/ IND/ PAC ALSK	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & GOOD POOR	NO CCC	CCC	
Q33 NEVER	29 0.9%	8 1%	6 0.8%	4 0.4%*	11 1%	14 0.9%	~	~	1 17%~	~	~	2 2%	5 0.5%*	19 1%	23 0.8%	4 3%	14 0.7%*	16 2%*
SOMETIMES	130 4%	17 3%*	39 5%	39 4%	35 4%	45 3%*	2 8%~	3 7%~	~	1 4%~	2 11%~	9 3%	56 5%*	68 4%*	105 4%*	20 13%*	80 4%	50 5%
USUALLY	404 13%	74 11%	114 15%*	88 10%*	130 16%*	192 13%	2 6%~	9 23%~	1 17%~	1 4%~	3 17%~	34 13%	133 13%	254 13%	357 13%	28 18%	275 13%	130 14%
ALWAYS	2516 82%	549 85%*	581 79%*	738 85%*	646 79%*	1262 83%*	25 86%~	29 70%~	5 67%~	25 91%~	14 72%~	208 81%	836 81%	1569 82%	2319 83%*	101 66%*	1777 83%*	736 79%*
#ALWAYS + USUALLY (NET)	2920 95%	623 96%	694 94%	827 95%	776 94%	1454 96%*	27 92%~	38 93%~	7 83%~	26 96%~	18 89%~	242 94%	969 94%	1822 95%	2676 95%*	129 84%*	2053 96%*	866 93%*
TOP BOX SCORE	2516 82%	549 85%*	581 79%*	738 85%*	646 79%*	1262 83%*	25 86%~	29 70%~	5 67%~	25 91%~	14 72%~	208 81%	836 81%	1569 82%	2319 83%*	101 66%*	1777 83%*	736 79%*
NOT ANSWERED	29	4	5	8	12	10	1				1	4	12	16		22	6	
VALID CASES	3078	648	739	869	822	1513	29	41	8	27	20	257	1029	1909	2804	154	2147	932
NUMBER OF RESPONDENTS	3107	652	744	877	834	1523	29	41	8	27	20	258	1033	1921	2820	154	2169	938
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

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

Banner II

	BANT	DG01	DG02	DG03	DG04	DG05	DG06	DG17	DG07	DG08	DG16	DG09	DG10	DG11	DG12	DG13	DG14	DG15
	OT11																	
	OHP																	
	TOT																	
	CHLD	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q33																		
NEVER	29 0.9%	1 0.5%	2 1%	2 1%	1 0.7%	2 1%	1 0.3%	2 1%	1 0.6%	1 0.5%	1 0.5%	2 1%	2 1%	1 0.5%	4 3%	1 0.5%	2 1%	3 2%
SOMETIMES	130 4%	5 3%	4 3%	5 3%	6 4%	4 2%*	12 4%	11 6%	6 3%	11 6%	4 2%*	2 1%*	8 5%	10 5%	5 3%	8 4%	9 4%	10 6%
USUALLY	404 13%	30 16%	20 14%	22 14%	18 13%	29 16%	40 13%	22 12%	20 11%	22 12%	38 19%*	28 19%	20 12%	19 10%	28 18%	26 14%	21 10%	19 11%
ALWAYS	2516 82%	148 80%	118 82%	124 81%	115 82%	148 81%	263 83%	146 81%	152 85%	149 81%	161 79%	117 79%	131 81%	153 84%	115 76%	149 81%	169 84%	147 82%
#ALWAYS + USUALLY (NET)	2920 95%	178 97%	138 96%	146 95%	133 95%	177 97%	303 96%	168 93%	172 96%	171 93%	199 98%*	145 97%	151 94%	172 94%	143 94%	175 95%	190 95%	166 93%
TOP BOX SCORE	2516 82%	148 80%	118 82%	124 81%	115 82%	148 81%	263 83%	146 81%	152 85%	149 81%	161 79%	117 79%	131 81%	153 84%	115 76%	149 81%	169 84%	147 82%
NOT ANSWERED	29	1	2		8	1	5	1	1	3	1	1		1	1	2	1	2
VALID CASES	3078	184	144	153	140	183	316	181	179	183	204	149	161	183	152	184	201	179
NUMBER OF RESPONDENTS	3107 100%	185 100%	146 100%	153 100%	148 100%	184 100%	321 100%	182 100%	180 100%	186 100%	205 100%	150 100%	161 100%	184 100%	153 100%	186 100%	202 100%	181 100%

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

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

	BANT OT1	AGE				RACE						ETHNIC- ITY		HEALTH STATUS		CCC SCREENER		
		<4	4-7	8-12	13 AND OVER	WHT	BLCK OR AFR-	AS- IAN	NATV ILND	AMER HAW/ IND/ PAC ALSK	MUL- TI	OTH	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR	NO CCC	CCC	
Q34 NEVER	26 0.8%	6 1%	5 0.7%	2 0.2%*	13 2%*	14 1%	1 ~0.2%~	~	~	~	7 3%	4 0.4%*	17 0.9%	22 0.8%	3 2%	17 0.8%	9 0.9%	
SOMETIMES	86 3%	13 2%	18 2%	29 3%	25 3%	38 3%	1 1%~	3 8%~	1 17%~	2 7%~	1 2%~	8 3%	25 2%	59 3%	71 3%*	14 9%*	50 2%*	37 4%*
USUALLY	354 12%	68 10%	89 12%	86 10%	113 14%*	144 10%*	2 8%~	10 24%~	1 17%~	2 9%~	5 26%~	30 12%	126 12%	208 11%	308 11%*	27 17%	243 11%	112 12%
ALWAYS	2608 85%	562 87%	627 85%	748 87%	669 82%*	1313 87%*	26 91%~	28 68%~	5 67%~	23 85%~	14 72%~	213 83%	874 85%	1624 85%	2402 86%*	110 71%*	1830 85%	777 83%
#ALWAYS + USUALLY (NET)	2962 96%	630 97%	716 97%	834 96%	781 95%	1457 97%	29 99%~	38 92%~	7 83%~	25 93%~	20 98%~	242 94%	1000 97%	1831 96%	2710 97%*	137 89%*	2074 97%*	888 95%*
TOP BOX SCORE	2608 85%	562 87%	627 85%	748 87%	669 82%*	1313 87%*	26 91%~	28 68%~	5 67%~	23 85%~	14 72%~	213 83%	874 85%	1624 85%	2402 86%*	110 71%*	1830 85%	777 83%
NOT ANSWERED	33	3	4	12	14	13						1	4	13	16		28	4
VALID CASES	3074	649	740	865	820	1510	29	41	8	27	20	257	1029	1908	2804	154	2141	934
NUMBER OF RESPONDENTS	3107 100%	652 100%	744 100%	877 100%	834 100%	1523 100%	29 100%	41 100%	8 100%	27 100%	20 100%	258 100%	1033 100%	1921 100%	2820 100%	154 100%	2169 100%	938 100%

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

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

	BANT	DG01	DG02	DG03	DG04	DG05	DG06	DG17	DG07	DG08	DG16	DG09	DG10	DG11	DG12	DG13	DG14	DG15
	OT11																	
	OHP																	
	TOT																	
	CHLD	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q34																		
NEVER	26 0.8%	1 0.5%	2 1%	1 0.7%	2 1%	1 0.5%	~	2 1%	2 1%	1 0.5%	1 0.5%	1 0.7%	3 2%	1 0.5%	4 3%	~	1 0.5%	7 4%*
SOMETIMES	86 3%	5 3%	3 2%	6 4%	3 2%	5 3%	8 3%	6 3%	~	6 3%	5 2%	2 1%	3 2%	6 3%	6 4%	8 4%	6 3%	7 4%
USUALLY	354 12%	20 11%	9 6%*	17 11%	13 9%	21 11%	36 11%	21 12%	22 12%	26 14%	28 14%	23 16%	25 16%	22 12%	26 17%	21 11%	17 8%	21 12%
ALWAYS	2608 85%	158 86%	130 90%*	127 84%	124 87%	156 85%	275 86%	151 84%	155 87%	149 82%	169 83%	122 82%	128 81%	154 84%	116 76%*	155 84%	176 88%	144 80%
#ALWAYS + USUALLY (NET)	2962 96%	178 97%	139 97%	144 95%	137 96%	177 97%	311 97%	172 96%	177 99%*	175 96%	197 97%	145 98%	153 96%	176 96%	142 93%	176 96%	193 97%	165 92%*
TOP BOX SCORE	2608 85%	158 86%	130 90%*	127 84%	124 87%	156 85%	275 86%	151 84%	155 87%	149 82%	169 83%	122 82%	128 81%	154 84%	116 76%*	155 84%	176 88%	144 80%
NOT ANSWERED	33	1	2	2	6	1	2	2	1	4	2	2	2	1	1	2	2	2
VALID CASES	3074	184	144	151	142	183	319	180	179	182	203	148	159	183	152	184	200	179
NUMBER OF RESPONDENTS	3107 100%	185 100%	146 100%	153 100%	148 100%	184 100%	321 100%	182 100%	180 100%	186 100%	205 100%	150 100%	161 100%	184 100%	153 100%	186 100%	202 100%	181 100%

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

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

Banner I

	BANT OT1	AGE				RACE							ETHNIC- ITY		HEALTH STATUS		CCC SCREENER	
		<4	4-7	8-12	13 AND OVER	WHT	BLK OR AFR-	AS- IAN	NATV ILND	AMER IND/ ALSK	OTHR	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD POOR	NO CCC	CCC
Q35																		
YES	2078 68%	88 14%*	496 69%	739 86%*	766 94%*	1033 68%	19 65%~	17 44%~	7 94%~	16 61%~	18 91%~	173 69%	697 68%	1292 68%	1893 68%	106 69%	1420 67%*	661 71%*
NO	967 32%	553 86%*	225 31%	125 14%*	53 6%*	477 32%	10 35%~	22 56%~	1 6%~	11 39%~	2 9%~	78 31%	324 32%	605 32%	891 32%	48 31%	696 33%*	269 29%*
NOT ANSWERED	62	11	23	13	15	12		2				8	13	24	36		53	8
VALID CASES	3045	641	721	864	819	1511	29	39	8	27	20	250	1020	1897	2784	154	2116	930
NUMBER OF RESPONDENTS	3107 100%	652 100%	744 100%	877 100%	834 100%	1523 100%	29 100%	41 100%	8 100%	27 100%	20 100%	258 100%	1033 100%	1921 100%	2820 100%	154 100%	2169 100%	938 100%

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

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

Banner II

	BANT	DG01	DG02	DG03	DG04	DG05	DG06	DG17	DG07	DG08	DG16	DG09	DG10	DG11	DG12	DG13	DG14	DG15
	OT11																	
	OHP																	
	TOT																	
	CHLD	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q35																		
YES	2078	126	96	104	91	118	217	121	127	122	141	103	111	131	100	121	134	123
	68%	69%	68%	69%	64%	66%	69%	68%	71%	67%	69%	69%	70%	73%	67%	66%	67%	69%
NO	967	57	46	46	51	60	97	57	51	59	63	46	48	48	50	62	67	56
	32%	31%	32%	31%	36%	34%	31%	32%	29%	33%	31%	31%	30%	27%	33%	34%	33%	31%
NOT ANSWERED	62	2	4	3	6	6	7	4	2	5	1	1	2	5	3	3	1	2
VALID CASES	3045	183	142	150	142	178	314	178	178	181	204	149	159	179	150	183	201	179
NUMBER OF RESPONDENTS	3107	185	146	153	148	184	321	182	180	186	205	150	161	184	153	186	202	181
	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?

Banner I

	BANT OT1	AGE				RACE						ETHNIC- ITY		HEALTH STATUS		CCC SCREENER		
		<4	4-7	8-12	13 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC		
Q36 NEVER	26 1%	1 0.4%	11 2%	8 1%	7 0.9%	16 2%	1 ~0.6%	~	~	~	1 ~0.3%*	9 1%	16 1%	24 1%	1 1%	16 1%	10 2%	
SOMETIMES	125 6%	4 5%	43 9%*	33 5%*	44 6%	43 4%*	5 27%~	4 18%~	1 18%~	~	10 ~10%~	46 7%	73 6%	100 5%*	17 17%*	85 6%	40 6%	
USUALLY	405 20%	17 20%	92 19%	136 18%	160 21%	191 19%	3 14%~	4 19%~	1 18%~	3 19%~	3 23%~	43 24%	135 20%	249 19%	370 20%	19 19%	265 19%	141 21%
ALWAYS	1511 73%	64 75%	330 69%*	565 76%*	551 72%	776 76%*	11 58%~	13 62%~	5 64%~	14 81%~	10 67%~	127 70%	488 72%	956 74%	1392 74%*	62 62%*	1034 74%	475 71%
#ALWAYS + USUALLY (NET)	1915 93%	82 95%	423 89%*	701 94%*	711 93%	967 94%*	13 73%~	17 81%~	6 82%~	17 100%~	13 90%~	170 94%	623 92%	1205 93%	1762 93%*	81 82%*	1300 93%	615 92%
TOP BOX SCORE	1511 73%	64 75%	330 69%*	565 76%*	551 72%	776 76%*	11 58%~	13 62%~	5 64%~	14 81%~	10 67%~	127 70%	488 72%	956 74%	1392 74%*	62 62%*	1034 74%	475 71%
NOT ANSWERED	19	3	2	5	10	12					1	2	4	15	18	1	12	8
VALID CASES	2067	86	476	742	762	1026	18	21	7	17	14	181	679	1294	1886	99	1400	666
NUMBER OF RESPONDENTS	2086 100%	89 100%	478 100%	747 100%	772 100%	1038 100%	18 100%	21 100%	7 100%	17 100%	15 100%	183 100%	683 100%	1309 100%	1904 100%	100 100%	1412 100%	674 100%

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

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

Banner II

	BANT OT11	DG01	DG02	DG03	DG04	DG05	DG06	DG17	DG07	DG08	DG16	DG09	DG10	DG11	DG12	DG13	DG14	DG15
	OHP TOT CHLD	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q36																		
NEVER	26 1%	~	2% 2%	2% 2%	1% 0.9%	1% 1%	3% 1%	2% 0.8%	1% 0.8%	~0.7%	1% 0.7%	3% 2%	2% 1%	3% 2%	4% 3%	~	~	~
SOMETIMES	125 6%	8% 6%	2%* 2%	6% 6%	3% 3%	5% 4%	11% 5%	11% 9%	8% 6%	6% 5%	5% 4%	2%* 2%	6% 6%	7% 5%	7% 7%	6% 5%	9% 7%	10% 8%
USUALLY	405 20%	26% 21%	17% 18%	21% 20%	17% 19%	24% 21%	51% 24%	22% 18%	24% 19%	20% 17%	36% 26%	20% 20%	17% 16%	20% 16%	18% 19%	20% 17%	30% 23%	22% 18%
ALWAYS	1511 73%	90% 73%	74% 78%	75% 72%	70% 77%	87% 74%	148% 69%	86% 71%	93% 74%	94% 78%	97% 70%	76% 75%	83% 77%	99% 77%	68% 70%	93% 78%	94% 71%	91% 74%
#ALWAYS + USUALLY (NET)	1915 93%	116% 94%	91% 96%	96% 92%	87% 96%	111% 95%	199% 93%	108% 89%	117% 93%	114% 95%	133% 96%	96% 95%	100% 93%	119% 92%	86% 89%	113% 95%	124% 93%	113% 92%
TOP BOX SCORE	1511 73%	90% 73%	74% 78%	75% 72%	70% 77%	87% 74%	148% 69%	86% 71%	93% 74%	94% 78%	97% 70%	76% 75%	83% 77%	99% 77%	68% 70%	93% 78%	94% 71%	91% 74%
NOT ANSWERED	19	2	1			1	4		1	2	2	2	3	2	3	2	1	
VALID CASES	2067	124	95	104	91	117	213	121	126	120	139	101	108	129	97	119	133	123
NUMBER OF RESPONDENTS	2086	126	96	104	91	118	217	121	127	122	141	103	111	131	100	121	134	123
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

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

Banner I

	BANT OT1	AGE				RACE						ETHNIC- ITY		HEALTH STATUS		CCC SCREENER		
		<4	4-7	8-12	13 AND OVER	WHT	BLCK OR AFR-	AS- IAN	NATV ILND	AMER HAW/ IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & GOOD POOR	NO CCC	CCC	
Q37																		
NEVER	92 3%	22 3%	33 5%*	17 2%*	19 2%	31 2%*	1 1%~	3 8%~	2 23%~	2 7%~	10 ~ 4%	30 3%	52 3%	80 3%	7 5%	72 3%*	19 2%*	
SOMETIMES	258 8%	44 7%	72 10%	77 9%	65 8%	82 5%*	3 9%~	9 23%~	~	2 9%~	6 32%~	11 4%*	116 11%*	121 6%*	217 8%*	26 17%*	190 9%	67 7%
USUALLY	724 24%	161 25%	175 24%	181 21%*	207 25%	311 21%*	9 34%~	10 26%~	1 17%~	2 8%~	2 9%~	47 19%*	297 29%*	393 21%*	656 23%	41 27%	501 24%	223 24%
ALWAYS	1972 65%	416 65%	447 62%*	587 68%*	521 64%	1088 72%*	15 55%~	17 43%~	5 60%~	21 77%~	12 59%~	187 73%*	580 57%*	1337 70%*	1840 66%*	78 51%*	1355 64%	619 67%
#ALWAYS + USUALLY (NET)	2696 89%	578 90%	623 86%*	768 89%	728 90%	1398 93%*	25 89%~	27 69%~	6 77%~	23 85%~	13 68%~	234 92%*	877 86%*	1730 91%*	2497 89%*	119 78%*	1856 88%*	842 91%*
TOP BOX SCORE	1972 65%	416 65%	447 62%*	587 68%*	521 64%	1088 72%*	15 55%~	17 43%~	5 60%~	21 77%~	12 59%~	187 73%*	580 57%*	1337 70%*	1840 66%*	78 51%*	1355 64%	619 67%
NOT ANSWERED	61	8	17	15	22	12	1	1			1	3	9	18	27	2	51	9
VALID CASES	3046	644	727	862	812	1511	28	40	8	27	20	255	1024	1903	2793	152	2118	929
NUMBER OF RESPONDENTS	3107	652	744	877	834	1523	29	41	8	27	20	258	1033	1921	2820	154	2169	938
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

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

Banner II

	BANT	DG01	DG02	DG03	DG04	DG05	DG06	DG17	DG07	DG08	DG16	DG09	DG10	DG11	DG12	DG13	DG14	DG15
	OT11																	
	OHP																	
	TOT																	
	CHLD	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q37																		
NEVER	92 3%	4 2%	3 2%	2 1%	2 1%	5 3%	8 3%	9 5%	3 2%	3 2%	6 3%	2 1%	2 1%	7 4%	2 1%	2 1%*	6 3%	6 3%
SOMETIMES	258 8%	10 5%	7 5%*	8 5%	13 9%	13 7%	22 7%	19 10%	13 7%	22 12%	12 6%	12 8%	10 6%	15 8%	14 9%	14 8%	18 9%	16 9%
USUALLY	724 24%	42 23%	32 22%	35 23%	23 16%*	45 25%	70 22%	44 24%	33 19%	32 18%*	54 27%	41 28%	35 22%	43 24%	34 23%	31 17%*	57 29%	41 23%
ALWAYS	1972 65%	126 69%	102 71%	104 70%	103 73%*	117 65%	214 68%	109 60%	128 72%*	122 68%	127 64%	93 63%	109 70%	114 64%	100 67%	136 74%*	116 59%	115 65%
#ALWAYS + USUALLY (NET)	2696 89%	168 92%	134 93%*	139 93%*	126 89%	162 90%	284 90%	153 85%	161 91%	154 86%	181 91%	134 91%	144 92%	157 88%	134 89%	167 91%	173 88%	156 88%
TOP BOX SCORE	1972 65%	126 69%	102 71%	104 70%	103 73%*	117 65%	214 68%	109 60%	128 72%*	122 68%	127 64%	93 63%	109 70%	114 64%	100 67%	136 74%*	116 59%	115 65%
NOT ANSWERED	61	3	2	4	7	4	7	1	3	7	6	2	5	5	3	3	5	3
VALID CASES	3046	182	144	149	141	180	314	181	177	179	199	148	156	179	150	183	197	178
NUMBER OF RESPONDENTS	3107	185	146	153	148	184	321	182	180	186	205	150	161	184	153	186	202	181
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

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

Banner I

	BANT OT1	AGE				RACE							ETHNIC- ITY		HEALTH STATUS		CCC SCREENER	
		<4	4-7	8-12	13 AND OVER	BLK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC	
Q38 #YES	2684 88%	606 94%*	634 87%	768 90%*	674 82%*	1317 87%	25 85%~	32 78%~	6 77%~	21 80%~	19 93%~	232 90%	917 89%	1652 87%*	2466 88%	125 82%*	1857 88%	828 89%
NO	369 12%	40 6%*	98 13%	88 10%*	145 18%*	193 13%	4 15%~	9 22%~	2 23%~	6 20%~	1 7%~	26 10%	108 11%	255 13%*	333 12%	28 18%*	263 12%	105 11%
NOT ANSWERED	55	6	12	21	16	12						1	8	14	21	1	48	5
VALID CASES	3052	646	732	856	818	1511	29	41	8	27	20	258	1025	1907	2799	153	2121	933
NUMBER OF RESPONDENTS	3107	652	744	877	834	1523	29	41	8	27	20	258	1033	1921	2820	154	2169	938
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

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

Banner II

	BANT	DG01	DG02	DG03	DG04	DG05	DG06	DG17	DG07	DG08	DG16	DG09	DG10	DG11	DG12	DG13	DG14	DG15
	OT11																	
	OHP																	
	TOT																	
	CHLD	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q38																		
#YES	2684	155	120	137	127	164	270	160	151	154	179	124	136	163	134	162	173	153
	88%	84%	85%	92%	89%	91%	85%	88%	86%	86%	89%	84%	86%	91%	88%	89%	87%	87%
NO	369	29	21	12	15	16	46	21	24	26	23	24	23	17	19	20	25	23
	12%	16%	15%	8%	11%	9%	15%	12%	14%	14%	11%	16%	14%	9%	12%	11%	13%	13%
NOT ANSWERED	55	1	5	4	6	4	5	1	5	6	3	2	2	4		4	4	5
VALID CASES	3052	184	141	149	142	180	316	181	175	180	202	148	159	180	153	182	198	176
NUMBER OF RESPONDENTS	3107	185	146	153	148	184	321	182	180	186	205	150	161	184	153	186	202	181
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

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

Banner I

	BANT OT1	AGE				RACE							ETHNIC- ITY		HEALTH STATUS		CCC SCREENER	
		<4	4-7	8-12	13 AND OVER	BLCK OR AFR- AMER	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & FAIR & POOR	NO CCC	CCC	
Q39 YES	1294 43%	254 40%	294 41%	363 42%	384 48%*	664 44%	14 49%~	17 43%~	3 32%~	10 38%~	9 45%~	120 47%	407 40%*	841 44%*	1153 41%*	98 65%*	740 35%*	571 62%*
NO	1730 57%	388 60%	424 59%	496 58%	420 52%*	831 56%	15 51%~	22 57%~	5 68%~	17 62%~	11 55%~	135 53%	616 60%*	1052 56%*	1626 59%*	54 35%*	1360 65%*	353 38%*
NOT ANSWERED	83	10	26	18	30	28	1	2				3	10	28	42	2	69	14
VALID CASES	3024	642	718	859	804	1495	29	39	8	27	20	255	1023	1893	2778	152	2100	924
NUMBER OF RESPONDENTS	3107	652	744	877	834	1523	29	41	8	27	20	258	1033	1921	2820	154	2169	938
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

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

Banner II

	BANT OT11	DG01	DG02	DG03	DG04	DG05	DG06	DG17	DG07	DG08	DG16	DG09	DG10	DG11	DG12	DG13	DG14	DG15
	OHP TOT CHLD	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q39 YES	1294 43%	65 36%*	39 28%*	68 46%	60 42%	72 40%	154 50%*	79 45%	76 43%	61 34%*	68 34%*	58 39%	57 36%	90 51%*	78 52%*	64 35%*	82 42%	69 39%
NO	1730 57%	117 64%*	101 72%*	80 54%	82 58%	106 60%	157 50%*	98 55%	101 57%	119 66%*	132 66%*	90 61%	103 64%	88 49%*	73 48%*	118 65%*	115 58%	109 61%
NOT ANSWERED	83	3	6	5	6	6	10	5	3	6	5	2	1	6	2	4	5	3
VALID CASES	3024	182	140	148	142	178	311	177	177	180	200	148	160	178	151	182	197	178
NUMBER OF RESPONDENTS	3107	185	146	153	148	184	321	182	180	186	205	150	161	184	153	186	202	181
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

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

Banner I

	BANT OT1	AGE				RACE						ETHNIC- ITY		HEALTH STATUS		CCC SCREENER			
		<4	4-7	8-12	13 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC		
Q40																			
NEVER	75 6%	15 6%	17 6%	24 7%	19 5%	47 8%	~	~	~	~	~	10 9%	21 5%	54 7%	67 6%	9 9%	35 5%	41 8%	
SOMETIMES	155 13%	29 12%	33 12%	45 13%	48 13%	62 10%*	2 13%~	4 26%~	~	~	~	3 45%~	16 14%	60 16%*	90 11%	123 11%*	26 26%*	88 13%	66 12%
USUALLY	354 29%	58 25%	88 32%	102 30%	105 29%	172 27%	6 52%~	5 31%~	1 11%~	1 14%~	3 49%~	20 18%*	115 30%	222 28%	309 29%	29 29%	197 30%	156 29%	
ALWAYS	624 52%	134 57%	141 51%	164 49%	184 52%	347 55%*	4 35%~	6 43%~	2 89%~	9 86%~	1 5%~	66 60%	183 48%	419 53%	574 53%*	36 36%*	343 52%	281 52%	
#ALWAYS + USUALLY (NET)	977 81%	192 81%	230 82%	266 80%	289 81%	519 83%	10 87%~	11 74%~	2 100%~	10 100%~	3 55%~	86 77%	298 79%	642 82%	884 82%*	64 65%*	540 81%	438 80%	
TOP BOX SCORE	624 52%	134 57%	141 51%	164 49%	184 52%	347 55%*	4 35%~	6 43%~	2 89%~	9 86%~	1 5%~	66 60%	183 48%	419 53%	574 53%*	36 36%*	343 52%	281 52%	
NOT ANSWERED	33	13	6	4	10	15						4	9	19	26	4	25	7	
VALID CASES	1207	237	280	334	356	628	12	15	2	10	6	111	379	786	1074	98	663	545	
NUMBER OF RESPONDENTS	1240 100%	250 100%	286 100%	338 100%	366 100%	643 100%	12 100%	15 100%	2 100%	10 100%	6 100%	115 100%	388 100%	805 100%	1100 100%	102 100%	688 100%	552 100%	

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

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

Banner II

	BANT OT11	DG01	DG02	DG03	DG04	DG05	DG06	DG17	DG07	DG08	DG16	DG09	DG10	DG11	DG12	DG13	DG14	DG15
	OHP TOT CHLD	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q40																		
NEVER	75 6%	8 12%	2 5%~	5 7%	5 8%	3 4%	11 7%	2 3%*	5 7%	1 2%*	2 3%	1 2%*	2 4%	14 16%*	8 11%	3 5%	3 4%	6 9%
SOMETIMES	155 13%	4 6%*	5 13%~	8 12%	7 12%	4 6%*	17 11%	17 22%*	5 7%*	6 11%	11 17%	9 16%	6 11%	8 9%	7 9%	7 11%	10 13%	8 12%
USUALLY	354 29%	19 29%	9 23%~	14 21%	20 34%	24 34%	45 30%	21 27%	23 31%	15 27%	18 28%	22 40%	16 29%	21 24%	15 20%*	13 20%	25 32%	22 32%
ALWAYS	624 52%	34 52%	23 59%~	40 60%	27 46%	40 56%	75 51%	37 48%	41 55%	34 61%	34 52%	23 42%	32 57%	45 51%	46 61%	41 64%*	41 52%	32 47%
#ALWAYS + USUALLY (NET)	977 81%	53 82%	32 82%~	54 81%	47 80%	64 90%*	120 81%	58 75%	64 86%	49 88%	52 80%	45 82%	48 86%	66 75%	61 80%	54 84%	66 84%	54 79%
TOP BOX SCORE	624 52%	34 52%	23 59%~	40 60%	27 46%	40 56%	75 51%	37 48%	41 55%	34 61%	34 52%	23 42%	32 57%	45 51%	46 61%	41 64%*	41 52%	32 47%
NOT ANSWERED	33			1	1	1	6	2	2	5	3	3	1	2	2		3	1
VALID CASES	1207	65	39	67	59	71	148	77	74	56	65	55	56	88	76	64	79	68
NUMBER OF RESPONDENTS	1240 100%	65 100%	39 100%	68 100%	60 100%	72 100%	154 100%	79 100%	76 100%	61 100%	68 100%	58 100%	57 100%	90 100%	78 100%	64 100%	82 100%	69 100%

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

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

Banner I

	BANT	AGE				RACE						ETHNIC-	HEALTH		CCC			
	OT1	<4	4-7	8-12	AND OVER	WHT	BLK OR AMER	AS- IAN	NATV HAW/ ILND	AMER IND/ NATV	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	GOOD & POOR	NO CCC	CCC
Q41 WORST PERSONAL DOCTOR POSSIBLE	6 0.1%	3 ~0.3%	1 ~0.2%	2 ~0.2%	3 0.2%	~	~	~	~	~	~	2 ~0.6%	6 ~0.2%	3 0.1%	3 1%	3 0.2%	5 0.2%	1 0.0%
01	3 0.1%	2 ~0.2%	1 0.1%	1 0.0%	1 0.1%	~	~	16%~	~	~	~	~	1 ~0.0%	3 0.1%	3 0.1%	1 0.3%	1 0.0%	2 0.2%
02	11 0.2%	4 0.5%	3 0.3%	2 0.1%	2 0.1%	5 0.2%	~	~	~	~	~	5 2%*	1 0.1%	10 0.4%*	9 0.2%	2 1%	5 0.2%	5 0.5%
03	20 0.5%	5 0.7%	4 0.4%	3 0.2%	8 0.7%	10 0.5%	~	~	~	~	~	5 1%	4 0.3%	14 0.5%	17 0.4%	2 1%	10 0.3%	10 0.9%
04	20 0.5%	2 0.3%	7 0.7%	3 0.2%	8 0.7%	9 0.4%	~	~	~	~	~	1 ~0.4%	8 0.6%	10 0.4%	18 0.4%	2 1%	15 0.5%	4 0.4%
05	92 2%	15 2%	20 2%	27 2%	30 3%	56 3%	1 1%~	3 6%	~	1 3%~	~	7 ~2%	21 1%*	72 3%*	89 2%*	2 1%	63 2%	29 3%
06	99 2%	10 1%*	16 2%*	45 3%*	30 3%	55 3%	~	2 3%	1 16%~	1 3%~	~	11 ~3%	26 2%	71 3%	94 2%	5 3%	68 2%	31 3%
07	231 5%	34 4%	68 7%*	60 4%	70 6%	137 6%*	1 1%~	7 13%	~	6 16%~	2 7%~	14 4%	55 4%*	171 6%*	203 5%*	18 10%*	157 5%	75 7%
08	657 15%	102 13%*	157 16%	216 16%	183 16%	320 15%	8 19%~	6 12%	~	7 18%~	11 46%~	58 16%	219 15%	416 15%	613 15%	21 12%	491 16%	166 15%
09	879 21%	162 21%	188 19%	246 18%*	284 24%*	458 21%	5 13%~	14 27%	~	8 23%~	7 30%~	67 19%	301 21%	554 21%*	828 21%	34 19%	654 21%	225 20%
BEST PERSONAL DOCTOR POSSIBLE	2246 53%	440 57%*	519 53%	731 55%	554 47%*	1102 51%	26 65%~	20 39%*	6 68%~	13 37%~	4 17%~	179 51%	792 56%*	1359 51%*	2092 53%	92 51%	1660 53%	586 52%
#8-10 (NET)	3782 89%	703 91%*	864 87%	1193 89%	1021 87%	1879 87%*	39 98%~	40 78%	6 68%~	28 78%~	23 93%~	304 87%	1311 92%*	2330 87%*	3533 89%*	146 81%*	2804 90%*	977 86%*

Continued

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

Banner I

	BANT OT1	AGE				RACE							ETHNIC- ITY		HEALTH STATUS		CCC SCREENER	
		<4	4-7	8-12	13 AND OVER	WHT	BLK OR AFR-	AS- IAN	NATV ILND	AMER IND/ PAC	ALSK NATV	MUL- THR	TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	NO CCC
9-10 (NET)	3125 73%	602 78%*	707 72%	977 73%	838 72%	1560 72%	31 78%~	34 66%	6 68%~	22 60%~	12 47%~	246 70%	1093 77%*	1913 71%*	2920 74%	125 70%	2314 74%	811 71%
NOT ANSWERED	173	20	56	46	50	67	1	3			1	14	37	82	111	9	143	28
VALID CASES	4264	773	988	1334	1170	2156	40	51	9	36	25	351	1426	2688	3969	180	3131	1135
NUMBER OF RESPONDENTS	4437 100%	793 100%	1044 100%	1380 100%	1220 100%	2223 100%	41 100%	54 100%	9 100%	36 100%	25 100%	365 100%	1463 100%	2770 100%	4080 100%	189 100%	3274 100%	1163 100%
MEAN	9.02	9.15	8.97	9.07	8.92	8.97	9.39	8.69	7.89	8.66	8.58	8.82	9.16	8.93	9.03	8.73	9.05	8.93
p stat_(*=Sig @ p<=.05)		.004*	.201	.095	.005*	.045*	~.095	~	~	~.026*	.000*	.000*	.111	.040*	.017*	.017*		

[ASKED IF Q30 = YES]

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

Banner II

	BANT OT11	DG01	DG02	DG03	DG04	DG05	DG06	DG17	DG07	DG08	DG16	DG09	DG10	DG11	DG12	DG13	DG14	DG15
	OHP TOT CHLD	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q41 WORST PERSONAL DOCTOR POSSIBLE	6 0.1%	~	~0.5%	1 0.5%	~	1 0.4%	1 0.2%	~	~	~	~0.5%	~	~	1 0.5%	~	~	~	1 0.4%
01	3 0.1%	~0.5%	1 0.5%	1 0.5%	~	1 0.4%	~	~	~	~	~	~	~	~	1 0.5%	~	~	~
02	11 0.2%	~0.5%	1 0.5%	~	~	~	1 0.2%	1 0.4%	2 0.8%	~	1 0.3%	~	1 0.4%	1 0.4%	1 0.5%	~	~	3 1%
03	20 0.5%	2 0.8%	~	1 0.5%	2 0.9%	~	2 0.5%	1 0.4%	~	2 0.8%	1 0.3%	1 0.5%	1 0.4%	3 1%	3 1%	2 0.8%	~	2 0.9%
04	20 0.5%	~0.5%	1 0.5%	~	1 0.5%	~	3 0.7%	2 0.8%	2 0.8%	2 0.8%	2 0.7%	~	1 0.4%	~	2 1%	1 0.4%	2 0.7%	~
05	92 2%	7 3%	3 1%	6 3%	3 1%	3 1%	11 3%	3 1%	6 2%	5 2%	4 1%	7 3%	3 1%	7 3%	12 6%*	13 5%*	6 2%	6 3%
06	99 2%	6 2%	4 2%	3 1%	5 2%	5 2%	9 2%	5 2%	2 0.8%*	13 5%*	6 2%	2 1%	5 2%	14 6%*	4 2%	4 2%	5 2%	5 2%
07	231 5%	24 9%*	12 6%	13 6%	14 6%	10 4%	31 7%	7 3%*	7 3%*	16 6%	14 5%	11 5%	18 8%	20 8%	17 8%	14 6%	15 5%	18 8%
08	657 15%	46 18%	26 13%	34 17%	39 18%	29 12%	77 18%	36 15%	35 13%	36 15%	53 18%	33 16%	34 15%	36 14%	41 20%	39 16%	45 16%	33 14%
09	879 21%	49 19%	35 17%	42 21%	52 23%	51 22%	91 21%	56 23%	52 20%	46 19%	54 18%	47 23%	47 20%	44 18%	36 17%	38 16%*	51 19%	48 20%
BEST PERSONAL DOCTOR POSSIBLE	2246 53%	124 48%	122 60%*	99 50%	106 48%	136 58%	212 48%	130 54%	155 59%*	127 51%	159 54%	99 49%	123 53%	126 50%	89 43%*	132 54%	150 55%	119 51%
#8-10 (NET)	3782 89%	219 85%	183 89%	175 88%	197 89%	216 92%	380 87%	222 92%*	242 93%*	209 85%	266 90%	179 89%	204 88%	206 82%*	166 80%*	209 86%	246 90%	200 85%
9-10 (NET)	3125 73%	173 67%*	157 77%	141 71%	158 71%	187 79%*	303 69%	186 77%	207 79%*	173 70%	213 72%	146 73%	170 73%	170 68%*	125 60%*	170 70%	201 73%	167 71%

Continued

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

Banner II

	BANT	DG01	DG02	DG03	DG04	DG05	DG06	DG17	DG07	DG08	DG16	DG09	DG10	DG11	DG12	DG13	DG14	DG15
OT11																		
OHP																		
TOT																		
CHLD	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO	
NOT ANSWERED	173	9	18	11	11	7	17	7	12	14	10	9	6	14	12	9	10	15
VALID CASES	4264	258	205	200	222	236	438	241	261	247	294	201	233	251	207	243	274	235
NUMBER OF RESPONDENTS	4437	267	223	211	233	243	455	248	273	261	304	210	239	265	219	252	284	250
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
MEAN	9.02	8.89	9.14	8.92	8.98	9.18	8.91	9.12	9.20	8.91	9.07	8.98	9.03	8.82	8.53	8.93	9.09	8.87
p stat_(*=Sig @ p<=.05)		.134	.249	.336	.637	.055	.079	.171	.038*	.221	.552	.635	.890	.033*	.000*	.345	.297	.161

[ASKED IF Q30 = YES]

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

Banner I

	BANT OT1	AGE				RACE							ETHNIC- ITY		HEALTH STATUS		CCC SCREENER	
		<4	4-7	8-12	13 AND OVER	BLCK OR AFR- AMER	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & FAIR & POOR	NO CCC	CCC	
Q42 YES	1037 24%	96 12%*	217 22%	371 28%*	357 30%*	681 32%*	7 17%~	8 17%~	3 32%~	11 29%~	1 3%~	99 28%	219 15%*	798 30%*	898 23%*	106 59%*	229 7%*	851 75%*
NO	3222 76%	678 88%*	761 78%	959 72%*	820 70%*	1477 68%*	33 83%~	41 83%~	6 68%~	25 71%~	24 97%~	257 72%	1202 85%*	1891 70%*	3069 77%*	74 41%*	2896 93%*	285 25%*
NOT ANSWERED	178	19	66	49	43	65	1	5				9	43	81	113	9	149	27
VALID CASES	4259	774	978	1331	1177	2158	40	49	9	36	25	356	1420	2689	3967	180	3125	1136
NUMBER OF RESPONDENTS	4437	793	1044	1380	1220	2223	41	54	9	36	25	365	1463	2770	4080	189	3274	1163
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q30 = YES]

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

Banner II

	BANT OT11	DG01	DG02	DG03	DG04	DG05	DG06	DG17	DG07	DG08	DG16	DG09	DG10	DG11	DG12	DG13	DG14	DG15
	OHP TOT CHLD	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q42 YES	1037 24%	66 25%	47 23%	48 24%	54 25%	58 25%	184 42%*	39 16%*	63 24%	53 21%	59 20%	46 23%	54 23%	71 28%	67 32%*	76 31%*	62 23%	49 20%
NO	3222 76%	193 75%	159 77%	151 76%	166 75%	176 75%	259 58%*	198 84%*	197 76%	194 79%	233 80%	157 77%	179 77%	183 72%	142 68%*	168 69%*	213 77%	192 80%
NOT ANSWERED	178	8	17	12	13	9	12	11	13	14	12	7	6	11	10	8	9	9
VALID CASES	4259	259	206	199	220	234	443	237	260	247	292	203	233	254	209	244	275	241
NUMBER OF RESPONDENTS	4437 100%	267 100%	223 100%	211 100%	233 100%	243 100%	455 100%	248 100%	273 100%	261 100%	304 100%	210 100%	239 100%	265 100%	219 100%	252 100%	284 100%	250 100%

[ASKED IF Q30 = YES]

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

Banner I

	BANT	AGE				RACE						ETHNIC-	HEALTH	CCC				
	OT1	<4	4-7	8-12	AND OVER	WHT	BLK	AS-	NATV	AMER	MUL-	IC	IC	GOOD	FAIR	NO	CCC	
	OHP					AFR-	OR	IAN	HAW/	IND/	OTHR	TIC	PAN-	PAN-	&	&	CCC	CCC
	TOT					AMER			ILND	NATV		IC	IC	GOOD	POOR	CCC	CCC	
CHLD																		
Q43 #YES	961	86	185	364	327	610	9	4	1	10	1	87	203	724	840	94	206	755
	90%	96%*	83%*	93%*	90%	92%*100%~	69%~	50%~	93%~100%~	87%	88%	91%	92%*	80%*	88%	91%		
NO	103	3	38	26	36	53		2	1	1		13	28	72	77	23	27	76
	10%	4%*	17%*	7%*	10%	8%*		~ 31%~	50%~	7%~		~ 13%	12%	9%	8%*	20%*	12%	9%
NOT ANSWERED	31	6	4	7	14	11		1				6	5	20	22	5	15	16
VALID CASES	1065	90	222	390	363	663	9	6	2	11	1	100	230	796	916	117	233	832
NUMBER OF RESPONDENTS	1096	96	226	397	377	674	9	7	2	11	1	106	235	816	938	122	248	848
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q30 = YES AND Q42 = YES]

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

Banner II

	BANT OT11	DG01	DG02	DG03	DG04	DG05	DG06	DG17	DG07	DG08	DG16	DG09	DG10	DG11	DG12	DG13	DG14	DG15
	OHP TOT CHLD	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q43 #YES	961 90%	57 88%	40 89%~	42 89%~	51 96%*	52 93%	163 90%	35 92%~	55 93%	46 94%~	52 88%	43 93%~	45 85%	60 87%	51 81%	68 93%	52 87%	43 90%~
NO	103 10%	8 12%	5 11%~	5 11%~	2 4%*	4 7%	18 10%	3 8%~	4 7%	3 6%~	7 12%	3 7%~	8 15%	9 13%	12 19%	5 7%	8 13%	5 10%~
NOT ANSWERED	31	1	2	1	1	2	3	1	4	4			1	2	4	3	2	1
VALID CASES	1065	65	45	47	53	56	181	38	59	49	59	46	53	69	63	73	60	48
NUMBER OF RESPONDENTS	1096	66	47	48	54	58	184	39	63	53	59	46	54	71	67	76	62	49
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q30 = YES AND Q42 = YES]

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

Banner I

	BANT OT1	AGE				RACE							ETHNIC- ITY		HEALTH STATUS		CCC SCREENER	
		<4	4-7	8-12	13 AND OVER	BLK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & FAIR & POOR	NO CCC	CCC	
Q44 #YES	913 86%	81 92%*	188 84%	342 88%	302 83%	587 88%*	9 100%~	4 69%~	1 50%~	10 93%~	1 100%~	81 79%	185 82%	695 87%	803 88%*	84 72%*	198 85%	715 86%
NO	152 14%	7 8%*	36 16%	48 12%	60 17%	78 12%*	~	2 31%~	1 50%~	1 7%~	~	22 21%	41 18%	106 13%	113 12%*	33 28%*	35 15%	116 14%
NOT ANSWERED	31	7	2	7	15	9		1				3	9	15	22	5	15	16
VALID CASES	1065	89	224	390	362	665	9	6	2	11	1	103	226	801	916	117	233	832
NUMBER OF RESPONDENTS	1096	96	226	397	377	674	9	7	2	11	1	106	235	816	938	122	248	848
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q30 = YES AND Q42 = YES]

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

Banner II

	BANT OT11	DG01	DG02	DG03	DG04	DG05	DG06	DG17	DG07	DG08	DG16	DG09	DG10	DG11	DG12	DG13	DG14	DG15
	OHP TOT CHLD	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q44 #YES	913 86%	55 85%	39 87%~	40 85%~	45 87%	49 86%	150 84%	35 90%~	52 91%	44 85%	53 90%	40 87%~	41 77%	55 81%	50 77%	66 92%	51 85%	41 89%~
NO	152 14%	10 15%	6 13%~	7 15%~	7 13%	8 14%	28 16%	4 10%~	5 9%	8 15%	6 10%	6 13%~	12 23%	13 19%	15 23%	6 8%	9 15%	5 11%~
NOT ANSWERED	31	1	2	1	2	1	6		6	1			1	3	2	4	2	3
VALID CASES	1065	65	45	47	52	57	178	39	57	52	59	46	53	68	65	72	60	46
NUMBER OF RESPONDENTS	1096	66	47	48	54	58	184	39	63	53	59	46	54	71	67	76	62	49
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q30 = YES AND Q42 = YES]

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

Banner I

	BANT OTI	AGE				RACE							ETHNIC- ITY		HEALTH STATUS		CCC SCREENER	
		<4	4-7	8-12	13 AND OVER	WHT	BLK OR AFR- AMER	AS- IAN	NATV ILND	AMER HAW/ PAC ALSK NATV	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC
Q45 YES	884 18%	101 12%*	213 19%	258 17%	315 22%*	477 19%*	11 20%	12 15%	6 ~ 13%~	3 9%~	77 19%	269 16%*	583 19%	762 16%*	88 39%*	431 12%*	473 37%*	
NO	4074 82%	741 88%*	913 81%	1302 83%	1116 78%*	2012 81%*	43 80%	65 85%	12 100%~	43 87%~	32 91%~	321 81%	1438 84%*	2545 81%	3891 84%*	136 61%*	3260 88%*	800 63%*
NOT ANSWERED	351	66	102	90	92	10		3		2		2	19	19	34	3	341	5
VALID CASES	4958	842	1126	1560	1431	2488	54	77	12	49	35	398	1707	3127	4654	224	3691	1272
NUMBER OF RESPONDENTS	5309 100%	908 100%	1228 100%	1650 100%	1523 100%	2498 100%	54 100%	80 100%	12 100%	51 100%	35 100%	400 100%	1726 100%	3146 100%	4688 100%	227 100%	4032 100%	1277 100%

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

Banner II

	BANT	DG01	DG02	DG03	DG04	DG05	DG06	DG17	DG07	DG08	DG16	DG09	DG10	DG11	DG12	DG13	DG14	DG15	
	OT11																		
	OHP																		
	TOT																		
	CHLD	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO	
Q45																			
YES	884 18%	53 19%	39 15%	39 16%	43 15%	46 17%	124 25%*	53 18%	46 16%	44 15%	53 16%	32 13%*	39 14%	58 21%	52 21%	43 16%	61 19%	31 11%*	
NO	4074 82%	231 81%	220 85%	210 84%	238 85%	226 83%	372 75%*	245 82%	246 84%	242 85%	288 84%	214 87%*	232 86%	224 79%	201 79%	230 84%	258 81%	248 89%*	
NOT ANSWERED	351	26	21	15	20	22	28	25	25	19	16	15	7	13	17	14	20	25	
VALID CASES	4958	284	259	249	281	272	496	298	292	286	341	246	271	282	253	273	319	279	
NUMBER OF RESPONDENTS	5309	310	280	264	301	294	524	323	317	305	357	261	278	295	270	287	339	304	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	

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

Banner I

	BANT OT1	AGE				RACE						ETHNIC- ITY		HEALTH STATUS		CCC SCREENER		
		<4	4-7	8-12	13 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & FAIR	NO CCC	CCC	
Q46 NEVER	51 6%	8 8%	9 5%	11 4%	24 8%	38 8%*	~	~	~	1 6%~	~	9 12%	5 2%*	43 7%*	42 6%	7 7%	20 6%	31 6%
SOMETIMES	139 17%	11 13%	40 21%	41 17%	45 15%	59 13%*	3 29%~	3 28%~	~	~	~	8 11%	49 21%*	76 13%*	109 15%*	22 23%	66 19%	70 15%
USUALLY	245 29%	28 31%	56 29%	73 30%	88 29%	132 28%	4 36%~	4 36%~	~	2 35%~	1 100%~	15 20%*	77 33%	166 29%	213 30%	28 29%	102 29%	144 30%
ALWAYS	399 48%	44 48%	88 46%	120 49%	147 48%	238 51%	4 35%~	4 36%~	~	4 59%~	~	44 58%	101 43%	289 50%	350 49%	40 41%	167 47%	233 49%
#ALWAYS + USUALLY (NET)	644 77%	72 79%	144 75%	193 79%	235 77%	371 79%	7 71%~	7 72%~	~	7 94%~	1 100%~	60 77%	178 77%	455 79%	563 79%*	68 70%	269 76%	377 79%
TOP BOX SCORE	399 48%	44 48%	88 46%	120 49%	147 48%	238 51%	4 35%~	4 36%~	~	4 59%~	~	44 58%	101 43%	289 50%	350 49%	40 41%	167 47%	233 49%
NOT ANSWERED	23	4	3	4	11	10	1						6	10	16	2	15	7
VALID CASES	833	91	193	246	304	467	10	10		7	1	77	233	574	713	97	356	478
NUMBER OF RESPONDENTS	856 100%	95 100%	196 100%	250 100%	315 100%	477 100%	11 100%	10 100%		7 100%	1 100%	77 100%	239 100%	584 100%	729 100%	99 100%	371 100%	485 100%

[ASKED IF Q45 = YES]

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

Banner II

	BANT OT11	DG01	DG02	DG03	DG04	DG05	DG06	DG17	DG07	DG08	DG16	DG09	DG10	DG11	DG12	DG13	DG14	DG15
	OHP TOT CHLD	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q46																		
NEVER	51 6%	5 10%	6 15%~	1 3%~	3 8%~	2 4%~	10 8%	2 4%	3 7%~	1 2%~	5 10%	6 19%~	1 3%~	3 5%	3 6%	3 7%~	2 3%	3 10%~
SOMETIMES	139 17%	8 16%	8 21%~	4 11%~	4 10%~	7 16%~	16 13%	13 25%	6 13%~	4 9%~	12 23%	4 13%~	5 13%~	8 14%	7 14%	5 12%~	9 15%	7 23%~
USUALLY	245 29%	13 25%	6 15%~	14 37%~	14 36%~	18 40%~	37 31%	14 27%	13 29%~	12 28%~	20 38%	6 19%~	12 31%~	20 35%	12 24%	8 19%~	15 25%	5 16%~
ALWAYS	399 48%	25 49%	19 49%~	19 50%~	18 46%~	18 40%~	57 48%	23 44%	23 51%~	26 60%~	15 29%*	15 48%~	21 54%~	26 46%	29 57%	27 63%~	33 56%	16 52%~
#ALWAYS + USUALLY (NET)	644 77%	38 75%	25 64%~	33 87%~	32 82%~	36 80%~	94 78%	37 71%	36 80%~	38 88%~	35 67%	21 68%~	33 85%~	46 81%	41 80%	35 81%~	48 81%	21 68%~
TOP BOX SCORE	399 48%	25 49%	19 49%~	19 50%~	18 46%~	18 40%~	57 48%	23 44%	23 51%~	26 60%~	15 29%*	15 48%~	21 54%~	26 46%	29 57%	27 63%~	33 56%	16 52%~
NOT ANSWERED	23	2		1	4	1	4	1	1	1	1	1		1	1		2	
VALID CASES	833	51	39	38	39	45	120	52	45	43	52	31	39	57	51	43	59	31
NUMBER OF RESPONDENTS	856	53	39	39	43	46	124	53	46	44	53	32	39	58	52	43	61	31
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q45 = YES]

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

Banner I

	BANT OT1	AGE					RACE					ETHNIC- ITY		HEALTH STATUS		CCC SCREENER		
		<4	4-7	8-12	13 AND OVER	BLCK OR AFR- AMER	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK	MUL- OTHR TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & GOOD POOR	NO CCC	CCC			
Q47 NONE	48 6%	4 4%	8 4%	15 6%	22 7%	18 4%*	~	~	~	~	~	5 6%	21 9%*	22 4%*	37 5%	9 9%	32 9%*	13 3%*
1 SPECIALIST	514 62%	48 54%	121 62%	147 61%	198 65%	285 61%	6 58%~	7 74%~	~	4 ~	1 ~	47 61%	143 61%	353 61%	458 64%*	36 38%*	269 75%*	231 48%*
2	161 19%	19 21%	33 17%	59 24%*	49 16%	98 21%	2 18%~	1 7%~	~	3 ~	~	16 21%	41 18%	123 21%	137 19%	24 25%	46 13%*	123 26%*
3	58 7%	6 7%	19 10%	10 4%*	22 7%	38 8%	1 4%~	2 18%~	~	~	~	4 5%	13 5%	43 7%	41 6%*	15 16%*	8 2%*	54 11%*
4	29 3%	6 6%	11 6%	7 3%	4 1%*	13 3%	2 20%~	~	~	~	~	1 ~	11 5%	17 3%	21 3%	8 9%*	1 0.2%*	31 7%*
5 OR MORE SPECIALISTS	25 3%	8 8%*	2 1%*	5 2%	10 3%	17 4%	~	~	~	~	~	5 6%	4 2%	18 3%	23 3%	2 2%	2 0.6%*	25 5%*
NOT ANSWERED	22	5	1	7	9	8	1						7	9	11	4	13	7
VALID CASES	834	90	195	243	306	469	10	10		7	1	77	232	575	718	95	358	478
NUMBER OF RESPONDENTS	856	95	196	250	315	477	11	10		7	1	77	239	584	729	99	371	485
	100%	100%	100%	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q45 = YES]

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

Banner II

	BANT	DG01	DG02	DG03	DG04	DG05	DG06	DG17	DG07	DG08	DG16	DG09	DG10	DG11	DG12	DG13	DG14	DG15
	OT11																	
	OHP																	
	TOT																	
	CHLD	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q47																		
NONE	48 6%	3 6%	4 11%~	1 3%~	~	2 4%~	3 2%*	4 8%	2 4%~	3 7%~	8 16%	1 3%~	~	2 4%	4 8%	4 10%~	6 10%	1 3%~
1 SPECIALIST	514 62%	34 68%	26 70%~	21 55%~	33 85%~	28 61%~	65 53%	33 63%	29 64%~	31 72%~	21 41%*	21 68%~	26 67%~	33 58%	32 64%	24 57%~	33 56%	19 61%~
2	161 19%	7 14%	5 14%~	10 26%~	4 10%~	9 20%~	38 31%*	7 13%	8 18%~	5 12%~	16 31%	6 19%~	6 15%~	13 23%	8 16%	9 21%~	13 22%	6 19%~
3	58 7%	4 8%	~	3 8%~	1 3%~	6 13%~	10 8%	3 6%	1 2%~	3 7%~	1 2%*	3 10%~	3 8%~	4 7%	5 10%	1 2%~	3 5%	2 6%~
4	29 3%	1 2%	~	1 3%~	~	1 2%~	6 5%	2 4%	2 4%~	1 2%~	1 2%	~	2 5%~	1 2%	1 2%	2 5%~	4 7%	2 6%~
5 OR MORE SPECIALISTS	25 3%	1 2%	2 5%~	2 5%~	1 3%~	~	~	3 6%	3 7%~	~	4 8%	~	2 5%~	4 7%	~	2 5%~	~	1 3%~
NOT ANSWERED	22	3	2	1	4		2	1	1	1	2	1		1	2	1	2	
VALID CASES	834	50	37	38	39	46	122	52	45	43	51	31	39	57	50	42	59	31
NUMBER OF RESPONDENTS	856	53	39	39	43	46	124	53	46	44	53	32	39	58	52	43	61	31
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q45 = YES]

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

Banner I

	BANT OT1	AGE				RACE						ETHNIC- ITY		HEALTH STATUS		CCC SCREENER			
		OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	BLCK OR AFR- AMER	NATV AS- IAN	AMER HAW/ PAC ILND	IND/ ALSK NATV	MUL- OTHR TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC		
Q48 WORST SPECIALIST POSSIBLE	6	0.7%	~	1%	0.6%	0.8%	0.9%	~	~	~	~	~	1%	0.2%	1%	0.6%	2%	0.7%	0.8%
01	1	0.1%	~	~	~	0.3%	~	~	~	~	~	~	0.3%	~	0.1%	~	0.2%	~	~
02	4	0.5%	~	0.7%	0.3%	0.5%	0.8%	~	~	~	~	~	0.3%	0.6%	0.5%	0.2%	0.3%	0.6%	~
03	8	1%	1%	2%	0.2%*	1%	1%	4%~	~	~	~	~	2%*	0.4%	1%	1%	1%	0.9%	~
04	5	0.6%	~	0.5%	0.8%	0.6%	0.7%	~	~	~	~	~	0.7%	0.6%	0.7%~	~	0.0%*	1%*	~
05	21	3%	3%	3%	5%	10%	11%	~	~	~	~	~	4%	5%	14%	15%	4%	8%	13%
06	25	3%	9%*	4%	2%	2%	19%	~	3%~	~	~	~	2%	5%	20%	23%	1%	12%	13%
07	53	7%	2%*	8%	7%	8%	37%	~	~	~	21%~	~	8%	10%	41%	46%	4%	27%	25%
08	132	17%	26%*	14%	14%	18%	78%	1%	4%	~	6%~	100%~	20%	24%	106%	113%	19%	54%	78%
09	177	23%	20%	21%	22%	25%	84%	4%	1%	~	17%~	~	25%	64%	108%	163%	10%	77%	99%
BEST SPECIALIST POSSIBLE	350	45%	38%	47%	51%*	40%*	204%	6%	4%	~	55%~	~	39%	96%	241%	295%	45%	141%	210%

Continued

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

Banner I

	BANT OT1	AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER	
	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	BLK OR AFR-AMER	AS-IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	MUL-OTHR	TI	HIS-PAN-IC	NOT HIS-PAN-IC	EX & VERY GOOD & FAIR & POOR	GOOD & FAIR & POOR	NO CCC	CCC
#8-10 (NET)	659 84%	73 84%	152 82%	200 88%	234 83%	365 82%	10 96%~	10 97%~	6 ~ 79%~	1 ~100%~	59 84%	184 86%	454 84%	570 85%	74 86%	272 83%	388 85%
9-10 (NET)	527 68%	51 59%	125 68%	167 73%*	183 65%	287 65%	9 91%~	6 57%~	5 ~ 73%~	45 ~ 64%	160 75%*	349 64%*	458 68%	55 63%	218 67%	310 68%	
NOT ANSWERED	3				3	2				1	1	3	2	1	2	1	
VALID CASES	781	87	184	228	282	444	10	10	7	1	70	213	543	674	86	326	455
NUMBER OF RESPONDENTS	784	87	184	228	285	446	10	10	7	1	71	213	546	676	87	328	456
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
MEAN	8.74	8.61	8.70	8.98	8.62	8.70	9.24	8.95	9.07	8.00	8.68	8.82	8.70	8.75	8.70	8.73	8.75
p_stat_(*=Sig @ p<=.05)		.450	.674	.010*	.151	.521	~	~	~	~	~.735	.404	.407	.891	.805	.873	.872

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

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

Banner II

	BANT	DG01	DG02	DG03	DG04	DG05	DG06	DG17	DG07	DG08	DG16	DG09	DG10	DG11	DG12	DG13	DG14	DG15
	OT11																	
	OHP																	
	TOT																	
	CHLD	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q48																		
WORST SPECIALIST	6						1		2	1		2			1			
POSSIBLE	0.7%	~	~	~	~	~	~0.9%	~	5%~	3%~	~	7%~	~	~	2%~	~	~	~
01	1						1											
	0.1%	~	~	~	~	~	~0.9%	~	~	~	~	~	~	~	~	~	~	~
02	4						1				1	1	1	1				
	0.5%	~	~	~	~	~	~0.9%	~	~	~	2%~	3%~	3%~	2%	~	~	~	~
03	8				1		1	1					1			1	1	1
	1%	~	~	~	3%~	~	~0.9%	2%~	~	~	~	~	3%~	~	~	3%~	2%	3%~
04	5		1				1						1	1			1	
	0.6%	~	3%~	~	~	~	~0.9%	~	~	~	~	~	3%~	2%	~	~	2%	~
05	21		1			4	1			1	3	2		2	1	1	2	2
	3%	~	3%~	~	~	9%~	0.9%	~	~	3%~	7%~	7%~	~	4%	2%~	3%~	4%	7%~
06	25	3	1		1	1	6	2	1	1			2	3				3
	3%	6%~	3%~	~	3%~	2%~	5%	4%~	2%~	3%~	~	~	5%~	5%	~	~	~	10%~
07	53	3	2	3	3	2	10	3	4			3	3	3	4	1	5	2
	7%	6%~	6%~	8%~	8%~	5%~	9%	6%~	9%~	~	~	10%~	8%~	5%	9%~	3%~	9%	7%~
08	132	15	8	5	11	7	19	9	5	5	8	6	6	6	11	4	6	4
	17%	32%~	24%~	14%~	28%~	16%~	16%	19%~	12%~	13%~	19%~	20%~	15%~	11%	24%~	11%~	11%	13%~
09	177	8	4	8	10	15	22	8	10	13	13	5	3	13	5	11	15	8
	23%	17%~	12%~	22%~	26%~	34%~	19%	17%~	23%~	33%~	30%~	17%~	8%~	24%	11%~	29%~	28%	27%~
BEST SPECIALIST	350	18	16	20	13	15	54	25	21	18	18	11	22	26	23	20	23	10
POSSIBLE	45%	38%~	48%~	56%~	33%~	34%~	46%	52%~	49%~	46%~	42%~	37%~	56%~	47%	51%~	53%~	43%	33%~
#8-10 (NET)	659	41	28	33	34	37	95	42	36	36	39	22	31	45	39	35	44	22
	84%	87%~	85%~	92%~	87%~	84%~	81%	87%~	84%~	92%~	91%~	73%~	79%~	82%	87%~	92%~	83%	73%~

Continued

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

Banner II

	BANT	DG01	DG02	DG03	DG04	DG05	DG06	DG17	DG07	DG08	DG16	DG09	DG10	DG11	DG12	DG13	DG14	DG15
	OT11																	
	OHP																	
	TOT																	
	CHLD	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
9-10 (NET)	527	26	20	28	23	30	76	33	31	31	31	16	25	39	28	31	38	18
	68%	55%~	61%~	78%~	59%~	68%~	65%	69%~	72%~	79%~	72%~	53%~	64%~	71%	62%~	82%~	72%	60%~
NOT ANSWERED	3			1			2			1					1			
VALID CASES	781	47	33	36	39	44	117	48	43	39	43	30	39	55	45	38	53	30
NUMBER OF RESPONDENTS	784	47	33	37	39	44	119	48	43	40	43	30	39	55	46	38	53	30
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
MEAN	8.74	8.74	8.76	9.25	8.67	8.66	8.64	8.96	8.70	8.92	8.79	7.87	8.64	8.73	8.80	9.11	8.77	8.30
p stat_(*=Sig @ p<=.05)		~	~	~	~	~	~.535	~	~	~	~	~	~	~.940	~	~	~.891	~

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

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

	BANT OTI	AGE				RACE						ETHNIC- ITY		HEALTH STATUS		CCC SCREENER		
	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	WHTA	BLCK OR AFR-	AS- IAN	NATV ILND	AMER HAW/ IND/ ALSK	OTHR	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & FAIR & POOR	NO CCC	CCC
Q49 YES	1280 26%	225 27%	321 29%*	386 25%	347 24%	553 22%*	15 27%	19 24%	4 32%~	8 15%*	9 25%~	111 28%	518 30%*	723 23%*	1190 26%*	68 31%	923 25%*	361 29%*
NO	3633 74%	608 73%	796 71%*	1160 75%	1071 76%	1925 78%*	39 73%	59 76%	8 68%~	43 85%*	26 75%~	280 72%	1182 70%*	2394 77%*	3442 74%*	154 69%	2732 75%*	903 71%*
NOT ANSWERED	396	74	112	104	105	20		2		1		8	27	28	57	5	376	13
VALID CASES	4913	834	1116	1546	1418	2478	54	78	12	51	35	392	1699	3118	4631	222	3656	1264
NUMBER OF RESPONDENTS	5309 100%	908 100%	1228 100%	1650 100%	1523 100%	2498 100%	54 100%	80 100%	12 100%	51 100%	35 100%	400 100%	1726 100%	3146 100%	4688 100%	227 100%	4032 100%	1277 100%

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

	BANT	DG01	DG02	DG03	DG04	DG05	DG06	DG17	DG07	DG08	DG16	DG09	DG10	DG11	DG12	DG13	DG14	DG15
	OT11																	
	OHP																	
	TOT																	
	CHLD	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q49																		
YES	1280	76	55	62	61	71	121	80	65	83	86	66	66	74	43	65	93	74
	26%	27%	21%	25%	22%	26%	25%	27%	22%	29%	26%	27%	24%	26%	17%*	24%	29%	27%
NO	3633	209	202	185	216	198	371	213	225	200	250	180	204	207	209	204	225	201
	74%	73%	79%	75%	78%	74%	75%	73%	78%	71%	74%	73%	76%	74%	83%*	76%	71%	73%
NOT ANSWERED	396	25	23	17	24	25	32	30	27	22	21	15	8	14	18	18	21	29
VALID CASES	4913	285	257	247	277	269	492	293	290	283	336	246	270	281	252	269	318	275
NUMBER OF RESPONDENTS	5309	310	280	264	301	294	524	323	317	305	357	261	278	295	270	287	339	304
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

Banner I

	BANT OTI	AGE				RACE							ETHNIC- ITY		HEALTH STATUS		CCC SCREENER	
		<4	4-7	8-12	13 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC		
Q50 NEVER	41 3%	4 2%	8 3%	15 4%	16 5%	18 3%	1 ~ 5%	1 4%~	1 ~ 5%	9 8%	14 3%	25 4%	37 3%	1 0.7%*	30 3%	11 3%		
SOMETIMES	210 17%	32 15%	53 18%	64 17%	60 18%	97 18%	3 ~ 19%	1 9%~	1 10%~	11 9%~	92 18%	111 16%	193 17%	16 22%	144 17%	66 19%		
USUALLY	367 30%	75 35%	74 26%*	115 30%	104 32%	148 28%	6 46%~	5 34%~	3 87%~	3 46%~	6 57%~	36 35%	148 29%	214 31%	330 29%*	31 43%*	248 29%*	120 34%*
ALWAYS	598 49%	103 48%	155 53%	189 49%	150 45%	263 50%	7 54%~	6 42%~	3 ~ 44%~	3 29%~	49 47%	251 50%	334 49%	564 50%*	24 34%*	444 51%*	152 43%*	
#ALWAYS + USUALLY (NET)	965 79%	178 83%	229 79%	304 79%	254 77%	411 78%	13 100%~	11 76%~	3 87%~	6 90%~	8 86%~	85 81%	399 79%	548 80%	894 80%	55 77%	693 80%	272 78%
TOP BOX SCORE	598 49%	103 48%	155 53%	189 49%	150 45%	263 50%	7 54%~	6 42%~	3 ~ 44%~	3 29%~	49 47%	251 50%	334 49%	564 50%*	24 34%*	444 51%*	152 43%*	
NOT ANSWERED	25	4	7	5	10	7	1			1	1	13	9	23	1	18	7	
VALID CASES	1216	214	289	383	329	526	13	14	4	7	10	105	505	685	1124	71	867	349
NUMBER OF RESPONDENTS	1241 100%	218 100%	296 100%	388 100%	339 100%	533 100%	14 100%	14 100%	4 100%	7 100%	10 100%	105 100%	518 100%	694 100%	1147 100%	72 100%	885 100%	356 100%

[ASKED IF Q49 = YES]

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

Banner II

	BANT OT11	DG01	DG02	DG03	DG04	DG05	DG06	DG17	DG07	DG08	DG16	DG09	DG10	DG11	DG12	DG13	DG14	DG15
	OHP TOT CHLD	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q50																		
NEVER	41 3%	3 4%	~	4 6%	3 5%	1 1%	4 3%	5 6%	2 3%	~	2 2%	~	2 3%	2 3%	1 2%~	3 5%	2 2%	2 3%
SOMETIMES	210 17%	16 21%	9 17%	16 26%	12 20%	10 14%	23 19%	11 14%	13 21%	22 28%*	17 20%	9 14%	13 20%	5 7%*	3 7%~	13 21%	22 24%	14 19%
USUALLY	367 30%	15 20%*	15 28%	7 11%*	19 32%	24 34%	37 31%	27 34%	20 32%	18 23%	26 31%	23 36%	22 34%	26 37%	18 44%~	15 24%	19 21%*	19 26%
ALWAYS	598 49%	41 55%	30 56%	35 56%	25 42%	36 51%	55 46%	36 46%	28 44%	40 50%	38 46%	32 50%	27 42%	38 54%	19 46%~	32 51%	48 53%	38 52%
#ALWAYS + USUALLY (NET)	965 79%	56 75%	45 83%	42 68%	44 75%	60 85%	92 77%	63 80%	48 76%	58 73%	64 77%	55 86%	49 77%	64 90%*	37 90%~	47 75%	67 74%	57 78%
TOP BOX SCORE	598 49%	41 55%	30 56%	35 56%	25 42%	36 51%	55 46%	36 46%	28 44%	40 50%	38 46%	32 50%	27 42%	38 54%	19 46%~	32 51%	48 53%	38 52%
NOT ANSWERED	25	1	1		2		2	1	2	3	3	2	2	3	2	2	2	1
VALID CASES	1216	75	54	62	59	71	119	79	63	80	83	64	64	71	41	63	91	73
NUMBER OF RESPONDENTS	1241	76	55	62	61	71	121	80	65	83	86	66	66	74	43	65	93	74
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q49 = YES]

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

Banner I

	BANT OT1	AGE				RACE						ETHNIC- ITY		HEALTH STATUS		CCC SCREENER		
		<4	4-7	8-12	13 AND OVER	BLCK OR AFR- AMER	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	MUL- OTHR TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC			
Q51 NEVER	12 1%	2 0.9%	5 2%	3 0.7%	2 0.5%	9 2%*	~	~	1 4%~	~	~	1 ~0.3%	3 0.6%	6 0.8%	7 0.7%	1 1%	10 1%	2 0.4%
SOMETIMES	84 7%	21 10%	18 6%	26 7%	19 6%	41 8%	~	1 1%~	~	1 ~10%~	~	7 ~7%	33 7%	48 7%	75 7%	6 8%	56 6%	28 8%
USUALLY	292 24%	52 24%	66 23%	93 24%	82 25%	103 20%*	6 46%~	8 59%~	1 9%~	2 30%~	6 63%~	23 22%	126 25%	163 24%	254 23%*	35 48%*	200 23%	93 27%
ALWAYS	826 68%	140 65%	198 69%	262 68%	225 69%	371 71%	7 54%~	5 39%~	3 87%~	4 61%~	4 37%~	74 71%	342 68%	466 68%	784 70%*	30 42%*	598 69%	227 65%
#ALWAYS + USUALLY (NET)	1118 92%	192 89%	264 92%	355 93%	308 94%	474 90%	13 100%~	14 99%~	4 96%~	6 90%~	10 100%~	97 93%	467 93%	629 92%	1038 93%	65 90%	798 92%	320 92%
TOP BOX SCORE	826 68%	140 65%	198 69%	262 68%	225 69%	371 71%	7 54%~	5 39%~	3 87%~	4 61%~	4 37%~	74 71%	342 68%	466 68%	784 70%*	30 42%*	598 69%	227 65%
NOT ANSWERED	27	4	8	4	11	9	1					1	1	15	11	26	21	6
VALID CASES	1214	214	288	384	328	524	13	14	4	7	10	104	503	683	1121	72	864	350
NUMBER OF RESPONDENTS	1241 100%	218 100%	296 100%	388 100%	339 100%	533 100%	14 100%	14 100%	4 100%	7 100%	10 100%	105 100%	518 100%	694 100%	1147 100%	72 100%	885 100%	356 100%

[ASKED IF Q49 = YES]

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

Banner II

	BANT OT11	DG01	DG02	DG03	DG04	DG05	DG06	DG17	DG07	DG08	DG16	DG09	DG10	DG11	DG12	DG13	DG14	DG15	
	OHP TOT CHLD	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO	
Q51																			
NEVER	12 1%	~	2%	3%	3%	1%	~	1%	~	1%	4%	~	2%	~	2%	3%	~	1%	
SOMETIMES	84 7%	7%	3%	6%	5%	6%	9%	2%	3%*	6%	4%	3%	4%	7%	4%	1%	5%	11%	4%
USUALLY	292 24%	11%	10%	13%	15%	13%	29%	27%	18%	18%	19%	17%	15%	8%	12%	13%	20%	16%	
ALWAYS	826 68%	56%	38%	41%	38%	50%	82%	49%	39%	58%	57%	43%	40%	58%	27%	43%	60%	52%	
#ALWAYS + USUALLY (NET)	1118 92%	67%	48%	54%	53%	63%	111%	76%	57%	76%	76%	60%	55%	66%	39%	56%	80%	68%	
TOP BOX SCORE	826 68%	56%	38%	41%	38%	50%	82%	49%	39%	58%	57%	43%	40%	58%	27%	43%	60%	52%	
NOT ANSWERED	27	2	3		1	1	1	1	2	2	3	2	3	4	2	2	2	1	
VALID CASES	1214	74	52	62	60	70	120	79	63	81	83	64	63	70	41	63	91	73	
NUMBER OF RESPONDENTS	1241 100%	76 100%	55 100%	62 100%	61 100%	71 100%	121 100%	80 100%	65 100%	83 100%	86 100%	66 100%	66 100%	74 100%	43 100%	65 100%	93 100%	74 100%	

[ASKED IF Q49 = YES]

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

Banner I

	BANT OT1	AGE				RACE							ETHNIC- ITY		HEALTH STATUS		CCC SCREENER	
	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	WHT	BLK OR AFR-	AS- IAN	NATV ILND	AMER HAW/ IND/ ALSK	OTHR	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC
Q52 YES	1807 37%	332 40%*	426 38%	544 36%	504 36%	831 34%*	22 41%	14 19%*	4 32%~	13 27%	10 33%~	150 39%	717 43%*	1032 33%*	1681 37%*	108 49%*	1321 37%	490 39%
NO	3056 63%	492 60%*	681 62%	987 64%	898 64%	1634 66%*	31 59%	62 81%*	8 68%~	37 73%	21 67%~	237 61%	968 57%*	2054 67%*	2913 63%*	111 51%*	2288 63%	771 61%
NOT ANSWERED	446	84	122	119	121	33	1	4		1	4	13	42	60	94	7	423	16
VALID CASES	4863	824	1106	1531	1402	2465	53	76	12	51	31	387	1684	3086	4594	220	3609	1261
NUMBER OF RESPONDENTS	5309 100%	908 100%	1228 100%	1650 100%	1523 100%	2498 100%	54 100%	80 100%	12 100%	51 100%	35 100%	400 100%	1726 100%	3146 100%	4688 100%	227 100%	4032 100%	1277 100%

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

Banner II

	BANT	DG01	DG02	DG03	DG04	DG05	DG06	DG17	DG07	DG08	DG16	DG09	DG10	DG11	DG12	DG13	DG14	DG15
	OT11																	
	OHP																	
	TOT																	
	CHLD	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q52																		
YES	1807 37%	120 42%	91 36%	100 40%	101 37%	93 35%	149 31%*	105 36%	125 44%*	103 37%	138 41%	90 38%	87 32%	94 35%	72 29%*	104 38%	140 44%*	94 34%
NO	3056 63%	164 58%	163 64%	148 60%	173 63%	171 65%	338 69%*	187 64%	162 56%*	175 63%	196 59%	150 62%	182 68%	178 65%	179 71%*	169 62%	177 56%*	180 66%
NOT ANSWERED	446	26	26	16	27	30	37	31	30	27	23	21	9	23	19	14	22	30
VALID CASES	4863	284	254	248	274	264	487	292	287	278	334	240	269	272	251	273	317	274
NUMBER OF RESPONDENTS	5309 100%	310 100%	280 100%	264 100%	301 100%	294 100%	524 100%	323 100%	317 100%	305 100%	357 100%	261 100%	278 100%	295 100%	270 100%	287 100%	339 100%	304 100%

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

Banner I

	BANT OT1	AGE				RACE						ETHNIC- ITY		HEALTH STATUS		CCC SCREENER		
		<4	4-7	8-12	13 AND OVER	WHT	BLCK OR AFR-	AS- IAN	NATV ILND	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR	GOOD & POOR	NO CCC	CCC	
PQ53 NEVER	77 2%	18 2%	16 1%	23 2%	19 1%	34 1%	1 0.8%	2 2%	2 ~ 4%	6 ~ 2%	30 2%	40 1%	69 2%	5 2%	59 2%	18 1%		
SOMETIMES	389 8%	62 8%	66 6%*	130 9%	130 9%*	171 7%*	7 14%	3 4%	1 5%~	2 ~ 5%~	17 4%*	172 10%*	199 6%*	350 8%*	33 15%*	269 7%*	121 10%*	
USUALLY	625 13%	111 14%	167 15%*	197 13%	148 11%*	295 12%	6 12%	8 10%	2 13%~	5 11%	5 15%~	54 14%	232 14%	376 12%	584 13%	35 16%	448 12%	179 14%
ALWAYS	3748 77%	631 77%	854 77%	1163 77%	1101 79%	1939 80%*	38 73%	64 83%	10 81%~	42 85%	26 80%~	307 80%	1223 74%*	2449 80%*	3546 78%*	142 66%*	2815 78%*	931 75%*
#ALWAYS + USUALLY (NET)	4374 90%	742 90%	1021 93%*	1360 90%	1249 89%	2234 92%*	44 85%	72 94%	11 95%~	48 96%	30 95%~	361 94%*	1455 88%*	2825 92%*	4130 91%*	177 82%*	3263 91%*	1110 89%*
TOP BOX SCORE	3748 77%	631 77%	854 77%	1163 77%	1101 79%	1939 80%*	38 73%	64 83%	10 81%~	42 85%	26 80%~	307 80%	1223 74%*	2449 80%*	3546 78%*	142 66%*	2815 78%*	931 75%*
NOT ANSWERED	59	8	13	21	17	25		1			5	25	28	51	3	48	10	
VALID CASES	4839	823	1103	1514	1399	2439	52	77	12	50	32	384	1658	3063	4549	215	3591	1249
NUMBER OF RESPONDENTS	4898	831	1116	1535	1416	2464	52	77	12	50	32	389	1683	3091	4600	218	3639	1259
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

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

Banner II

	BANT	DG01	DG02	DG03	DG04	DG05	DG06	DG17	DG07	DG08	DG16	DG09	DG10	DG11	DG12	DG13	DG14	DG15
	OT11																	
	OHP																	
	TOT																	
	CHLD	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
PQ53																		
NEVER	77	5	2	9	6	2	6	5	5	3	6	4	6	5	6	8	4	1
	2%	2%	0.8%	4%	2%	0.8%	1%	2%	2%	1%	2%	2%	2%	2%	2%	3%	1%	0.4%*
SOMETIMES	389	21	17	12	24	21	28	27	21	21	30	17	18	24	13	16	28	19
	8%	8%	7%	5%*	9%	8%	6%*	9%	7%	8%	9%	7%	7%	9%	5%*	6%	9%	7%
USUALLY	625	47	37	33	32	30	66	30	47	34	46	30	33	27	24	38	56	36
	13%	17%	15%	14%	12%	12%	14%	10%	16%	12%	14%	13%	12%	10%	10%	14%	18%*	13%
ALWAYS	3748	206	196	188	207	207	382	228	213	217	242	186	209	213	206	205	225	213
	77%	74%	78%	78%	77%	80%	79%	79%	74%	79%	75%	78%	79%	79%	83%*	77%	72%*	79%
#ALWAYS + USUALLY (NET)	4374	253	233	221	239	237	448	258	260	251	288	216	242	240	230	243	281	249
	90%	91%	92%	91%	89%	91%	93%*	89%	91%	91%	89%	91%	91%	89%	92%	91%	90%	93%
TOP BOX SCORE	3748	206	196	188	207	207	382	228	213	217	242	186	209	213	206	205	225	213
	77%	74%	78%	78%	77%	80%	79%	79%	74%	79%	75%	78%	79%	79%	83%*	77%	72%*	79%
NOT ANSWERED	59	5	2	6	5	4	5	2	1	3	10	3	3	3	2	6	4	5
VALID CASES	4839	279	252	242	269	260	482	290	286	275	324	237	266	269	249	267	313	269
NUMBER OF RESPONDENTS	4898	284	254	248	274	264	487	292	287	278	334	240	269	272	251	273	317	274
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

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

Banner I

	BANT OT1	AGE				RACE						ETHNIC- ITY		HEALTH STATUS		CCC SCREENER			
		<4	4-7	8-12	13 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC		
Q54 WORST HEALTH PLAN POSSIBLE	17 0.4%		3 ~0.2%	2 0.1%	13 0.9%	5 0.2%	~	~	1 1%	1 0.5%	3 9%	2 0.6%	4 0.2%	12 0.4%	10 0.2%	5 2%	15 0.4%	2 0.2%	
01	9 0.2%	1 0.1%	1 0.1%	4 0.2%	4 0.3%	5 0.2%	~	~	~	~	~	~	1 ~0.1%	3 0.2%	5 0.2%	8 0.2%	1 0.6%	5 0.1%	4 0.3%
02	18 0.4%	1 0.1%	3 0.3%	6 0.4%	9 0.6%	15 0.6%	~	~	~	~	~	~	1 ~0.1%	2 0.1%	16 0.5%	16 0.4%	1 0.1%	4 0.1%	14 1%
03	31 0.6%	1 0.1%	12 1%	6 0.4%	12 0.9%	19 0.8%	~	~	~	~	~	~	2 ~0.5%	11 0.7%	20 0.6%	30 0.6%	2 0.8%	22 0.6%	9 0.7%
04	52 1%	3 0.4%	9 0.8%	15 1%	25 2%	34 1%	~	3 4%	2 16%	~	~	~	8 ~2%	3 0.2%	51 2%	42 0.9%	10 5%	32 0.9%	20 2%
05	233 5%	27 3%	46 4%	79 5%	82 6%	142 6%	4 7%	8 10%	~	7 13%	2 4%	30 8%	38 2%	196 6%	221 5%	11 5%	153 4%	81 6%	
06	231 5%	43 5%	48 4%	69 5%	70 5%	163 7%	8 14%	3 4%	~	4 9%	1 3%	16 4%	35 2%	202 7%	216 5%	12 5%	156 4%	76 6%	
07	410 8%	57 7%	98 9%	127 8%	130 9%	286 12%	4 7%	7 8%	2 13%	5 9%	1 4%	41 11%	74 4%	349 11%	386 8%	21 9%	283 8%	130 10%	
08	900 19%	143 17%	180 16%	262 17%	316 23%	522 21%	5 10%	11 14%	1 6%	15 32%	7 20%	88 22%	256 15%	644 21%	844 18%	46 20%	618 17%	286 23%	
09	886 18%	149 18%	209 19%	308 20%	219 16%	436 18%	7 13%	13 16%	2 18%	6 13%	8 21%	65 16%	338 20%	532 17%	830 18%	46 21%	662 18%	225 18%	
BEST HEALTH PLAN POSSIBLE	2072 43%	402 49%	508 45%	648 42%	510 37%	821 34%	27 49%	34 43%	6 46%	12 24%	13 38%	139 35%	926 55%	1063 34%	1987 43%	70 31%	1653 46%	413 33%	
#8-10 (NET)	3858 79%	695 84%	898 80%	1218 80%	1044 75%	1779 73%	39 72%	58 74%	8 70%	33 68%	28 79%	291 74%	1519 90%	2239 72%	3661 80%	162 72%	2934 81%	924 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?

Banner I

	BANT OTI	AGE				RACE							ETHNIC- ITY		HEALTH STATUS		CCC SCREENER	
		<4	4-7	8-12	13 AND OVER	WHT	BLK OR AFR-	AS- IAN	NATV ILND	AMER IND/ PAC	ALSK NATV	MUL- THR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC
9-10 (NET)	2959 61%	552 67%*	717 64%*	956 63%	728 52%*	1257 51%*	34 62%	47 60%	8 64%~	18 36%~	21 59%~	203 52%*	1263 75%*	1595 52%*	2818 61%*	116 52%*	2315 64%*	638 51%*
NOT ANSWERED	450	80	111	125	134	49		1		2	8	36	57	97	2	428	15	
VALID CASES	4859	828	1117	1525	1389	2449	54	79	12	49	35	392	1690	3089	4591	225	3604	1262
NUMBER OF RESPONDENTS	5309 100%	908 100%	1228 100%	1650 100%	1523 100%	2498 100%	54 100%	80 100%	12 100%	51 100%	35 100%	400 100%	1726 100%	3146 100%	4688 100%	227 100%	4032 100%	1277 100%
MEAN	8.57	8.85	8.67	8.61	8.27	8.26	8.55	8.41	8.22	7.89	7.98	8.28	9.06	8.26	8.60	8.03	8.69	8.21
p stat_(*=Sig @ p<=.05)		.000*	.029*	.269	.000*	.000*	.935	.432	~	~	~.001*	.000*	.000*	.000*	.000*	.000*	.000*	.000*

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

Banner II

	BANT OT11	DG01	DG02	DG03	DG04	DG05	DG06	DG17	DG07	DG08	DG16	DG09	DG10	DG11	DG12	DG13	DG14	DG15
	OHP TOT CHLD	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q54 WORST HEALTH PLAN POSSIBLE	17 0.4%		2 ~0.8%		1 ~0.4%		2 ~0.4%	2 0.7%	1 0.3%		1 ~0.3%	2 0.8%	1 0.4%	1 0.4%	1 0.4%			2 ~0.7%
01	9 0.2%	1 0.3%		1 ~0.4%	1 0.4%		6 1%*				1 ~0.3%				2 ~0.8%	1 0.4%		1 ~0.4%
02	18 0.4%						4 ~0.8%	1 0.3%	1 0.3%	1 0.4%	1 0.3%	2 0.8%	3 1%	2 0.7%	1 0.4%	3 1%	1 0.3%	1 0.4%
03	31 0.6%	1 0.3%	3 1%	2 0.8%	5 2%		4 ~0.8%	1 0.3%	1 0.3%		1 ~0.3%	3 1%	2 0.8%	2 0.7%	3 1%	1 0.4%	3 1%	3 1%
04	52 1%	3 1%	2 0.8%	4 2%	1 0.4%	2 0.8%	6 1%	2 0.7%	9 3%*	4 1%	1 0.3%*	5 2%	5 2%	2 0.7%	6 2%	5 2%	2 0.6%	3 1%
05	233 5%	13 5%	10 4%	20 8%	14 5%	10 4%	32 7%	13 4%	13 4%	15 5%	13 4%	16 7%	18 7%	13 5%	19 8%	22 8%*	7 2%*	18 6%
06	231 5%	15 5%	9 4%	9 4%	8 3%	11 4%	32 7%	10 3%	18 6%	14 5%	11 3%	17 7%	12 5%	20 7%	14 6%	14 5%	13 4%	10 4%
07	410 8%	30 10%	23 9%	24 10%	19 7%	18 7%	60 12%*	18 6%	33 11%	24 9%	29 9%	22 9%	32 12%	27 10%	26 10%	36 13%*	20 6%	30 11%
08	900 19%	55 19%	53 21%	44 18%	52 19%	52 20%	125 26%*	44 15%	51 18%	57 20%	46 14%*	48 20%	47 18%	53 19%	63 25%*	52 19%	51 16%	46 17%
09	886 18%	61 21%	47 19%	38 15%	45 16%	52 20%	74 15%	61 21%	58 20%	56 20%	55 17%	36 15%	38 15%	43 15%	43 17%	39 15%	57 18%	41 15%
BEST HEALTH PLAN POSSIBLE	2072 43%	108 38%	105 41%	105 43%	127 47%	118 45%	138 29%*	138 48%*	105 36%*	108 39%	172 52%*	92 38%	104 40%	115 41%	70 28%*	94 35%*	161 51%*	122 44%
#8-10 (NET)	3858 79%	224 78%	205 81%	187 76%	224 82%	222 84%*	337 70%*	243 84%*	214 74%*	221 79%	273 82%	176 72%*	189 72%*	211 76%	176 71%*	185 69%*	269 85%*	209 75%
9-10 (NET)	2959 61%	169 59%	152 60%	143 58%	172 63%	170 65%	212 44%*	199 69%*	163 56%	164 59%	227 69%*	128 53%*	142 54%*	158 57%	113 46%*	133 50%*	218 69%*	163 59%

Continued

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

Banner II

	BANT	DG01	DG02	DG03	DG04	DG05	DG06	DG17	DG07	DG08	DG16	DG09	DG10	DG11	DG12	DG13	DG14	DG15
OT11																		
OHP																		
TOT																		
CHLD	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO	
NOT ANSWERED	450	23	26	17	28	31	41	33	27	26	26	18	16	17	22	19	24	27
VALID CASES	4859	287	254	247	273	263	483	290	290	279	331	243	262	278	248	268	315	277
NUMBER OF RESPONDENTS	5309	310	280	264	301	294	524	323	317	305	357	261	278	295	270	287	339	304
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
MEAN	8.57	8.54	8.58	8.46	8.65	8.80	8.01	8.78	8.36	8.55	8.84	8.22	8.31	8.46	8.02	8.15	8.90	8.45
p stat_(*=Sig @ p<=.05)		.717	.960	.299	.443	.006*	.000*	.015*	.035*	.812	.006*	.005*	.028*	.268	.000*	.000*	.000*	.295

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

Banner I

	BANT OTI	AGE				RACE							ETHNIC- ITY		HEALTH STATUS		CCC SCREENER		
		<4	4-7	8-12	13 AND OVER	WHT	BLK OR AFR-	AS- IAN	NATV ILND	AMER IND/ ALSK	OTHR	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC	
Q55																			
YES	1898 39%	324 39%	447 40%	577 38%	549 39%	1021 41%*	27 52%	27 34%	7 56%~	23 46%	11 32%~	159 40%	594 35%*	1276 41%*	1745 38%*	127 57%*	1052 29%*	878 69%*	
NO	3004 61%	510 61%	668 60%	961 62%	865 61%	1462 59%*	25 48%	51 66%	5 44%~	27 54%	24 68%~	240 60%	1101 65%*	1847 59%*	2892 62%*	96 43%*	2584 71%*	395 31%*	
NOT ANSWERED	407	73	112	112	109	16	1	2		1		1	31	23	51	4	396	4	
VALID CASES	4902	835	1116	1538	1414	2482	53	78	12	51	35	399	1695	3123	4637	223	3636	1273	
NUMBER OF RESPONDENTS	5309 100%	908 100%	1228 100%	1650 100%	1523 100%	2498 100%	54 100%	80 100%	12 100%	51 100%	35 100%	400 100%	1726 100%	3146 100%	4688 100%	227 100%	4032 100%	1277 100%	

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

Banner II

	BANT	DG01	DG02	DG03	DG04	DG05	DG06	DG17	DG07	DG08	DG16	DG09	DG10	DG11	DG12	DG13	DG14	DG15
	OT11																	
	OHP																	
	TOT																	
	CHLD	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q55																		
YES	1898	112	102	83	101	118	238	104	109	101	115	100	96	113	105	111	109	93
	39%	39%	40%	34%	36%	44%	48%*	35%	38%	36%	34%	41%	36%	40%	42%	41%	35%	34%
NO	3004	174	153	162	178	150	253	189	180	183	226	144	172	167	148	163	204	184
	61%	61%	60%	66%	64%	56%	52%*	65%	62%	64%	66%	59%	64%	60%	58%	59%	65%	66%
NOT ANSWERED	407	24	25	19	22	26	33	30	28	21	16	17	10	15	17	13	26	27
VALID CASES	4902	286	255	245	279	268	491	293	289	284	341	244	268	280	253	274	313	277
NUMBER OF RESPONDENTS	5309	310	280	264	301	294	524	323	317	305	357	261	278	295	270	287	339	304
	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?

Banner I

	BANT OTI	AGE				RACE							ETHNIC- ITY		HEALTH STATUS		CCC SCREENER	
		<4	4-7	8-12	13 AND OVER	BLCK OR AFR- AMER	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	MUL- OTHR TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC		
Q56 NEVER	39 2%	2 0.6%*	14 3%	15 3%	7 1%*	15 1%	3 9%~	~	~	~	~	9 6%*	8 1%	31 2%	33 2%	5 4%	8 0.8%*	32 4%*
SOMETIMES	175 9%	21 6%*	45 10%	48 9%	61 11%	78 8%*	3 9%~	4 16%~	2 40%~	1 6%~	~	20 13%	59 10%	113 9%	148 9%*	27 20%*	80 8%*	96 11%*
USUALLY	455 24%	66 20%	100 23%	154 27%*	135 24%	245 24%	8 28%~	11 39%~	2 36%~	6 27%~	3 28%~	26 16%*	135 24%	314 24%	409 24%	35 26%	243 24%	212 24%
ALWAYS	1219 65%	237 73%*	277 63%	349 62%	355 64%	687 67%*	15 54%~	13 45%~	1 23%~	16 68%~	6 72%~	105 65%	365 64%	827 64%	1135 66%*	69 51%*	680 67%*	537 61%*
#ALWAYS + USUALLY (NET)	1674 89%	303 93%*	378 86%	503 89%	490 88%	932 91%*	23 82%~	24 84%~	3 60%~	22 94%~	9 100%~	131 82%*	499 88%	1141 89%	1544 89%*	103 76%*	923 91%*	748 85%*
TOP BOX SCORE	1219 65%	237 73%*	277 63%	349 62%	355 64%	687 67%*	15 54%~	13 45%~	1 23%~	16 68%~	6 72%~	105 65%	365 64%	827 64%	1135 66%*	69 51%*	680 67%*	537 61%*
NOT ANSWERED	23	5	4	10	4	8							10	7	19		16	6
VALID CASES	1887	325	437	567	558	1025	28	28	5	23	9	160	566	1285	1725	135	1011	877
NUMBER OF RESPONDENTS	1910 100%	330 100%	441 100%	577 100%	562 100%	1033 100%	28 100%	28 100%	5 100%	23 100%	9 100%	160 100%	576 100%	1292 100%	1744 100%	135 100%	1027 100%	883 100%

[ASKED IF Q55 = YES]

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

Banner II

	BANT OT11	DG01	DG02	DG03	DG04	DG05	DG06	DG17	DG07	DG08	DG16	DG09	DG10	DG11	DG12	DG13	DG14	DG15
	OHP TOT CHLD	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q56																		
NEVER	39 2%	1 0.9%	4 4%	~	~	~	13 6%*	3 3%	3 3%	4 4%	2 2%	2 2%	1 1%	2 2%	2 2%	4 4%	1 0.9%	~
SOMETIMES	175 9%	7 6%	12 12%	3 4%*	7 7%	11 9%	33 14%*	12 12%	8 7%	5 5%	9 8%	6 6%	4 4%*	9 8%	7 7%	8 7%	11 10%	4 4%*
USUALLY	455 24%	33 30%	30 30%	26 32%	17 17%	22 19%	68 29%	27 26%	29 27%	23 23%	29 26%	26 26%	28 29%	18 16%*	31 30%	22 20%	23 21%	31 34%
ALWAYS	1219 65%	69 63%	55 54%*	53 65%	74 76%*	83 72%	120 51%*	61 59%	69 63%	69 68%	72 64%	65 66%	63 66%	82 74%*	64 62%	76 69%	74 68%	57 62%
#ALWAYS + USUALLY (NET)	1674 89%	102 93%	85 84%	79 96%*	91 93%	105 91%	188 80%*	88 85%	98 90%	92 91%	101 90%	91 92%	91 95%*	100 90%	95 91%	98 89%	97 89%	88 96%*
TOP BOX SCORE	1219 65%	69 63%	55 54%*	53 65%	74 76%*	83 72%	120 51%*	61 59%	69 63%	69 68%	72 64%	65 66%	63 66%	82 74%*	64 62%	76 69%	74 68%	57 62%
NOT ANSWERED	23	2	1	1	3	2	4	1			3	1		2	1	1		1
VALID CASES	1887	110	101	82	98	116	234	103	109	101	112	99	96	111	104	110	109	92
NUMBER OF RESPONDENTS	1910 100%	112 100%	102 100%	83 100%	101 100%	118 100%	238 100%	104 100%	109 100%	101 100%	115 100%	100 100%	96 100%	113 100%	105 100%	111 100%	109 100%	93 100%

[ASKED IF Q55 = YES]

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

Banner I

	BANT OT1	AGE				RACE							ETHNIC- ITY		HEALTH STATUS		CCC SCREENER	
		<4	4-7	8-12	13 AND OVER	BLK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	ILND	NATV	OTHR	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC
Q57 #YES	1164 63%	210 66%	274 64%	363 64%	316 58%*	569 57%*	19 68%~	18 76%~	2 55%~	14 59%~	6 71%~	98 62%	400 70%*	740 59%*	1072 63%	84 63%	629 64%	535 62%
NO	691 37%	110 34%	152 36%	204 36%	226 42%*	437 43%*	9 32%~	6 24%~	1 45%~	9 41%~	3 29%~	60 38%	168 30%*	521 41%*	632 37%	51 37%	361 36%	331 38%
NOT ANSWERED	55	10	15	11	19	27		4	2			2	8	31	40		37	17
VALID CASES	1855	320	426	566	543	1006	28	24	3	23	9	158	568	1261	1704	135	990	866
NUMBER OF RESPONDENTS	1910	330	441	577	562	1033	28	28	5	23	9	160	576	1292	1744	135	1027	883
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q55 = YES]

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

Banner II

	BANT OT11	DG01	DG02	DG03	DG04	DG05	DG06	DG17	DG07	DG08	DG16	DG09	DG10	DG11	DG12	DG13	DG14	DG15
	OHP TOT CHLD	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q57 #YES	1164 63%	58 53%*	57 56%	56 67%	60 64%	73 64%	125 53%*	73 74%*	60 56%	55 54%	81 72%*	61 62%	50 52%*	61 56%	55 52%*	63 58%	74 69%	56 62%
NO	691 37%	51 47%*	44 44%	27 33%	34 36%	41 36%	111 47%*	25 26%*	47 44%	46 46%	32 28%*	38 38%	46 48%*	48 44%	50 48%*	46 42%	34 31%	35 38%
NOT ANSWERED	55	3	1		7	4	2	6	2		2	1		4		2	1	2
VALID CASES	1855	109	101	83	94	114	236	98	107	101	113	99	96	109	105	109	108	91
NUMBER OF RESPONDENTS	1910 100%	112 100%	102 100%	83 100%	101 100%	118 100%	238 100%	104 100%	109 100%	101 100%	115 100%	100 100%	96 100%	113 100%	105 100%	111 100%	109 100%	93 100%

[ASKED IF Q55 = YES]

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

Banner I

	BANT OT1	AGE				RACE							ETHNIC- ITY		HEALTH STATUS		CCC SCREENER	
		<4	4-7	8-12	13 AND OVER	WHT	BLK OR AFR-	AS- IAN	NATV HAW/ ILND	AMER IND/ PAC	ALSK NATV	OTHR	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC
Q57A YES	3929 82%	428 52%*	940 87%*	1398 91%*	1169 85%*	1913 79%*	44 85%	65 82%	12 100%~	43 86%~	22 70%~	311 79%	1440 86%*	2430 79%*	3716 81%*	191 86%	2889 81%	1048 83%
NO	885 18%	396 48%*	147 13%*	137 9%*	200 15%*	515 21%*	8 15%	15 18%	7 ~ 14%~	9 30%~	85 21%	240 14%*	642 21%*	852 19%*	32 14%	676 19%	209 17%	
NOT ANSWERED	495	85	141	115	154	71	2	1	1	4	4	45	74	121	4	467	20	
VALID CASES	4814	823	1087	1535	1369	2427	52	79	12	50	31	396	1681	3072	4567	223	3565	1257
NUMBER OF RESPONDENTS	5309	908	1228	1650	1523	2498	54	80	12	51	35	400	1726	3146	4688	227	4032	1277
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

Banner II

	BANT OT11	DG01	DG02	DG03	DG04	DG05	DG06	DG17	DG07	DG08	DG16	DG09	DG10	DG11	DG12	DG13	DG14	DG15
	OHP TOT CHLD	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q57A YES	3929 82%	231 83%	211 84%	182 76%*	223 82%	195 73%*	411 85%*	238 84%	226 79%	237 86%	290 87%*	200 84%	212 79%	217 79%	198 80%	224 83%	263 84%	225 83%
NO	885 18%	48 17%	41 16%	58 24%*	50 18%	73 27%*	72 15%*	44 16%	61 21%	40 14%	44 13%*	39 16%	55 21%	57 21%	51 20%	45 17%	51 16%	47 17%
NOT ANSWERED	495	31	28	24	28	26	41	41	30	28	23	22	11	21	21	18	25	32
VALID CASES	4814	279	252	240	273	268	483	282	287	277	334	239	267	274	249	269	314	272
NUMBER OF RESPONDENTS	5309 100%	310 100%	280 100%	264 100%	301 100%	294 100%	524 100%	323 100%	317 100%	305 100%	357 100%	261 100%	278 100%	295 100%	270 100%	287 100%	339 100%	304 100%

Q57B IN THE LAST 6 MONTHS, DID YOUR CHILD GO TO A DENTIST'S OFFICE OR CLINIC FOR CARE?

Banner I

	BANT	AGE				RACE							ETHNICITY		HEALTH STATUS		CCC SCREENER	
	OT1	<4	4-7	8-12	13 AND OVER	WHITE	BLK OR AFR-AMER	AS-IAN	NATV ILND	AMER ALSK	OTH	MUL-TI	HIS-IC	NOT HIS-PAN-IC	EX & VERY GOOD	FAIR & POOR	NO CCC	CCC
Q57B																		
YES	2991 61%	293 35%*	769 70%*	1055 69%*	877 62%	1446 59%*	27 51%	56 70%	9 77%~	29 60%~	20 58%~	247 62%	1093 64%*	1853 60%*	2829 61%	140 63%	2166 60%*	834 66%*
NO	1872 39%	535 65%*	330 30%*	478 31%*	527 38%	1005 41%*	25 49%	24 30%	3 23%~	19 40%~	15 42%~	152 38%	607 36%*	1244 40%*	1791 39%	82 37%	1442 40%*	429 34%*
NOT ANSWERED	446	80	129	117	118	47	2	1		3		1	26	50	68	5	425	14
VALID CASES	4863	828	1099	1533	1405	2451	52	80	12	48	35	399	1700	3096	4620	222	3607	1263
NUMBER OF RESPONDENTS	5309 100%	908 100%	1228 100%	1650 100%	1523 100%	2498 100%	54 100%	80 100%	12 100%	51 100%	35 100%	400 100%	1726 100%	3146 100%	4688 100%	227 100%	4032 100%	1277 100%

Q57B IN THE LAST 6 MONTHS, DID YOUR CHILD GO TO A DENTIST'S OFFICE OR CLINIC FOR CARE?

Banner II

	BANT	DG01	DG02	DG03	DG04	DG05	DG06	DG17	DG07	DG08	DG16	DG09	DG10	DG11	DG12	DG13	DG14	DG15
	OT11																	
	OHP																	
	TOT																	
	CHLD	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q57B																		
YES	2991	176	157	129	172	153	316	192	176	188	223	129	155	163	137	168	190	169
	61%	62%	62%	54%*	62%	57%	65%	66%*	61%	67%*	67%*	54%*	58%	59%	55%*	62%	60%	61%
NO	1872	106	98	112	105	114	169	97	111	92	110	112	111	112	114	104	128	106
	39%	38%	38%	46%*	38%	43%	35%	34%*	39%	33%*	33%*	46%*	42%	41%	45%*	38%	40%	39%
NOT ANSWERED	446	28	25	23	24	27	39	34	30	25	24	20	12	20	19	15	21	29
VALID CASES	4863	282	255	241	277	267	485	289	287	280	333	241	266	275	251	272	318	275
NUMBER OF RESPONDENTS	5309	310	280	264	301	294	524	323	317	305	357	261	278	295	270	287	339	304
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Q57C IN THE LAST 6 MONTHS, HOW OFTEN DID THE DENTISTS OR DENTAL STAFF EXPLAIN WHAT THEY WERE DOING WHILE TREATING YOUR CHILD?

Banner I

	BANT OTI	AGE				RACE							ETHNIC- ITY		HEALTH STATUS		CCC SCREENER	
		<4	4-7	8-12	13 AND OVER	BLCK OR AFR- AMER	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC	
Q57C NEVER	58 2%	3 0.9%	9 1%	18 2%	27 3%*	23 2%	2 ~ 4%	1 ~ 4%	7 ~ 3%	23 2%	34 2%	47 2%*	10 8%*	35 2%	24 3%			
SOMETIMES	180 6%	12 4%	44 6%	54 5%	70 8%*	58 4%*	1 4%~	7 14%	1 ~ 5%	1 4%~	12 5%	83 8%*	91 5%*	164 6%	16 12%*	139 7%	40 5%	
USUALLY	556 19%	32 11%*	145 19%	201 19%	178 21%*	246 17%	9 30%~	20 39%*	1 2%~	2 8%~	3 12%~	27 11%*	226 21%*	317 17%*	509 18%*	37 28%*	394 18%	163 20%
ALWAYS	2169 73%	254 84%*	561 74%	787 74%	568 67%*	1103 77%*	19 66%~	22 43%*	9 98%~	23 83%~	19 83%~	192 81%*	758 70%*	1378 76%*	2081 74%*	68 52%*	1572 73%	596 72%
#ALWAYS + USUALLY (NET)	2725 92%	286 95%*	705 93%	988 93%	746 88%*	1350 94%*	28 96%~	43 82%	9 100%~	25 91%~	22 96%~	218 92%	983 90%*	1695 93%*	2590 92%*	105 80%*	1967 92%	759 92%
TOP BOX SCORE	2169 73%	254 84%*	561 74%	787 74%	568 67%*	1103 77%*	19 66%~	22 43%*	9 98%~	23 83%~	19 83%~	192 81%*	758 70%*	1378 76%*	2081 74%*	68 52%*	1572 73%	596 72%
NOT ANSWERED	30	3	5	7	15	14			1	1	1	9	15	22	4	23	6	
VALID CASES	2963	301	759	1060	843	1430	29	52	9	28	23	238	1089	1820	2800	131	2141	823
NUMBER OF RESPONDENTS	2993 100%	304 100%	764 100%	1067 100%	858 100%	1444 100%	29 100%	52 100%	9 100%	29 100%	23 100%	238 100%	1098 100%	1835 100%	2822 100%	135 100%	2164 100%	829 100%

Q57C IN THE LAST 6 MONTHS, HOW OFTEN DID THE DENTISTS OR DENTAL STAFF EXPLAIN WHAT THEY WERE DOING WHILE TREATING YOUR CHILD?

Banner II

	BANT OT11	DG01	DG02	DG03	DG04	DG05	DG06	DG17	DG07	DG08	DG16	DG09	DG10	DG11	DG12	DG13	DG14	DG15
	OHP TOT																	
	CHLD	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q57C NEVER	58 2%	1 0.6%*	2 1%	5 4%	4 2%	1 0.7%*	8 3%	6 3%	4 2%	2 1%	1 0.5%*	1 0.8%	3 2%	4 2%	1 0.7%	5 3%	2 1%	2 1%
SOMETIMES	180 6%	13 8%	9 6%	7 6%	12 7%	9 6%	14 5%	11 6%	11 6%	14 8%	8 4%	8 6%	10 7%	5 3%*	4 3%*	8 5%	19 10%*	6 4%
USUALLY	556 19%	26 15%	21 13%	22 18%	26 15%	24 16%	55 18%	43 23%	37 21%	34 18%	45 20%	32 25%	18 12%*	15 9%*	28 21%	33 20%	41 22%	32 19%
ALWAYS	2169 73%	132 77%	124 79%	91 73%	130 76%	119 78%	231 75%	131 69%	122 70%	136 73%	166 75%	85 67%	122 80%*	139 85%*	101 75%	118 72%	126 67%*	128 76%
#ALWAYS + USUALLY (NET)	2725 92%	158 92%	145 93%	113 90%	156 91%	143 93%	286 93%	174 91%	159 91%	170 91%	211 96%*	117 93%	140 92%	154 94%	129 96%*	151 92%	167 89%	160 95%
TOP BOX SCORE	2169 73%	132 77%	124 79%	91 73%	130 76%	119 78%	231 75%	131 69%	122 70%	136 73%	166 75%	85 67%	122 80%*	139 85%*	101 75%	118 72%	126 67%*	128 76%
NOT ANSWERED	30	4	1	4			8	1	2	2	3	3	2		3	4	2	1
VALID CASES	2963	172	156	125	172	153	308	191	174	186	220	126	153	163	134	164	188	168
NUMBER OF RESPONDENTS	2993 100%	176 100%	157 100%	129 100%	172 100%	153 100%	316 100%	192 100%	176 100%	188 100%	223 100%	129 100%	155 100%	163 100%	137 100%	168 100%	190 100%	169 100%

Q57D IN THE LAST 6 MONTHS, IF YOUR CHILD NEEDED TO SEE A DENTIST RIGHT AWAY BECAUSE OF A DENTAL EMERGENCY, DID HE/SHE GET TO SEE A DENTIST AS SOON AS YOU WANTED?

Banner I

	BANT OT1	AGE				RACE							ETHNIC- ITY		HEALTH STATUS		CCC SCREENER	
		<4	4-7	8-12	13 AND OVER	BLCK OR AFR- AMER	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & FAIR & POOR	NO CCC	CCC	
Q57D NEVER	629 28%	121 39%*	141 27%	178 23%*	189 29%	243 28%	11 41%~	14 43%~	1 3%~	1 8%~	15 72%~	48 24%	269 27%	345 29%	601 28%*	32 23%	482 28%	146 27%
SOMETIMES	403 18%	30 10%*	90 17%	167 22%*	116 18%	108 13%*	9 31%~	6 18%~	1 10%~	2 15%~		22 ~ 11%*	216 22%*	159 13%*	355 17%*	46 34%*	319 18%	82 15%
USUALLY	498 22%	43 14%*	144 27%*	150 19%*	163 25%	196 23%	2 6%~	8 23%~		2 ~ 15%~	2 8%~	53 27%	221 22%	266 22%	475 22%	22 16%	380 22%	118 22%
ALWAYS	736 32%	112 37%	155 29%	278 36%*	191 29%*	320 37%*	6 22%~	5 16%~	5 87%~	10 61%~	4 20%~	76 38%	291 29%*	423 35%*	693 33%	38 27%	551 32%	185 35%
#ALWAYS + USUALLY (NET)	1234 54%	156 51%	298 56%	427 55%	353 54%	516 59%*	8 28%~	13 39%~	5 87%~	12 77%~	6 28%~	130 65%*	512 51%*	689 58%*	1168 55%	60 44%*	931 54%	303 57%
TOP BOX SCORE	736 32%	112 37%	155 29%	278 36%*	191 29%*	320 37%*	6 22%~	5 16%~	5 87%~	10 61%~	4 20%~	76 38%	291 29%*	423 35%*	693 33%	38 27%	551 32%	185 35%
I DID NOT HAVE A DENTAL EMERGENCY IN THE LAST 6 MONTHS	2537	512	566	748	709	1563	25	42	6	33	15	194	689	1878	2457	77	1833	712
NOT ANSWERED	506	89	132	129	156	68	1	5		2		6	40	75	108	12	466	34
VALID CASES	2265	307	530	772	658	867	27	33	6	16	20	200	997	1193	2123	138	1733	531
NUMBER OF RESPONDENTS	5309 100%	908 100%	1228 100%	1650 100%	1523 100%	2498 100%	54 100%	80 100%	12 100%	51 100%	35 100%	400 100%	1726 100%	3146 100%	4688 100%	227 100%	4032 100%	1277 100%

Q57D IN THE LAST 6 MONTHS, IF YOUR CHILD NEEDED TO SEE A DENTIST RIGHT AWAY BECAUSE OF A DENTAL EMERGENCY, DID HE/SHE GET TO SEE A DENTIST AS SOON AS YOU WANTED?

Banner II

	BANT OT11	DG01	DG02	DG03	DG04	DG05	DG06	DG17	DG07	DG08	DG16	DG09	DG10	DG11	DG12	DG13	DG14	DG15
	OHP TOT CHLD	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q57D NEVER	629 28%	30 26%	29 28%	30 25%	31 26%	28 25%	60 31%	39 25%	43 33%	33 24%	46 25%	33 33%	27 26%	32 29%	32 31%	29 28%	55 32%	32 27%
SOMETIMES	403 18%	24 21%	11 10%*	20 17%	19 16%	17 15%	24 12%*	30 19%	22 17%	28 20%	38 20%	16 16%	16 16%	20 18%	20 19%	18 17%	34 20%	27 22%
USUALLY	498 22%	27 24%	25 24%	26 22%	26 22%	23 20%	46 24%	36 23%	36 27%	29 21%	48 26%	26 26%	27 26%	21 19%	17 16%	17 17%	35 21%	19 16%
ALWAYS	736 32%	33 29%	40 38%	42 36%	44 37%	46 40%	64 33%	51 33%	31 23%*	50 36%	55 29%	26 26%	33 32%	39 35%	35 34%	39 38%	46 27%	42 35%
#ALWAYS + USUALLY (NET)	1234 54%	60 53%	65 62%	68 58%	70 58%	69 61%	110 57%	87 56%	67 51%	79 56%	103 55%	52 51%	60 58%	60 54%	52 50%	56 54%	81 48%*	61 51%
TOP BOX SCORE	736 32%	33 29%	40 38%	42 36%	44 37%	46 40%	64 33%	51 33%	31 23%*	50 36%	55 29%	26 26%	33 32%	39 35%	35 34%	39 38%	46 27%	42 35%
I DID NOT HAVE A DENTAL EMERGENCY IN THE LAST 6 MONTHS	2537	165	145	124	152	150	283	131	155	137	146	134	161	161	144	163	141	147
NOT ANSWERED	506	31	30	22	29	30	47	36	30	28	24	26	14	22	22	21	28	37
VALID CASES	2265	114	105	118	120	114	194	156	132	140	187	101	103	112	104	103	170	120
NUMBER OF RESPONDENTS	5309	310	280	264	301	294	524	323	317	305	357	261	278	295	270	287	339	304
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Q57E USING ANY NUMBER FROM 0 TO 10, WHERE 0 IS EXTREMELY DIFFICULT AND 10 IS EXTREMELY EASY, WHAT NUMBER WOULD YOU USE TO RATE HOW EASY IT WAS FOR YOU TO FIND A DENTIST FOR YOUR CHILD?

Banner I

	BANT OT1	AGE				RACE							ETHNICITY		HEALTH STATUS		CCC SCREENER		
		OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	BLK OR AFR-AMER	AS-IAN	NATV HAW/ILND	AMER IND/PAC	ALSK NATV	MUL-TI	HIS-PAN-IC	NOT HIS-PAN-IC	EX & VERY GOOD & FAIR	GOOD & POOR	NO CCC	CCC	
Q57E		169	45	32	51	41	90	3	5	2	5	22	36	130	159	12	111	60	
EXTREMELY DIFFICULT		3%	5%*	3%	3%	3%	4%	6%~	6%	~	5%~	17%~	6%*	2%*	4%*	4%*	3%*	5%*	
01		78	12	19	17	30	45	~	~	~	~	12	24	55	70	7	53	26	
		2%	1%	2%	1%*	2%	2%	~	~	~	~	3%	1%	2%	2%	3%	1%	2%	
02		82	14	20	27	20	46	1	~	1	1	5	26	57	81	1	61	22	
		2%	2%	2%	2%	1%	2%	0.9%~	~	1%~	2%~	3%~	1%	2%	2%	0.6%	2%	2%	
03		130	28	25	37	40	79	2	2	~	2	1	7	38	94	124	7	82	50
		3%	3%	2%	2%	3%	3%*	4%~	3%	~	5%~	3%~	2%	2%	3%*	3%*	2%*	4%*	
04		94	17	23	28	26	54	~	1	~	1	16	21	75	91	4	63	32	
		2%	2%	2%	2%	2%	2%	~	1%	~	2%~	2%~	4%*	1%*	3%*	2%*	2%	3%	
05		372	77	74	109	112	224	4	3	~	4	1	37	98	271	341	30	284	87
		7%	9%*	6%	7%	8%	9%*	8%~	5%	~	8%~	3%~	10%	6%*	9%*	8%*	14%*	7%	7%
06		212	26	48	72	67	131	3	7	~	1	1	9	59	154	203	10	147	66
		4%	3%	4%	5%	5%	6%*	6%~	9%	~	2%~	2%~	2%*	4%	5%*	5%*	5%	4%*	5%*
07		366	63	77	121	105	196	5	11	~	4	3	23	118	249	344	20	266	101
		7%	8%	6%	8%	7%	8%*	11%~	15%	~	7%~	10%~	6%	7%	8%*	8%*	9%	7%	8%
09		1715	256	418	516	526	608	20	24	2	12	8	95	546	787	1283	61	1363	347
		34%	31%	35%	32%	36%*	26%*	40%~	33%	18%~	23%~	27%~	25%*	33%	26%*	29%*	28%	36%*	28%*
EXTREMELY EASY		1842	284	448	626	482	885	11	20	10	23	11	153	705	1101	1774	64	1405	437
		36%	34%	38%	39%*	33%*	38%	23%~	27%	80%~	45%~	34%~	40%	42%*	37%	40%*	30%*	37%	36%
#8-10 (NET)		3556	540	866	1142	1008	1494	31	44	12	34	19	248	1252	1887	3057	125	2767	784
		70%	66%*	73%*	71%	70%	63%*	63%~	61%	99%~	69%~	61%~	65%*	75%*	63%*	68%*	58%*	72%*	64%*
9-10 (NET)		3556	540	866	1142	1008	1494	31	44	12	34	19	248	1252	1887	3057	125	2767	784
		70%	66%*	73%*	71%	70%	63%*	63%~	61%	99%~	69%~	61%~	65%*	75%*	63%*	68%*	58%*	72%*	64%*

Continued

Q57E USING ANY NUMBER FROM 0 TO 10, WHERE 0 IS EXTREMELY DIFFICULT AND 10 IS EXTREMELY EASY, WHAT NUMBER WOULD YOU USE TO RATE HOW EASY IT WAS FOR YOU TO FIND A DENTIST FOR YOUR CHILD?

Banner I

	BANT	AGE				RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER			
	OT1	<4	4-7	8-12	13 AND OVER	WHT	BLK OR AFR-	AS- IAN	NATV HAW/ ILND	AMER IND/ NATV	ALSK	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	GOOD & POOR	NO CCC	CCC
88	1	1				1								1	1				1
NOT ANSWERED	248	84	45	44	74	140	5	7		1	3	21	54	172	218	11	197	50	
VALID CASES	5061	823	1183	1606	1449	2357	49	73	12	50	32	379	1672	2973	4470	216	3835	1226	
NUMBER OF RESPONDENTS	5309	908	1228	1650	1523	2498	54	80	12	51	35	400	1726	3146	4688	227	4032	1277	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
MEAN	8.01	7.68	8.16	8.12	7.97	7.72	7.66	7.69	9.71	7.96	6.99	7.62	8.32	7.69	7.96	7.33	8.12	7.64	
p stat_(*=Sig @ p<=.05)		.000*	.021*	.065	.427	.000*	.337	.317	~	~	~	.011*	.000*	.000*	.000*	.001*	.000*	.000*	

Q57E USING ANY NUMBER FROM 0 TO 10, WHERE 0 IS EXTREMELY DIFFICULT AND 10 IS EXTREMELY EASY, WHAT NUMBER WOULD YOU USE TO RATE HOW EASY IT WAS FOR YOU TO FIND A DENTIST FOR YOUR CHILD?

Banner II

	BANT OT11	DG01	DG02	DG03	DG04	DG05	DG06	DG17	DG07	DG08	DG16	DG09	DG10	DG11	DG12	DG13	DG14	DG15	
	OHP TOT CHLD	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO	
Q57E																			
EXTREMELY DIFFICULT	169 3%	9 3%	6 2%	11 4%	15 5%	12 4%	23 5%	10 3%	9 3%	9 3%	4 1%*	7 3%	10 4%	10 4%	7 3%	9 3%	6 2%*	7 2%	
01	78 2%	7 2%	5 2%	9 4%	5 2%	~	9 2%	4 1%	6 2%	5 2%	4 1%	3 1%	4 2%	3 1%	4 2%	6 2%	7 2%	11 4%*	
02	82 2%	2 0.7%	2 0.7%	7 3%	2 0.7%	1 0.4%*	12 2%	7 2%	3 1%	3 1%	4 1%	6 2%	5 2%	5 2%	4 2%	3 1%	7 2%	2 0.7%	
03	130 3%	11 4%	3 1%*	6 2%	8 3%	10 4%	14 3%	5 2%	8 3%	4 1%	2 0.6%*	11 4%	5 2%	7 3%	9 4%	11 4%	6 2%	13 4%	
04	94 2%	10 3%	4 1%	4 2%	3 1%	7 3%	6 1%	6 2%	9 3%	6 2%	2 0.6%*	5 2%	5 2%	4 1%	6 2%	3 1%	5 2%	2 0.7%*	
05	372 7%	28 9%	20 7%	25 10%	14 5%*	26 9%	32 6%	19 6%	26 9%	16 5%	15 4%*	23 9%	24 9%	19 7%	28 11%	15 6%	25 8%	16 6%	
06	212 4%	12 4%	9 3%	10 4%	8 3%	10 4%	24 5%	15 5%	14 5%	10 3%	17 5%	14 6%	6 2%*	14 5%	7 3%	6 2%*	10 3%	17 6%	
07	366 7%	28 9%	14 5%	20 8%	10 3%*	28 10%	43 9%	17 5%	25 9%	25 9%	20 6%	23 9%	24 9%	22 8%	21 8%	19 7%	19 6%	17 6%	
09	1715 34%	93 31%	91 34%	70 28%*	92 32%	97 35%	143 29%*	115 37%	94 32%	102 35%	122 36%	78 31%	85 32%	81 29%	75 30%	80 29%	127 39%*	112 39%	
EXTREMELY EASY	1842 36%	97 33%	117 43%*	90 36%	132 46%*	89 32%	194 39%	115 37%	100 34%	112 38%	148 44%*	78 31%	95 36%	110 40%	90 36%	120 44%*	110 34%	93 32%	
#8-10 (NET)	3556 70%	190 64%*	208 77%*	160 63%*	224 78%*	186 66%	337 67%	230 73%	194 66%	214 73%	270 80%*	156 63%*	180 68%	191 69%	165 66%	200 74%	237 74%	205 71%	
9-10 (NET)	3556 70%	190 64%*	208 77%*	160 63%*	224 78%*	186 66%	337 67%	230 73%	194 66%	214 73%	270 80%*	156 63%*	180 68%	191 69%	165 66%	200 74%	237 74%	205 71%	
88	1																		1

Continued

Q57E USING ANY NUMBER FROM 0 TO 10, WHERE 0 IS EXTREMELY DIFFICULT AND 10 IS EXTREMELY EASY, WHAT NUMBER WOULD YOU USE TO RATE HOW EASY IT WAS FOR YOU TO FIND A DENTIST FOR YOUR CHILD?

Banner II

	BANT	DG01	DG02	DG03	DG04	DG05	DG06	DG17	DG07	DG08	DG16	DG09	DG10	DG11	DG12	DG13	DG14	DG15
OT11																		
OHP																		
TOT																		
CHLD	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO	
NOT ANSWERED	248	13	9	12	12	14	24	10	23	13	19	13	15	20	18	15	17	14
VALID CASES	5061	297	271	252	289	280	500	313	294	292	338	248	263	275	251	272	322	290
NUMBER OF RESPONDENTS	5309	310	280	264	301	294	524	323	317	305	357	261	278	295	270	287	339	304
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
MEAN	8.01	7.74	8.39	7.59	8.24	7.89	7.86	8.13	7.85	8.22	8.64	7.70	7.94	8.04	7.84	8.17	8.14	7.93
p stat_(*=Sig @ p<=.05)		.073	.011*	.025*	.140	.392	.220	.319	.273	.186	.000*	.058	.657	.843	.295	.353	.364	.615

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

Banner I

	BANT OT1	AGE				RACE						ETHNIC- ITY		HEALTH STATUS		CCC SCREENER		
		<4	4-7	8-12	13 AND OVER	WHT	BLK OR AFR-	AS- IAN	NATV ILND	AMER HAW/ IND/ PAC ALSK	MUL- TI	OTH	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR GOOD POOR	NO CCC	CCC	
Q58 EXCELLENT	2107 43%	468 56%*	506 46%	617 40%*	509 36%*	1167 47%*	27 49%	23 29%*	5 41%~	20 40%	21 59%~	178 45%	663 39%*	1435 46%*	2119 45%~	1829 ~ 50%*	259 20%*	
VERY GOOD	1645 34%	238 29%*	370 33%	540 35%	499 35%	905 36%*	15 29%	25 31%	5 41%~	21 42%	14 40%~	148 37%	511 30%*	1144 36%*	1654 35%*	1152 ~ 32%*	501 40%*	
GOOD	910 19%	103 12%*	193 17%	293 19%	324 23%*	350 14%*	11 20%	24 29%*	2 18%~	8 16%	1 2%~	53 13%*	422 25%*	456 15%*	915 20%~	547 ~ 15%*	375 30%*	
FAIR	208 4%	21 3%*	36 3%*	79 5%*	72 5%	57 2%*	1 2%	8 9%	~ ~	1 2%	~ ~	18 5%	104 6%*	90 3%*	210 ~ 92%*	97 3%*	115 9%*	
POOR	17 0.4%	1 0.0%*	5 0.5%	6 0.4%	6 0.4%	4 0.2%*	~ ~	1 2%	~ ~	1 0.5%	~ ~	1 0.3%	6 0.3%	12 0.4%	17 ~ 8%*	2 0.1%*	16 1%*	
#EXCELLENT + VERY GOOD + GOOD (NET)	4662 95%	809 97%*	1070 96%	1450 94%*	1333 94%	2423 98%*	53 98%	71 89%	12 100%~	49 97%	35 100%~	380 95%	1596 94%*	3035 97%*	4688 100%~	3528 ~ 97%*	1135 90%*	
NOT ANSWERED	422	78	117	115	113	15				1	1	21	9		404	12		
VALID CASES	4887	830	1111	1535	1410	2483	54	80	12	51	35	399	1705	3137	4688	227	3628	1265
NUMBER OF RESPONDENTS	5309	908	1228	1650	1523	2498	54	80	12	51	35	400	1726	3146	4688	227	4032	1277
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

Banner II

	BANT	DG01	DG02	DG03	DG04	DG05	DG06	DG17	DG07	DG08	DG16	DG09	DG10	DG11	DG12	DG13	DG14	DG15
	OT11																	
	OHP																	
	TOT																	
	CHLD	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q58																		
EXCELLENT	2107 43%	137 48%	119 46%	108 44%	120 44%	121 45%	179 37%*	130 45%	117 40%	115 41%	132 39%	122 51%*	112 42%	122 44%	109 43%	119 44%	123 39%	115 42%
VERY GOOD	1645 34%	91 32%	86 33%	92 37%	79 29%	93 35%	186 38%*	85 29%*	115 40%*	106 38%	118 35%	78 32%	110 41%*	111 40%*	87 35%	106 39%	97 31%	94 34%
GOOD	910 19%	45 16%	41 16%	36 15%	63 23%	46 17%	93 19%	62 21%	45 15%	47 17%	65 19%	35 15%	32 12%*	40 14%*	37 15%	36 13%*	74 23%*	57 21%
FAIR	208 4%	10 4%	10 4%	12 5%	13 5%	8 3%	24 5%	13 4%	13 4%	11 4%	19 6%	5 2%*	10 4%	5 2%*	18 7%	9 3%	22 7%*	8 3%
POOR	17 0.4%		1 ~0.4%			1 ~0.4%	4 0.8%	2 0.7%	1 0.3%	1 0.4%	2 0.6%	1 0.4%	2 0.8%			1 ~0.4%		1 ~0.4%
#EXCELLENT + VERY GOOD + GOOD (NET)	4662 95%	273 96%	246 96%	236 95%	262 95%	260 97%	458 94%	277 95%	277 95%	268 96%	315 94%	235 98%*	254 95%	273 98%*	233 93%	261 96%	294 93%	266 97%
NOT ANSWERED	422	27	23	16	26	25	38	31	26	25	21	20	12	17	19	16	23	29
VALID CASES	4887	283	257	248	275	269	486	292	291	280	336	241	266	278	251	271	316	275
NUMBER OF RESPONDENTS	5309 100%	310 100%	280 100%	264 100%	301 100%	294 100%	524 100%	323 100%	317 100%	305 100%	357 100%	261 100%	278 100%	295 100%	270 100%	287 100%	339 100%	304 100%

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

Banner I

	BANT OT1	AGE				RACE							ETHNIC- ITY		HEALTH STATUS		CCC SCREENER	
		<4	4-7	8-12	13 AND OVER	WHT	BLK OR AFR- AMER	AS- IAN	NATV ILND	AMER HAW/ PAC ALSK	IND/ NATV	OTHR	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & GOOD POOR	NO CCC	CCC
Q59 EXCELLENT	2156 44%	570 68%*	509 46%	610 40%*	457 33%*	1105 45%	23 43%	31 39%	7 58%~	14 28%~	18 52%~	183 46%	760 44%	1368 44%	2130 46%*	29 13%*	1925 53%*	207 16%*
VERY GOOD	1345 28%	159 19%*	336 30%*	461 30%*	390 28%	689 28%	14 26%	18 22%	4 37%~	16 32%~	10 29%~	105 26%	476 28%	869 28%	1313 28%*	35 16%*	1047 29%*	296 23%*
GOOD	950 19%	82 10%*	193 17%*	311 20%	370 26%*	430 17%*	13 24%	26 32%*	1 5%~	14 29%~	6 17%~	74 19%	356 21%	575 18%*	904 19%	46 20%	549 15%*	416 33%*
FAIR	364 7%	18 2%*	65 6%*	129 8%	155 11%*	210 8%*	4 7%	5 7%		6 ~ 12%~	1 1%~	31 8%	102 6%*	268 9%*	275 6%*	90 40%*	101 3%*	278 22%*
POOR	73 1%	5 0.6%*	11 1%	25 2%	32 2%*	48 2%*	1 0.8%	1 0.2%*				4 ~ 1%	21 1%	52 2%	47 1%*	27 12%*	4 0.1%*	73 6%*
#EXCELLENT + VERY GOOD + GOOD (NET)	4451 91%	811 97%*	1037 93%*	1382 90%	1217 87%*	2224 90%*	50 92%	74 93%	12 100%~	44 88%~	35 99%~	362 91%	1592 93%*	2813 90%*	4347 93%*	110 49%*	3520 97%*	919 72%*
NOT ANSWERED	422	74	115	114	118	16				1		2	11	13	20	1	407	7
VALID CASES	4887	834	1113	1536	1405	2482	54	80	12	50	35	398	1715	3133	4668	227	3625	1270
NUMBER OF RESPONDENTS	5309 100%	908 100%	1228 100%	1650 100%	1523 100%	2498 100%	54 100%	80 100%	12 100%	51 100%	35 100%	400 100%	1726 100%	3146 100%	4688 100%	227 100%	4032 100%	1277 100%

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

Banner II

	BANT	DG01	DG02	DG03	DG04	DG05	DG06	DG17	DG07	DG08	DG16	DG09	DG10	DG11	DG12	DG13	DG14	DG15
	OT11																	
	OHP																	
	TOT																	
	CHLD	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q59																		
EXCELLENT	2156 44%	139 49%	119 46%	113 45%	126 46%	130 48%	156 32%*	122 42%	128 44%	126 45%	145 43%	105 44%	114 43%	134 48%	108 43%	116 43%	148 47%	122 44%
VERY GOOD	1345 28%	81 28%	79 31%	63 25%	77 28%	78 29%	143 29%	75 26%	79 27%	75 27%	87 26%	76 32%	83 31%	79 28%	67 27%	88 33%	79 25%	73 26%
GOOD	950 19%	42 15%*	38 15%*	51 20%	58 21%	41 15%*	103 21%	67 23%	59 20%	53 19%	75 22%	39 16%	48 18%	53 19%	36 14%*	46 17%	62 20%	59 21%
FAIR	364 7%	19 7%	16 6%	18 7%	11 4%*	20 7%	62 13%*	24 8%	21 7%	21 8%	26 8%	16 7%	17 6%	11 4%*	28 11%	18 7%	23 7%	15 5%
POOR	73 1%	4 1%	4 2%	4 2%	3 1%	2 0.7%	22 5%*	3 1%	5 2%	4 1%	3 0.9%	3 1%	5 2%	1 0.4%*	12 5%*	2 0.7%	4 1%	7 3%
#EXCELLENT + VERY GOOD + GOOD (NET)	4451 91%	262 92%	236 92%	227 91%	261 95%*	249 92%	402 83%*	264 91%	266 91%	254 91%	307 91%	220 92%	245 92%	266 96%*	211 84%*	250 93%	289 91%	254 92%
NOT ANSWERED	422	25	24	15	26	23	38	32	25	26	21	22	11	17	19	17	23	28
VALID CASES	4887	285	256	249	275	271	486	291	292	279	336	239	267	278	251	270	316	276
NUMBER OF RESPONDENTS	5309 100%	310 100%	280 100%	264 100%	301 100%	294 100%	524 100%	323 100%	317 100%	305 100%	357 100%	261 100%	278 100%	295 100%	270 100%	287 100%	339 100%	304 100%

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

Banner I

	BANT	AGE				RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER		
	OT1	<4	4-7	8-12	13 AND OVER	WHT	BLK OR AFR-AMER	AS-IAN	NATV ILND	AMER ALSK	MUL-OTHR	TI	HIS-IC	NOT HIS-PAN-IC	EX & VERY GOOD	FAIR & POOR	NO CCC	CCC
Q60 YES	1022 21%	114 14%*	179 16%*	347 23%	388 28%*	603 24%*	14 26%	14 18%	1 5%~	14 29%~	7 22%~	104 26%*	275 16%*	755 24%*	926 20%*	92 41%*	272 8%*	792 62%*
Q60 NO	3852 79%	713 86%*	928 84%*	1193 77%	1013 72%*	1875 76%*	40 74%	64 82%	11 95%~	35 71%~	25 78%~	295 74%*	1437 84%*	2372 76%*	3723 80%*	131 59%*	3341 92%*	477 38%*
NOT ANSWERED	435	81	122	110	121	20	1	2		2	3	1	14	20	39	4	419	8
VALID CASES	4874	827	1106	1540	1402	2478	54	78	12	49	32	399	1712	3126	4649	223	3613	1269
NUMBER OF RESPONDENTS	5309 100%	908 100%	1228 100%	1650 100%	1523 100%	2498 100%	54 100%	80 100%	12 100%	51 100%	35 100%	400 100%	1726 100%	3146 100%	4688 100%	227 100%	4032 100%	1277 100%

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

Banner II

	BANT	DG01	DG02	DG03	DG04	DG05	DG06	DG17	DG07	DG08	DG16	DG09	DG10	DG11	DG12	DG13	DG14	DG15
	OT11																	
	OHP																	
	TOT																	
	CHLD	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q60																		
YES	1022 21%	62 22%	50 20%	52 21%	53 19%	44 16%*	163 34%*	56 19%	63 22%	55 20%	61 18%	47 20%	50 19%	64 23%	58 23%	68 25%	63 20%	47 17%
NO	3852 79%	221 78%	205 80%	197 79%	224 81%	226 84%*	323 66%*	234 81%	227 78%	224 80%	278 82%	194 80%	217 81%	212 77%	192 77%	200 75%	251 80%	228 83%
NOT ANSWERED	435	27	25	15	24	24	38	33	27	26	18	20	11	19	20	19	25	29
VALID CASES	4874	283	255	249	277	270	486	290	290	279	339	241	267	276	250	268	314	275
NUMBER OF RESPONDENTS	5309	310	280	264	301	294	524	323	317	305	357	261	278	295	270	287	339	304
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

Banner I

	BANT OT1	AGE				RACE						ETHNIC- ITY		HEALTH STATUS		CCC SCREENER		
		<4	4-7	8-12	13 AND OVER	WHT	BLK OR AFR-	AS- IAN	NATV ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	GOOD POOR	NO CCC	CCC
Q61 YES	812 79%	66 61%*	137 77%	289 83%*	322 82%	500 84%*	13 84%~	10 71%~	12 ~ 84%~	1 30%~	85 85%	187 70%*	616 82%*	711 77%*	99 93%*	64 28%*	773 97%*	
NO	216 21%	41 39%*	41 23%	60 17%*	72 18%	98 16%*	2 16%~	4 29%~	1 100%~	2 16%~	3 70%~	14 15%	79 30%*	134 18%*	207 23%*	7 7%*	168 72%*	26 3%*
NOT ANSWERED	28	7	3	13	4	6	1				1	16	9	23		18	7	
VALID CASES	1028	107	178	349	395	598	15	14	1	14	4	99	266	750	918	106	232	799
NUMBER OF RESPONDENTS	1056 100%	114 100%	181 100%	362 100%	399 100%	604 100%	16 100%	14 100%	1 100%	14 100%	4 100%	100 100%	282 100%	759 100%	941 100%	106 100%	250 100%	806 100%

[ASKED IF Q60 = YES]

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

Banner II

	BANT	DG01	DG02	DG03	DG04	DG05	DG06	DG17	DG07	DG08	DG16	DG09	DG10	DG11	DG12	DG13	DG14	DG15
	OT11																	
	OHP																	
	TOT																	
	CHLD	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q61																		
YES	812	49	43	39	48	34	143	34	56	45	41	41	43	49	48	52	47	31
	79%	79%	86%	75%	91%*	79%~	90%*	63%*	90%*	82%	69%	89%~	86%	80%	84%	79%	78%	67%~
NO	216	13	7	13	5	9	16	20	6	10	18	5	7	12	9	14	13	15
	21%	21%	14%	25%	9%*	21%~	10%*	37%*	10%*	18%	31%	11%~	14%	20%	16%	21%	22%	33%~
NOT ANSWERED	28					1	4	2	1		2	1		3	1	2	3	1
VALID CASES	1028	62	50	52	53	43	159	54	62	55	59	46	50	61	57	66	60	46
NUMBER OF RESPONDENTS	1056	62	50	52	53	44	163	56	63	55	61	47	50	64	58	68	63	47
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q60 = YES]

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

Banner I

	BANT OT1	AGE				RACE						ETHNIC- ITY		HEALTH STATUS		CCC SCREENER		
	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	WHTA	BLCK OR AFR-	AS- IAN	NATV ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC
Q62 YES	742 90%	56 80%*	115 84%*	278 93%*	294 92%	463 92%	12 92%~	6 67%~	11 ~ 91%~	2 100%~	71 87%	171 88%	560 90%	654 90%	82 86%		747 ~ 98%~	
NO	85 10%	14 20%*	23 16%*	20 7%*	27 8%	42 8%	1 8%~	3 33%~	1 ~ 9%~		10 ~ 13%	24 12%	61 10%	71 10%	14 14%		62 100%~	19 2%*
NOT ANSWERED	16	1	2	5	9	4					3	5	10	14	2		9	6
VALID CASES	827	70	137	298	321	505	13	9	12	2	81	195	621	725	96		62	766
NUMBER OF RESPONDENTS	843 100%	71 100%	139 100%	303 100%	330 100%	509 100%	13 100%	9 100%	12 100%	2 100%	84 100%	200 100%	631 100%	739 100%	98 100%		71 100%	772 100%

[ASKED IF Q60 = YES AND Q61 = YES]

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

Banner II

	BANT	DG01	DG02	DG03	DG04	DG05	DG06	DG17	DG07	DG08	DG16	DG09	DG10	DG11	DG12	DG13	DG14	DG15
Q62																		
YES	742	44	38	36	41	28	127	30	47	39	35	36	39	44	45	48	42	29
	90%	92%~	88%~	95%~	89%~	85%~	92%	88%~	84%	91%~	87%~	92%~	93%~	92%~	94%~	94%	89%~	94%~
NO	85	4	5	2	5	5	11	4	9	4	5	3	3	4	3	3	5	2
	10%	8%~	12%~	5%~	11%~	15%~	8%	12%~	16%	9%~	13%~	8%~	7%~	8%~	6%~	6%	11%~	6%~
NOT ANSWERED	16	1		1	2	1	5			2	1	2	1	1		1		
VALID CASES	827	48	43	38	46	33	138	34	56	43	40	39	42	48	48	51	47	31
NUMBER OF RESPONDENTS	843	49	43	39	48	34	143	34	56	45	41	41	43	49	48	52	47	31
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q60 = YES AND Q61 = YES]

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

Banner I

	BANT OT1	AGE				RACE							ETHNIC- ITY		HEALTH STATUS		CCC SCREENER	
		<4	4-7	8-12	13 AND OVER	BLK OR AFR- WHT	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	OTHR	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & FAIR	NO CCC	CCC	
Q63 YES	815 17%	69 8%*	196 18%	270 18%	283 20%*	499 20%*	11 20%	9 11%	3 29%~	12 23%	1 3%~	84 21%*	202 12%*	615 20%*	713 15%*	100 45%*	112 3%*	744 59%*
NO	4046 83%	759 92%*	904 82%	1264 82%	1117 80%*	1981 80%*	43 80%	69 89%	9 71%~	39 77%	34 97%~	314 79%*	1497 88%*	2510 80%*	3931 85%*	121 55%*	3493 97%*	519 41%*
NOT ANSWERED	448	80	128	117	123	18		2		1	1	2	27	21	44	6	427	15
VALID CASES	4861	828	1100	1533	1400	2480	54	78	12	50	35	398	1699	3125	4644	221	3605	1262
NUMBER OF RESPONDENTS	5309	908	1228	1650	1523	2498	54	80	12	51	35	400	1726	3146	4688	227	4032	1277
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

Banner II

	BANT OT11	DG01	DG02	DG03	DG04	DG05	DG06	DG17	DG07	DG08	DG16	DG09	DG10	DG11	DG12	DG13	DG14	DG15
	OHP TOT CHLD	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q63 YES	815 17%	46 16%	42 16%	44 18%	44 16%	35 13%	151 31%*	45 16%	45 16%	45 16%	45 14%	38 16%	34 13%	52 19%	46 19%	42 16%	45 14%	33 12%*
NO	4046 83%	237 84%	214 84%	203 82%	233 84%	232 87%	335 69%*	244 84%	245 84%	233 84%	288 86%	203 84%	230 87%	225 81%	199 81%	227 84%	269 86%	242 88%*
NOT ANSWERED	448	27	24	17	24	27	38	34	27	27	24	20	14	18	25	18	25	29
VALID CASES	4861	283	256	247	277	267	486	289	290	278	333	241	264	277	245	269	314	275
NUMBER OF RESPONDENTS	5309 100%	310 100%	280 100%	264 100%	301 100%	294 100%	524 100%	323 100%	317 100%	305 100%	357 100%	261 100%	278 100%	295 100%	270 100%	287 100%	339 100%	304 100%

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

Banner I

	BANT OT1	AGE				RACE							ETHNIC- ITY		HEALTH STATUS		CCC SCREENER	
	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	WHT	BLK OR AFR-	AS- IAN	NATV ILND	AMER IND/ ALSK	OTHR	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC
Q64 YES	681 84%	48 82%	148 79%	247 88%*	239 85%	435 91%*	9 74%~	6 76%~	8 ~ 70%~	1 60%~	65 82%	155 77%*	525 88%*	576 84%	101 89%	15 16%*	675 95%*	
NO	127 16%	11 18%	38 21%	35 12%*	43 15%	43 9%*	3 26%~	2 24%~	3 100%~	3 30%~	1 40%~	15 18%	46 23%*	71 12%*	113 16%	13 11%	80 84%*	39 5%*
NOT ANSWERED	24	9	4	3	7	6					4	9	10	19	1	10	13	
VALID CASES	808	59	187	282	281	478	12	8	3	11	2	79	201	596	690	114	95	714
NUMBER OF RESPONDENTS	832 100%	68 100%	191 100%	285 100%	288 100%	484 100%	12 100%	8 100%	3 100%	11 100%	2 100%	83 100%	210 100%	606 100%	709 100%	115 100%	105 100%	727 100%

[ASKED IF Q63 = YES]

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

Banner II

	BANT	DG01	DG02	DG03	DG04	DG05	DG06	DG17	DG07	DG08	DG16	DG09	DG10	DG11	DG12	DG13	DG14	DG15
OT11																		
OHP																		
TOT																		
CHLD	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO	
Q64																		
YES	681	38	37	36	30	30	138	31	42	29	35	32	27	47	39	31	39	28
	84%	84%~	93%~	86%~	71%~	91%~	92%*	72%~	93%~	66%~	80%~	91%~	82%~	90%	85%~	74%~	89%~	88%~
NO	127	7	3	6	12	3	12	12	3	15	9	3	6	5	7	11	5	4
	16%	16%~	7%~	14%~	29%~	9%~	8%*	28%~	7%~	34%~	20%~	9%~	18%~	10%	15%~	26%~	11%~	12%~
NOT ANSWERED	24	1	2	2	2	2	1	2		1	1	3	1				1	1
VALID CASES	808	45	40	42	42	33	150	43	45	44	44	35	33	52	46	42	44	32
NUMBER OF RESPONDENTS	832	46	42	44	44	35	151	45	45	45	45	38	34	52	46	42	45	33
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q63 = YES]

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

Banner I

	BANT OTI	AGE				RACE						ETHNIC- ITY		HEALTH STATUS		CCC SCREENER		
	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	WHTA	BLCK OR AFR-	AS- IAN	NATV ILND	AMER IND/ ALSK	OTHR	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC
Q65 YES	662 98%	55 100%~	145 99%*	241 98%	221 95%*	415 98%	8 94%~	7 98%~	8 ~100%~	1 100%~	65 96%	146 98%	508 97%	560 98%	96 95%		661 ~100%~	
NO	17 2%		1 ~0.7%*	6 2%	10 5%*	10 2%	1 6%~	1 2%~				3 4%	3 2%	14 3%	13 2%	5 5%	15 100%~	2 0.3%~
NOT ANSWERED	10	1	4	1	4	1						2	6	3	8	2	3	7
VALID CASES	679	55	146	247	232	425	9	7	8	1	68	149	522	573	100		15	664
NUMBER OF RESPONDENTS	689 100%	55 100%	150 100%	248 100%	236 100%	426 100%	9 100%	7 100%	8 100%	1 100%	70 100%	155 100%	525 100%	581 100%	102 100%		18 100%	671 100%

[ASKED IF Q63 = YES AND Q64 = YES]

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

Banner II

	BANT	DG01	DG02	DG03	DG04	DG05	DG06	DG17	DG07	DG08	DG16	DG09	DG10	DG11	DG12	DG13	DG14	DG15
Q65																		
YES	662 98%	34 92%~	36 97%~100%~	36 97%~100%~	28 97%~100%~	28 96%	131 97%~	30 98%~	41 93%~	27 97%~100%~	34 96%~	32 98%~	26 98%~	45 95%~100%~	37 100%~100%~	30 100%~100%~	39 100%~100%~	28 100%~
NO	17 2%	3 8%~	1 3%~	1 ~ 3%~	5 ~ 4%	1 3%~	1 2%~	2 7%~	1 3%~	1 ~ 4%~	1 2%~	2 5%~	~	~	~	~	~	~
NOT ANSWERED	10	1		1	2	2								1		1		
VALID CASES	679	37	37	36	29	28	136	31	42	29	35	32	27	46	39	30	39	28
NUMBER OF RESPONDENTS	689	38	37	36	30	30	138	31	42	29	35	32	27	47	39	31	39	28
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q63 = YES AND Q64 = YES]

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

Banner I

	BANT OT1	AGE				RACE							ETHNIC- ITY		HEALTH STATUS		CCC SCREENER	
		<4	4-7	8-12	13 AND OVER	WHT	BLK OR AFR-	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	OTHR	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & FAIR & POOR	NO CCC	CCC
Q66 YES	618 13%	66 8%*	145 13%	194 13%	216 15%*	335 14%	7 12%	16 21%	4 37%~	8 17%~	3 10%~	52 13%	188 11%*	438 14%*	534 12%*	80 36%*	144 4%*	501 40%*
NO	4233 87%	751 92%*	959 87%	1342 87%	1180 85%*	2143 86%	47 88%	60 79%	8 63%~	41 83%~	31 90%~	345 87%	1522 89%*	2681 86%*	4094 88%*	140 64%*	3448 96%*	766 60%*
NOT ANSWERED	458	91	124	115	127	20		4		2	1	3	16	27	59	7	440	10
VALID CASES	4851	817	1104	1535	1396	2478	54	76	12	49	34	397	1710	3119	4629	220	3592	1267
NUMBER OF RESPONDENTS	5309	908	1228	1650	1523	2498	54	80	12	51	35	400	1726	3146	4688	227	4032	1277
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

Banner II

	BANT OT11	DG01	DG02	DG03	DG04	DG05	DG06	DG17	DG07	DG08	DG16	DG09	DG10	DG11	DG12	DG13	DG14	DG15
	OHP TOT CHLD	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q66 YES	618 13%	32 11%	20 8%*	28 11%	32 12%	33 12%	132 27%*	27 9%*	36 12%	31 11%	45 14%	21 9%*	29 11%	39 14%	35 14%	32 12%	40 13%	32 12%
NO	4233 87%	250 89%	235 92%*	217 89%	244 88%	233 88%	349 73%*	261 91%*	254 88%	249 89%	285 86%	221 91%*	238 89%	236 86%	214 86%	239 88%	275 87%	243 88%
NOT ANSWERED	458	28	25	19	25	28	43	35	27	25	27	19	11	20	21	16	24	29
VALID CASES	4851	282	255	245	276	266	481	288	290	280	330	242	267	275	249	271	315	275
NUMBER OF RESPONDENTS	5309 100%	310 100%	280 100%	264 100%	301 100%	294 100%	524 100%	323 100%	317 100%	305 100%	357 100%	261 100%	278 100%	295 100%	270 100%	287 100%	339 100%	304 100%

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

Banner I

	BANT OTI	AGE				RACE							ETHNIC- ITY		HEALTH STATUS		CCC SCREENER	
		<4	4-7	8-12	13 AND OVER	WHITE	BLCK OR AFR-	AS- IAN	NATV ILND	AMER IND/ ALSK	OTHR	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD POOR	NO CCC	CCC
Q67 YES	497 79%	35 61%*	103 74%	168 84%*	195 84%*	306 92%*	3 40%~	8 59%~	1 35%~	6 74%~	49 ~ 90%*	126 65%*	369 86%*	406 77%*	84 91%*	27 22%*	488 97%*	
NO	132 21%	22 39%*	35 26%	33 16%*	37 16%*	27 8%*	5 60%~	6 41%~	2 65%~	2 26%~	4 100%~	5 10%*	68 35%*	61 14%*	121 23%*	8 9%*	97 78%*	18 3%*
NOT ANSWERED	16	2	1	12	1	7					1	8	7	11	5	6	9	
VALID CASES	628	57	138	201	232	332	8	14	3	8	4	54	193	430	528	92	123	506
NUMBER OF RESPONDENTS	644	59	139	213	233	339	8	14	3	8	4	55	201	437	539	97	129	515
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q66 = YES]

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

Banner II

	BANT	DG01	DG02	DG03	DG04	DG05	DG06	DG17	DG07	DG08	DG16	DG09	DG10	DG11	DG12	DG13	DG14	DG15
Q67																		
YES	497	30	16	19	24	26	116	17	32	20	27	19	25	31	30	25	27	24
	79%	94%~	80%~	76%~	75%~	79%~	90%*	65%~	89%~	67%~	60%~	90%~	86%~	82%~	88%~	83%~	71%~	77%~
NO	132	2	4	6	8	7	13	9	4	10	18	2	4	7	4	5	11	7
	21%	6%~	20%~	24%~	25%~	21%~	10%*	35%~	11%~	33%~	40%~	10%~	14%~	18%~	12%~	17%~	29%~	23%~
NOT ANSWERED	16			3			3	1		1				1	1	2	2	1
VALID CASES	628	32	20	25	32	33	129	26	36	30	45	21	29	38	34	30	38	31
NUMBER OF RESPONDENTS	644	32	20	28	32	33	132	27	36	31	45	21	29	39	35	32	40	32
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q66 = YES]

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

Banner I

	BANT OTI	AGE				RACE						ETHNIC- ITY		HEALTH STATUS		CCC SCREENER	
	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	WHTA	BLK OR AFR-	AS- IAN	NATV ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC
Q68 YES	459 92%	24 71%~	100 96%*	161 96%*	174 91%	291 97%*	6 100%~	4 51%~	1 100%~	6 100%~	43 ~ 92%~	105 87%*	350 94%	371 91%*	83 97%*		471 ~ 98%~
NO	39 8%	10 29%~	4 4%*	7 4%*	17 9%	10 3%*	4 ~ 49%~				4 ~ 8%~	15 13%*	23 6%	36 9%*	2 3%*	18 100%~	9 2%~
NOT ANSWERED	10	1	2	5	3	4					1	4	7	7	1	1	8
VALID CASES	498	34	104	168	191	301	6	8	1	6	47	120	372	407	85	18	481
NUMBER OF RESPONDENTS	508 100%	35 100%	106 100%	173 100%	194 100%	305 100%	6 100%	8 100%	1 100%	6 100%	48 100%	124 100%	379 100%	414 100%	86 100%	19 100%	489 100%

[ASKED IF Q66 = YES AND Q67 = YES]

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

Banner II

	BANT	DG01	DG02	DG03	DG04	DG05	DG06	DG17	DG07	DG08	DG16	DG09	DG10	DG11	DG12	DG13	DG14	DG15
Q68																		
YES	459	29	15	19	21	22	112	12	29	17	26	19	24	30	30	24	24	24
	92%	97%	94%	100%	88%	92%	99%*	71%	94%	89%	96%	100%	100%	100%	100%	96%	89%	100%
NO	39	1	1		3	2	1	5	2	2	1						1	3
	8%	3%	6%		12%	8%	0.9%*	29%	6%	11%	4%						4%	11%
NOT ANSWERED	10					2	3		1	1				1	1			
VALID CASES	498	30	16	19	24	24	113	17	31	19	27	19	24	30	30	25	27	24
NUMBER OF RESPONDENTS	508	30	16	19	24	26	116	17	32	20	27	19	25	31	30	25	27	24
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q66 = YES AND Q67 = YES]

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

Banner I

	BANT OTI	AGE				RACE							ETHNIC- ITY		HEALTH STATUS		CCC SCREENER	
		<4	4-7	8-12	13 AND OVER	WHT	BLK OR AFR-	AS- IAN	NATV ILND	AMER IND/ ALSK	OTHR	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC
Q69 YES	536 11%	74 9%*	177 16%*	160 10%	124 9%*	302 12%*	5 10%	10 12%	10 ~ 19%	1 1%~	47 12%	168 10%*	370 12%*	465 10%*	68 31%*	140 4%*	418 33%*	
NO	4321 89%	755 91%*	924 84%*	1376 90%	1268 91%*	2171 88%*	49 90%	68 88%	12 100%~	41 81%	34 99%~	352 88%	1548 90%*	2751 88%*	4172 90%*	151 69%*	3464 96%*	842 67%*
NOT ANSWERED	452	79	127	114	131	25	1	2	1	1	1	10	25	52	8	428	17	
VALID CASES	4857	829	1101	1536	1392	2473	54	78	12	50	34	399	1716	3121	4636	219	3604	1260
NUMBER OF RESPONDENTS	5309 100%	908 100%	1228 100%	1650 100%	1523 100%	2498 100%	54 100%	80 100%	12 100%	51 100%	35 100%	400 100%	1726 100%	3146 100%	4688 100%	227 100%	4032 100%	1277 100%

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

Banner II

	BANT	DG01	DG02	DG03	DG04	DG05	DG06	DG17	DG07	DG08	DG16	DG09	DG10	DG11	DG12	DG13	DG14	DG15
	OT11																	
	OHP																	
	TOT																	
	CHLD	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q69																		
YES	536 11%	13 5%*	25 10%	31 12%	24 9%	29 11%	106 22%*	28 10%	28 10%	28 10%	42 13%	18 8%*	30 11%	38 14%	29 12%	32 12%	32 10%	25 9%
NO	4321 89%	271 95%*	229 90%	218 88%	252 91%	239 89%	377 78%*	260 90%	262 90%	251 90%	293 87%	222 92%*	236 89%	236 86%	222 88%	240 88%	282 90%	252 91%
NOT ANSWERED	452	26	26	15	25	26	41	35	27	26	22	21	12	21	19	15	25	27
VALID CASES	4857	284	254	249	276	268	483	288	290	279	335	240	266	274	251	272	314	277
NUMBER OF RESPONDENTS	5309 100%	310 100%	280 100%	264 100%	301 100%	294 100%	524 100%	323 100%	317 100%	305 100%	357 100%	261 100%	278 100%	295 100%	270 100%	287 100%	339 100%	304 100%

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

Banner I

	BANT OT1	AGE				RACE						ETHNIC- ITY		HEALTH STATUS		CCC SCREENER	
	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	WHT	BLK OR AFR-	AS- IAN	NATV ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC
Q70 YES	392 72%	47 78%	116 63%*	129 74%	101 81%*	220 76%	5 89%~	7 89%~	4 ~ 39%~	34 ~ 77%~		112 65%*	276 76%*	329 71%	57 80%	25 19%*	374 90%*
NO	149 28%	13 22%	68 37%*	44 26%	24 19%*	71 24%	1 11%~	1 11%~	6 ~ 61%~	1 100%~	10 23%~	61 35%*	87 24%*	133 29%	14 20%	104 81%*	39 10%*
NOT ANSWERED	17	9	1	4	2	9					1	7	9	13	3	11	6
VALID CASES	541	60	184	173	125	291	6	8	10	1	44	173	363	463	72	128	413
NUMBER OF RESPONDENTS	558 100%	69 100%	185 100%	177 100%	127 100%	300 100%	6 100%	8 100%	10 100%	1 100%	45 100%	180 100%	372 100%	476 100%	75 100%	139 100%	419 100%

[ASKED IF Q69 = YES]

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

Banner II

	BANT	DG01	DG02	DG03	DG04	DG05	DG06	DG17	DG07	DG08	DG16	DG09	DG10	DG11	DG12	DG13	DG14	DG15
	OT11																	
	OHP																	
	TOT																	
	CHLD	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q70																		
YES	392 72%	11 85%~	18 78%~	20 74%~	12 50%~	19 68%~	86 82%*	19 70%~	20 71%~	13 48%~	30 75%~	14 82%~	22 76%~	28 76%~	18 64%~	21 72%~	24 77%~	14 56%~
NO	149 28%	2 15%~	5 22%~	7 26%~	12 50%~	9 32%~	19 18%*	8 30%~	8 29%~	14 52%~	10 25%~	3 18%~	7 24%~	9 24%~	10 36%~	8 28%~	7 23%~	11 44%~
NOT ANSWERED	17		2	4		1	1	1		1	2	1	1	1	1	3	1	
VALID CASES	541	13	23	27	24	28	105	27	28	27	40	17	29	37	28	29	31	25
NUMBER OF RESPONDENTS	558	13	25	31	24	29	106	28	28	28	42	18	30	38	29	32	32	25
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q69 = YES]

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

Banner I

	BANT OT1	AGE				RACE						ETHNIC- ITY		HEALTH STATUS		CCC SCREENER		
	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	WHTA	BLCK OR AFR-	AS- IAN	NATV ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC
Q71 YES	350 92%	35 83%~	103 93%	126 97%*	88 89%	207 95%*	4 77%~	5 75%~	4 ~100%~		34 ~ 98%~	93 88%	253 94%	283 91%*	62 98%*		356 ~ 97%~	
NO	31 8%	7 17%~	8 7%	4 3%*	11 11%	11 5%*	1 23%~	1 25%~			1 ~ 2%~	13 12%	17 6%	29 9%*	1 2%*	100%~	16 3%~	10
NOT ANSWERED	8	1	1	2	4	3						5	3	8			4	3
VALID CASES	381	42	111	130	98	218	5	6	4		35	106	270	312	63		16	366
NUMBER OF RESPONDENTS	389	43	112	132	102	221	5	6	4		35	111	273	320	63		20	369
	100%	100%	100%	100%	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%		100%	100%

[ASKED IF Q69 = YES AND Q70 = YES]

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

Banner II

	BANT	DG01	DG02	DG03	DG04	DG05	DG06	DG17	DG07	DG08	DG16	DG09	DG10	DG11	DG12	DG13	DG14	DG15
OT11																		
OHP																		
TOT																		
CHLD	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO	
Q71																		
YES	350	10	18	18	11	17	83	15	20	12	27	13	20	26	17	16	21	13
	92%	91%~	100%~	90%~	92%~	89%~	98%*	83%~	100%~	92%~	90%~	93%~	91%~	96%~	94%~	80%~	91%~	93%~
NO	31	1		2	1	2	2	3		1	3	1	2	1	1	4	2	1
	8%	9%~		~ 10%~	8%~	11%~	2%*	17%~		~ 8%~	10%~	7%~	9%~	4%~	6%~	20%~	9%~	7%~
NOT ANSWERED	8						1	1						1		1	1	
VALID CASES	381	11	18	20	12	19	85	18	20	13	30	14	22	27	18	20	23	14
NUMBER OF RESPONDENTS	389	11	18	20	12	19	86	19	20	13	30	14	22	28	18	21	24	14
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q69 = YES AND Q70 = YES]

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

Banner I

	BANT OTI	AGE				RACE							ETHNIC- ITY		HEALTH STATUS		CCC SCREENER	
		<4	4-7	8-12	13 AND OVER	BLK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	OTHR	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	NO CCC	CCC	
Q72 YES	797 16%	46 6%*	185 17%	257 17%	313 22%*	533 21%*	10 18%	7 9%*	2 16%~	14 27%	1 5%~	77 19%	177 10%*	643 21%*	696 15%*	99 45%*	71 2%*	770 61%*
NO	4063 84%	781 94%*	918 83%	1275 83%	1084 78%*	1950 79%*	44 82%	71 91%*	10 84%~	37 73%	30 95%~	321 81%	1540 90%*	2483 79%*	3943 85%*	122 55%*	3528 98%*	499 39%*
NOT ANSWERED	449	81	124	118	125	15	1	2		1	3	2	9	20	49	7	433	8
VALID CASES	4860	827	1104	1532	1398	2483	54	78	12	51	32	398	1717	3126	4639	220	3599	1269
NUMBER OF RESPONDENTS	5309	908	1228	1650	1523	2498	54	80	12	51	35	400	1726	3146	4688	227	4032	1277
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

Banner II

	BANT OT11	DG01	DG02	DG03	DG04	DG05	DG06	DG17	DG07	DG08	DG16	DG09	DG10	DG11	DG12	DG13	DG14	DG15
	OHP TOT CHLD	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q72 YES	797 16%	39 14%	33 13%	37 15%	28 10%*	38 14%	152 31%*	41 14%	44 15%	40 14%	43 13%	38 16%	35 13%	55 20%	56 22%*	41 15%	49 16%	44 16%
NO	4063 84%	243 86%	223 87%	209 85%	246 90%*	231 86%	335 69%*	248 86%	245 85%	237 86%	292 87%	203 84%	233 87%	219 80%	193 78%*	231 85%	265 84%	232 84%
NOT ANSWERED	449	28	24	18	27	25	37	34	28	28	22	20	10	21	21	15	25	28
VALID CASES	4860	282	256	246	274	269	487	289	289	277	335	241	268	274	249	272	314	276
NUMBER OF RESPONDENTS	5309 100%	310 100%	280 100%	264 100%	301 100%	294 100%	524 100%	323 100%	317 100%	305 100%	357 100%	261 100%	278 100%	295 100%	270 100%	287 100%	339 100%	304 100%

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

Banner I

	BANT OT1	AGE				RACE						ETHNIC- ITY		HEALTH STATUS		CCC SCREENER		
	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	WHTA	BLCK OR AFR-	AS- IAN	NATV ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC
Q73 YES	713 91%	35 88%~	164 95%*	243 88%	270 90%	452 93%*100%~	10 71%~	4 82%~	2 100%~	14 100%~	1 91%	72 91%	149 85%*	558 92%*	610 90%	95 94%	722 ~ 98%~	
NO	75 9%	5 12%~	9 5%*	32 12%	30 10%	33 7%*	2 ~ 29%~	1 18%~			7 ~	9% 9%	26 15%*	46 8%*	68 10%	6 6%	52 100%~	15 2%*
NOT ANSWERED	25	6	1	3	15	14					1	2	8	17	23	2	12	12
VALID CASES	788	39	173	276	300	485	10	6	2	14	1	79	176	604	678	101	52	737
NUMBER OF RESPONDENTS	813	45	174	279	315	499	10	6	2	14	2	81	184	621	701	103	64	749
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q72 = YES]

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

Banner II

	BANT	DG01	DG02	DG03	DG04	DG05	DG06	DG17	DG07	DG08	DG16	DG09	DG10	DG11	DG12	DG13	DG14	DG15
OT11																		
OHP																		
TOT																		
CHLD	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO	
Q73																		
YES	713 91%	35 95%~	28 85%~	34 94%~	24 86%~	36 97%~	141 94%	32 80%~	41 93%~	36 92%~	35 83%~	32 89%~	32 100%~	49 94%	50 94%	40 98%~	42 91%~	39 89%~
NO	75 9%	2 5%~	5 15%~	2 6%~	4 14%~	1 3%~	9 6%	8 20%~	3 7%~	3 8%~	7 17%~	4 11%~	~	3 6%	3 6%	1 2%~	4 9%~	5 11%~
NOT ANSWERED	25	2		1		1	2	1		1	1	2	3	3	3		3	
VALID CASES	788	37	33	36	28	37	150	40	44	39	42	36	32	52	53	41	46	44
NUMBER OF RESPONDENTS	813	39	33	37	28	38	152	41	44	40	43	38	35	55	56	41	49	44
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q72 = YES]

NQ74 WHAT IS YOUR CHILD'S AGE?

Banner I

	BANT OT1	AGE				RACE						ETHNIC- ITY		HEALTH STATUS		CCC SCREENER		
		<4	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		
NQ74																		
3 YEARS OLD OR LESS	928 17%	908 100%	~	~	~	458 18%	13 24%	9 12%	5 ~	1 10%	79 20%	276 16%*	569 18%	832 18%	22 10%*	811 20%*	109 9%*	
4 TO 7 YEARS OLD	1252 24%	1228 ~100%	~	~	~	564 23%	11 21%	21 26%	5 39%	11 22%	116 29%*	395 23%	735 23%	1097 23%	43 19%	966 24%	285 22%	
8 TO 12 YEARS OLD	1655 31%	~	1650 ~100%	~	~	731 29%*	15 27%	22 28%	5 39%	15 29%	105 26%*	614 36%*	922 29%*	1463 31%	86 38%*	1238 31%	419 33%	
13 OR OLDER	1473 28%	~	~	1523 ~100%	~	745 30%*	15 28%	28 35%	3 23%	20 40%	99 35%	442 26%*	920 29%*	1296 28%	76 33%	1017 25%*	464 36%*	
VALID CASES	5309	908	1228	1650	1523	2498	54	80	12	51	35	400	1726	3146	4688	227	4032	1277
NUMBER OF RESPONDENTS	5309	908	1228	1650	1523	2498	54	80	12	51	35	400	1726	3146	4688	227	4032	1277
	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]

NQ74 WHAT IS YOUR CHILD'S AGE?

Banner II

	BANT	DG01	DG02	DG03	DG04	DG05	DG06	DG17	DG07	DG08	DG16	DG09	DG10	DG11	DG12	DG13	DG14	DG15
	OT11																	
	OHP																	
	TOT																	
	CHLD	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
NQ74																		
3 YEARS OLD OR LESS	928 17%	56 18%	50 18%	50 19%	60 20%	59 20%	63 12%*	53 16%	56 18%	43 14%	62 17%	56 21%	45 16%	58 20%	50 19%	44 15%	59 17%	44 14%
4 TO 7 YEARS OLD	1252 24%	85 27%	67 24%	67 25%	60 20%	84 29%*	101 19%*	74 23%	81 26%	66 22%	72 20%	53 20%	55 20%	68 23%	64 24%	72 25%	82 24%	77 25%
8 TO 12 YEARS OLD	1655 31%	82 26%	90 32%	71 27%	103 34%	81 28%	190 36%*	105 33%	95 30%	106 35%	103 29%	83 32%	86 31%	97 33%	70 26%	92 32%	99 29%	97 32%
13 OR OLDER	1473 28%	87 28%	73 26%	76 29%	78 26%	70 24%	170 32%*	91 28%	85 27%	90 30%	120 34%*	69 26%	92 33%	72 24%	86 32%	79 28%	99 29%	86 28%
VALID CASES	5309	310	280	264	301	294	524	323	317	305	357	261	278	295	270	287	339	304
NUMBER OF RESPONDENTS	5309 100%	310 100%	280 100%	264 100%	301 100%	294 100%	524 100%	323 100%	317 100%	305 100%	357 100%	261 100%	278 100%	295 100%	270 100%	287 100%	339 100%	304 100%

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

NQ75 IS YOUR CHILD MALE OR FEMALE?

Banner I

	BANT OTI	AGE					RACE						ETHNIC- ITY		HEALTH STATUS		CCC SCREENER	
		<4	4-7	8-12	13 AND OVER	WHITE	BLCK OR AFR-	AS- IAN	NATV ILND	AMER HAW/ IND/ ALSK	OTHR	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD &	FAIR & POOR	NO CCC	CCC
NQ75																		
MALE	2768 52%	463 51%	643 52%	877 53%	785 52%	1305 52%	29 54%	41 52%	10 84%~	29 57%	17 49%~	201 50%	886 51%	1642 52%	2418 52%*	135 59%*	2024 50%*	750 59%*
FEMALE	2541 48%	445 49%	585 48%	773 47%	738 48%	1193 48%	25 46%	39 48%	2 16%~	22 43%	18 51%~	199 50%	840 49%	1504 48%	2270 48%*	92 41%*	2008 50%*	527 41%*
VALID CASES	5309	908	1228	1650	1523	2498	54	80	12	51	35	400	1726	3146	4688	227	4032	1277
NUMBER OF RESPONDENTS	5309 100%	908 100%	1228 100%	1650 100%	1523 100%	2498 100%	54 100%	80 100%	12 100%	51 100%	35 100%	400 100%	1726 100%	3146 100%	4688 100%	227 100%	4032 100%	1277 100%

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

NQ75 IS YOUR CHILD MALE OR FEMALE?

Banner II

	BANT	DG01	DG02	DG03	DG04	DG05	DG06	DG17	DG07	DG08	DG16	DG09	DG10	DG11	DG12	DG13	DG14	DG15
	OT11																	
	OHP																	
	TOT																	
	CHLD	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
NQ75																		
MALE	2768	164	151	148	154	151	278	171	162	150	177	131	136	159	139	143	180	142
	52%	53%	54%	56%	51%	51%	53%	53%	51%	49%	50%	50%	49%	54%	51%	50%	53%	47%
FEMALE	2541	146	129	116	147	143	246	152	155	155	180	130	142	136	131	144	159	162
	48%	47%	46%	44%	49%	49%	47%	47%	49%	51%	50%	50%	51%	46%	49%	50%	47%	53%
VALID CASES	5309	310	280	264	301	294	524	323	317	305	357	261	278	295	270	287	339	304
NUMBER OF RESPONDENTS	5309	310	280	264	301	294	524	323	317	305	357	261	278	295	270	287	339	304
	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]

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

Banner I

BANT OT1	AGE					RACE								ETHNIC- ITY		HEALTH STATUS		CCC SCREENER	
	<4	4-7	8-12	13 AND OVER	WHT	BLK OR AFR-	AS- IAN	NATV ILND	AMER IND/ ALSK	OTH	MUL- TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	NO CCC	CCC		
Q76 HISPANIC OR LATINO	1911 40%	299 37%	429 39%	677 44%*	506 36%*	~	~	~	~	~	~	1726 ~100%~	1777 ~39%*	123 56%*	1569 44%*	333 27%*			
NOT HISPANIC OR LATINO	2915 60%	515 63%	667 61%	852 56%*	881 64%*	2461 100%~	54 100%~	80 100%~	12 100%~	51 100%~	33 100%~	387 100%~	3146 ~100%~	2828 61%*	96 44%*	2013 56%*	918 73%*		
NOT ANSWERED	483	94	132	121	136	37					2	13		83	9	451	25		
VALID CASES	4826	814	1096	1529	1387	2461	54	80	12	51	33	387	1726	3146	4605	218	3581	1252	
NUMBER OF RESPONDENTS	5309 100%	908 100%	1228 100%	1650 100%	1523 100%	2498 100%	54 100%	80 100%	12 100%	51 100%	35 100%	400 100%	1726 100%	3146 100%	4688 100%	227 100%	4032 100%	1277 100%	

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

Banner II

	BANT	DG01	DG02	DG03	DG04	DG05	DG06	DG17	DG07	DG08	DG16	DG09	DG10	DG11	DG12	DG13	DG14	DG15
	OT11																	
	OHP																	
	TOT																	
	CHLD	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q76																		
HISPANIC OR LATINO	1911	68	82	73	141	98	114	140	84	108	211	67	46	78	31	57	194	134
	40%	24%*	32%*	30%*	52%*	37%	24%*	49%*	29%*	39%	63%*	28%*	17%*	28%*	12%*	21%*	62%*	49%*
NOT HISPANIC OR LATINO	2915	217	173	173	130	166	367	146	204	169	123	172	219	196	217	213	119	142
	60%	76%*	68%*	70%*	48%*	63%	76%*	51%*	71%*	61%	37%*	72%*	83%*	72%*	88%*	79%*	38%*	51%*
NOT ANSWERED	483	25	25	18	30	30	43	37	29	28	23	22	13	21	22	17	26	28
VALID CASES	4826	285	255	246	271	264	481	286	288	277	334	239	265	274	248	270	313	276
NUMBER OF RESPONDENTS	5309	310	280	264	301	294	524	323	317	305	357	261	278	295	270	287	339	304
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

Banner I

	BANT	AGE					RACE						ETHNIC-	HEALTH		CCC			
	OTI	<4	4-7	8-12	OVER	WHITE	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- PAN-	VERY GOOD &	FAIR & POOR	NO CCC	CCC	
Q77.1	OHP				13 AND														
YES	TOT CHLD	3426 65%	627 69%*	786 64%	1027 62%*	987 65%	2498 100%~	~	~	~	~	~	378 94%*	795 46%*	2700 86%*	3317 71%*	106 47%*	2401 60%*	1042 82%*
NO		1883 35%	281 31%*	442 36%	623 38%*	536 35%	~100%~	54 ~100%~	80 ~100%~	12 ~100%~	51 ~100%~	35 ~100%~	22 6%*	931 54%*	446 14%*	1371 29%*	121 53%*	1631 40%*	235 18%*
VALID CASES		5309	908	1228	1650	1523	2498	54	80	12	51	35	400	1726	3146	4688	227	4032	1277
NUMBER OF RESPONDENTS		5309 100%	908 100%	1228 100%	1650 100%	1523 100%	2498 100%	54 100%	80 100%	12 100%	51 100%	35 100%	400 100%	1726 100%	3146 100%	4688 100%	227 100%	4032 100%	1277 100%

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

Banner II

	BANT	DG01	DG02	DG03	DG04	DG05	DG06	DG17	DG07	DG08	DG16	DG09	DG10	DG11	DG12	DG13	DG14	DG15
	OT11																	
	OHP																	
	TOT																	
	CHLD	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q77.1																		
YES	3426	241	203	197	196	180	370	153	217	224	276	212	233	222	234	242	197	190
	65%	78%*	72%*	75%*	65%	61%	71%*	47%*	68%	73%*	77%*	81%*	84%*	75%*	87%*	84%*	58%*	62%
NO	1883	69	77	67	105	114	154	170	100	81	81	49	45	73	36	45	142	114
	35%	22%*	28%*	25%*	35%	39%	29%*	53%*	32%	27%*	23%*	19%*	16%*	25%*	13%*	16%*	42%*	38%
VALID CASES	5309	310	280	264	301	294	524	323	317	305	357	261	278	295	270	287	339	304
NUMBER OF RESPONDENTS	5309	310	280	264	301	294	524	323	317	305	357	261	278	295	270	287	339	304
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

Banner I

	BANT	AGE					RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER	
	OT1	<4	4-7	8-12	13 AND OVER	WHITE	BLK OR AFR-AMER	AS-IAN	NATV ILND	AMER IND/ALSK	MUL-OTHR	TI	HIS-IC	NOT HIS-PAN-IC	EX & VERY GOOD	FAIR & POOR	NO CCC	CCC
Q77.2 YES	291 5%	61 7%	76 6%	85 5%	68 4%*	54 ~100%	~	~	~	~	136 ~34%*	51 3%*	251 8%*	279 6%*	9 4%	189 5%*	104 8%*	
Q77.2 NO	5018 95%	847 93%	1152 94%	1565 95%	1455 96%*	2498 100%~	80 ~100%	12 ~100%	51 ~100%	35 ~100%	264 66%*	1675 97%*	2895 92%*	4409 94%*	218 96%	3843 95%*	1173 92%*	
VALID CASES	5309	908	1228	1650	1523	2498	54	80	12	51	35	400	1726	3146	4688	227	4032	1277
NUMBER OF RESPONDENTS	5309 100%	908 100%	1228 100%	1650 100%	1523 100%	2498 100%	54 100%	80 100%	12 100%	51 100%	35 100%	400 100%	1726 100%	3146 100%	4688 100%	227 100%	4032 100%	1277 100%

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

Banner II

	BANT	DG01	DG02	DG03	DG04	DG05	DG06	DG17	DG07	DG08	DG16	DG09	DG10	DG11	DG12	DG13	DG14	DG15
Q77.2																		
YES	291 5%	9 3%*	7 3%*	11 4%	7 2%*	24 8%	30 6%	33 10%*	10 3%*	9 3%*	4 1%*	5 2%*	6 2%*	15 5%	9 3%	9 3%*	10 3%*	6 2%*
NO	5018 95%	301 97%*	273 97%*	253 96%	294 98%*	270 92%	494 94%	290 90%*	307 97%*	296 97%*	353 99%*	256 98%*	272 98%*	280 95%	261 97%	278 97%*	329 97%*	298 98%*
VALID CASES	5309	310	280	264	301	294	524	323	317	305	357	261	278	295	270	287	339	304
NUMBER OF RESPONDENTS	5309 100%	310 100%	280 100%	264 100%	301 100%	294 100%	524 100%	323 100%	317 100%	305 100%	357 100%	261 100%	278 100%	295 100%	270 100%	287 100%	339 100%	304 100%

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

Banner I

	BANT	AGE					RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER		
	OTI	<4	4-7	8-12	13 AND OVER	WHITE	BLCK OR AFR- AMER	AS- IAN	NATV ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD	FAIR	NO CCC	CCC
Q77.3	OHP																		
YES	TOT	251	43	71	67	69	80				85	25	236	233	19	204	46		
	CHLD	5%	5%	6%	4%	5%	~	~100%	~	~	~ 21%*	1%*	8%*	5%*	9%*	5%*	4%*		
NO	TOT	5058	865	1157	1583	1454	2498	54	12	51	35	315	1701	2910	4455	208	3828	1231	
	CHLD	95%	95%	94%	96%	95%	100%~100%~	~	~100%	~100%	~100%	~ 79%*	99%*	92%*	95%*	91%*	95%*	96%*	
VALID CASES		5309	908	1228	1650	1523	2498	54	80	12	51	35	400	1726	3146	4688	227	4032	1277
NUMBER OF RESPONDENTS		5309	908	1228	1650	1523	2498	54	80	12	51	35	400	1726	3146	4688	227	4032	1277
		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

Banner II

	BANT	DG01	DG02	DG03	DG04	DG05	DG06	DG17	DG07	DG08	DG16	DG09	DG10	DG11	DG12	DG13	DG14	DG15
	OHP																	
	TOT																	
	CHLD	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q77.3																		
YES	251 5%	5 2%*	5 2%*	8 3%	5 2%*	21 7%	18 3%	25 8%*	12 4%	8 3%*	8 2%*	5 2%*	9 3%	17 6%	8 3%	8 3%	14 4%	8 3%*
NO	5058 95%	305 98%*	275 98%*	256 97%	296 98%*	273 93%	506 97%	298 92%*	305 96%	297 97%*	349 98%*	256 98%*	269 97%	278 94%	262 97%	279 97%	325 96%	296 97%*
VALID CASES	5309	310	280	264	301	294	524	323	317	305	357	261	278	295	270	287	339	304
NUMBER OF RESPONDENTS	5309 100%	310 100%	280 100%	264 100%	301 100%	294 100%	524 100%	323 100%	317 100%	305 100%	357 100%	261 100%	278 100%	295 100%	270 100%	287 100%	339 100%	304 100%

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

Banner I

	BANT	AGE					RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER	
	OTI	<4	4-7	8-12	13 AND OVER	WHITE	BLK OR AFR- AMER	AS- IAN	NATV ILND	AMER ALSK	IND/ OTHR	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD	FAIR & POOR	NO CCC	CCC
Q77.4																		
YES	87 2%	12 1%	21 2%	27 2%	27 2%	~	~	~100%	12	~	~12%*	20 1%*	70 2%*	86 2%*0.6%	1	67 2%	20 2%	
NO	5222 98%	896 99%	1207 98%	1623 98%	1496 98%	2498 100%	54 ~100%	80 ~100%	12	51 ~100%	35 ~100%	351 88%*	1706 99%*	3076 98%*	4602 98%*	226 99%	3965 98%	1257 98%
VALID CASES	5309	908	1228	1650	1523	2498	54	80	12	51	35	400	1726	3146	4688	227	4032	1277
NUMBER OF RESPONDENTS	5309 100%	908 100%	1228 100%	1650 100%	1523 100%	2498 100%	54 100%	80 100%	12 100%	51 100%	35 100%	400 100%	1726 100%	3146 100%	4688 100%	227 100%	4032 100%	1277 100%

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

Banner II

	BANT	DG01	DG02	DG03	DG04	DG05	DG06	DG17	DG07	DG08	DG16	DG09	DG10	DG11	DG12	DG13	DG14	DG15
	OT11																	
	OHP																	
	TOT																	
	CHLD	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q77.4																		
YES	87	3	3	7	1	12	10	3	6	4	4	4	5	7	3	4	3	4
	2%	1%	1%	3%	0.3%*	4%*	2%	0.9%	2%	1%	1%	2%	2%	2%	1%	1%	0.9%	1%
NO	5222	307	277	257	300	282	514	320	311	301	353	257	273	288	267	283	336	300
	98%	99%	99%	97%	100%*	96%*	98%	99%	98%	99%	99%	98%	98%	98%	99%	99%	99%	99%
VALID CASES	5309	310	280	264	301	294	524	323	317	305	357	261	278	295	270	287	339	304
NUMBER OF RESPONDENTS	5309	310	280	264	301	294	524	323	317	305	357	261	278	295	270	287	339	304
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

Banner I

	BANT OTI	AGE				RACE						ETHNIC- ITY		HEALTH STATUS		CCC SCREENER		
	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	WHITE	BLCK OR AFR-	AS- IAN	NATV ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC	
Q77.5 YES	282 5%	39 4%	69 6%	93 6%	81 5%	~	~	~	~100%	~	~42%*	69 4%*	221 7%*	269 6%*	14 6%	175 4%*	111 9%*	
NO	5027 95%	869 96%	1159 94%	1557 94%	1442 95%	2498 100%	54 100%	80 100%	12 100%	35 ~100%	231 58%*	1657 96%*	2925 93%*	4419 94%*	213 94%	3857 96%*	1166 91%*	
VALID CASES	5309	908	1228	1650	1523	2498	54	80	12	51	35	400	1726	3146	4688	227	4032	1277
NUMBER OF RESPONDENTS	5309 100%	908 100%	1228 100%	1650 100%	1523 100%	2498 100%	54 100%	80 100%	12 100%	51 100%	35 100%	400 100%	1726 100%	3146 100%	4688 100%	227 100%	4032 100%	1277 100%

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

Banner II

	BANT	DG01	DG02	DG03	DG04	DG05	DG06	DG17	DG07	DG08	DG16	DG09	DG10	DG11	DG12	DG13	DG14	DG15
	OT11																	
	OHP																	
	TOT																	
	CHLD	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q77.5																		
YES	282 5%	13 4%	25 9%*	12 5%	14 5%	12 4%	91 17%*	7 2%*	24 8%	19 6%	7 2%*	12 5%	18 6%	17 6%	22 8%	19 7%	11 3%*	12 4%
NO	5027 95%	297 96%	255 91%*	252 95%	287 95%	282 96%	433 83%*	316 98%*	293 92%	286 94%	350 98%*	249 95%	260 94%	278 94%	248 92%	268 93%	328 97%*	292 96%
VALID CASES	5309	310	280	264	301	294	524	323	317	305	357	261	278	295	270	287	339	304
NUMBER OF RESPONDENTS	5309 100%	310 100%	280 100%	264 100%	301 100%	294 100%	524 100%	323 100%	317 100%	305 100%	357 100%	261 100%	278 100%	295 100%	270 100%	287 100%	339 100%	304 100%

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

Banner I

	BANT	AGE					RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER	
	OTI	<4	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- IC	EX & VERY GOOD &	FAIR & POOR	NO CCC	CCC
Q77.6 YES	404 8%	51 6%*	105 9%	125 8%	123 8%	~	~	~	~	~100%	58 15%*	277 16%*	93 3%*	387 8%*	17 8%	329 8%*	73 6%*	
NO	4905 92%	857 94%*	1123 91%	1525 92%	1400 92%	2498 100%	54 100%	80 100%	12 100%	51 100%	35 100%	400 100%	1449 84%*	3053 97%*	4301 92%*	210 92%	3703 92%*	1204 94%*
VALID CASES	5309	908	1228	1650	1523	2498	54	80	12	51	35	400	1726	3146	4688	227	4032	1277
NUMBER OF RESPONDENTS	5309 100%	908 100%	1228 100%	1650 100%	1523 100%	2498 100%	54 100%	80 100%	12 100%	51 100%	35 100%	400 100%	1726 100%	3146 100%	4688 100%	227 100%	4032 100%	1277 100%

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

Banner II

	BANT	DG01	DG02	DG03	DG04	DG05	DG06	DG17	DG07	DG08	DG16	DG09	DG10	DG11	DG12	DG13	DG14	DG15
	OT11																	
	OHP																	
	TOT																	
	CHLD	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q77.6																		
YES	404	18	27	17	19	28	26	28	26	22	22	14	21	13	16	20	36	21
	8%	6%	10%	6%	6%	10%	5%*	9%	8%	7%	6%	5%	8%	4%*	6%	7%	11%*	7%
NO	4905	292	253	247	282	266	498	295	291	283	335	247	257	282	254	267	303	283
	92%	94%	90%	94%	94%	90%	95%*	91%	92%	93%	94%	95%	92%	96%*	94%	93%	89%*	93%
VALID CASES	5309	310	280	264	301	294	524	323	317	305	357	261	278	295	270	287	339	304
NUMBER OF RESPONDENTS	5309	310	280	264	301	294	524	323	317	305	357	261	278	295	270	287	339	304
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Q78 WHAT IS YOUR AGE?

Banner I

	BANT OTI	AGE				RACE						ETHNIC- ITY		HEALTH STATUS		CCC SCREENER		
		<4	4-7	8-12	13 AND OVER	WHT	BLCK OR AFR-	AS- IAN	NATV ILND	AMER HAW/ IND/ PAC ALSK	MUL- TI	OTH	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	GOOD & POOR	NO CCC	CCC
Q78 UNDER 18	129 3%	13 2%*	24 2%	33 2%	61 4%*	80 3%*	2 3%~	2 3%	1 ~	2 2%	5 6%~	1%*	39 2%	93 3%	126 3%	3 1%	94 3%	36 3%
18 TO 24	159 3%	100 12%*	44 4%	7 0.4%*	6 0.4%*	84 3%	2 4%~	5 7%	1 ~	14 ~	4%	51 3%	111 4%	159 3%*	1 0.5%*	144 4%*	13 1%*	
25 TO 34	1588 33%	474 58%*	533 48%*	462 30%*	98 7%*	818 33%	14 28%~	12 15%*	2 14%~	13 26%	6 17%~	139 35%	584 34%	985 32%*	1529 33%*	55 26%*	1249 35%*	335 27%*
35 TO 44	1855 38%	198 24%*	395 36%*	662 44%*	605 44%*	878 35%*	13 27%~	31 38%	8 64%~	15 30%	19 55%~	138 35%	735 43%*	1096 35%*	1754 38%	103 48%*	1381 39%	475 38%
45 TO 54	750 16%	23 3%*	70 6%*	254 17%	413 30%*	372 15%	10 20%~	26 32%*	3 23%~	12 23%	4 12%~	73 18%	236 14%*	523 17%*	708 15%	35 16%	540 15%	213 17%
55 TO 64	242 5%	5 0.6%*	27 2%*	71 5%	143 10%*	168 7%*	6 12%~	3 4%	6 ~	4 12%	19 11%~	5%	41 2%*	208 7%*	225 5%	15 7%	121 3%*	125 10%*
65 TO 74	101 2%	4 0.5%*	15 1%*	29 2%	54 4%*	82 3%*	2 5%~	1 0.3%*	2 ~	7 4%	7 ~	2%	14 0.8%*	93 3%*	101 2%*	1 0.5%*	47 1%*	57 5%*
75 OR OLDER	11 0.2%	1 ~0.0%*	3 0.2%	7 0.5%*	9 0.4%*	9 ~	~	~	~	~	~	~	2 0.6%*	1 0.0%*	11 0.3%*	11 0.2%*	6 ~0.2%	5 0.4%
NOT ANSWERED	475	90	122	128	134	7	4					4	25	28	74	14	449	18
VALID CASES	4834	818	1106	1522	1389	2491	50	80	12	51	35	396	1701	3118	4614	213	3583	1259
NUMBER OF RESPONDENTS	5309	908	1228	1650	1523	2498	54	80	12	51	35	400	1726	3146	4688	227	4032	1277
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Q78 WHAT IS YOUR AGE?

Banner II

	BANT	DG01	DG02	DG03	DG04	DG05	DG06	DG17	DG07	DG08	DG16	DG09	DG10	DG11	DG12	DG13	DG14	DG15
	OT11																	
	OHP																	
	TOT																	
	CHLD	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q78																		
UNDER 18	129 3%	8 3%	6 2%	10 4%	9 3%	7 3%	15 3%	4 1%*	6 2%	5 2%	13 4%	8 3%	10 4%	11 4%	7 3%	6 2%	10 3%	6 2%
18 TO 24	159 3%	9 3%	11 4%	11 4%	7 3%	9 3%	7 1%*	10 3%	6 2%	7 3%	8 2%	12 5%	10 4%	8 3%	13 5%	11 4%	12 4%	10 4%
25 TO 34	1588 33%	94 33%	83 32%	72 29%	99 36%	84 32%	129 27%*	96 33%	125 44%*	87 31%	97 29%	82 34%	68 25%*	85 31%	77 31%	93 34%	106 34%	87 32%
35 TO 44	1855 38%	107 38%	77 30%*	91 37%	88 32%*	115 43%	164 34%*	111 39%	98 34%	103 37%	137 41%	88 37%	97 36%	118 43%	81 32%*	99 37%	125 40%	122 44%
45 TO 54	750 16%	38 13%	44 17%	43 17%	46 17%	31 12%*	112 23%*	50 17%	33 12%*	61 22%*	58 17%	38 16%	52 19%	32 12%*	44 18%	39 14%	39 13%	37 13%
55 TO 64	242 5%	21 7%	20 8%	10 4%	18 7%	14 5%	44 9%*	12 4%	10 3%	11 4%	14 4%	9 4%	16 6%	12 4%	15 6%	20 7%	10 3%	10 4%
65 TO 74	101 2%	5 2%	14 5%*	8 3%	6 2%	6 2%	10 2%	4 1%	8 3%	5 2%	5 1%	3 1%	12 4%	6 2%	9 4%	3 1%	8 3%	4 1%
75 OR OLDER	11 0.2%		2 ~0.8%	1 0.4%	~		2 ~0.4%	1 0.3%	~		2 ~0.6%		3 ~	1 0.4%	4 2%	~	~	~
NOT ANSWERED	475	28	23	18	28	28	41	35	31	26	23	21	10	22	20	16	29	28
VALID CASES	4834	282	257	246	273	266	483	288	286	279	334	240	268	273	250	271	310	276
NUMBER OF RESPONDENTS	5309	310	280	264	301	294	524	323	317	305	357	261	278	295	270	287	339	304
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Q79 ARE YOU MALE OR FEMALE?

Banner I

BANT OTI	AGE					RACE							ETHNIC- ITY		HEALTH STATUS		CCC SCREENER	
	<4	4-7	8-12	13 AND OVER	WHITE	BLCK OR AFR-	AS- IAN	NATV ILND	AMER HAW/ IND/ ALSK	OTHR	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD POOR	NO CCC	CCC	
Q79 MALE	702 14%	69 8%*	148 13%	229 15%	259 19%*	339 14%	9 18%	18 23%	1 3%~	7 14%	12 34%~	73 18%*	229 13%	476 15%	674 15%	30 14%	528 15%	175 14%
FEMALE	4144 86%	756 92%*	960 87%	1289 85%	1136 81%*	2148 86%	43 82%	62 77%	12 97%~	44 86%	23 66%~	325 82%*	1477 87%	2643 85%	3954 85%	185 86%	3066 85%	1085 86%
NOT ANSWERED	463	83	120	131	128	11	2				1	2	20	27	60	12	438	17
VALID CASES	4846	825	1108	1519	1395	2487	52	80	12	51	35	398	1706	3119	4628	215	3594	1260
NUMBER OF RESPONDENTS	5309 100%	908 100%	1228 100%	1650 100%	1523 100%	2498 100%	54 100%	80 100%	12 100%	51 100%	35 100%	400 100%	1726 100%	3146 100%	4688 100%	227 100%	4032 100%	1277 100%

Q79 ARE YOU MALE OR FEMALE?

Banner II

	BANT	DG01	DG02	DG03	DG04	DG05	DG06	DG17	DG07	DG08	DG16	DG09	DG10	DG11	DG12	DG13	DG14	DG15
OT11																		
OHP																		
TOT																		
CHLD	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO	
Q79																		
MALE	702	43	34	41	33	43	73	44	37	40	45	32	43	38	35	45	43	33
	14%	15%	13%	17%	12%	16%	15%	15%	13%	14%	13%	13%	16%	14%	14%	17%	14%	12%
FEMALE	4144	241	221	207	240	223	412	246	251	240	294	208	225	234	215	225	267	242
	86%	85%	87%	83%	88%	84%	85%	85%	87%	86%	87%	87%	84%	86%	83%	86%	88%	88%
NOT ANSWERED	463	26	25	16	28	28	39	33	29	25	18	21	10	23	20	17	29	29
VALID CASES	4846	284	255	248	273	266	485	290	288	280	339	240	268	272	250	270	310	275
NUMBER OF RESPONDENTS	5309	310	280	264	301	294	524	323	317	305	357	261	278	295	270	287	339	304
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

Banner I

	BANT	AGE				RACE							ETHNICITY		HEALTH STATUS		CCC SCREENER	
	OT1	<4	4-7	8-12	13 AND OVER	WHT	BLK OR AFR-AMER	AS-IAN	NATV ILND	AMER ALSK	OTH	MUL-TI	HIS-IC	NOT HIS-PAN-IC	EX & VERY GOOD	FAIR & POOR	NO CCC	CCC
Q80																		
8TH GRADE OR LESS	544 11%	64 8%*	100 9%*	196 13%*	185 13%*	31 1%*	2 5%~	13 16%	1 ~0.5%*	3 9%~	12 3%*	426 26%*	65 2%*	483 11%*	60 29%*	465 13%*	75 6%*	
SOME HIGH SCHOOL BUT DID NOT GRADUATE	525 11%	104 13%	94 9%*	141 9%*	188 14%*	164 7%*	1 2%~	10 12%	6 ~12%	4 11%~	14 4%*	292 18%*	208 7%*	500 11%	26 13%	413 12%*	112 9%*	
HIGH SCHOOL GRADUATE OR GED	1396 29%	240 30%	357 33%*	461 31%	335 24%*	657 27%*	20 40%~	23 30%	5 41%~	17 33%	10 28%~	87 22%*	552 33%*	819 27%*	1332 29%	57 28%	1068 30%*	328 26%*
SOME COLLEGE OR 2-YEAR DEGREE	1632 34%	283 35%	381 35%	494 33%	475 34%	1115 45%*	18 36%~	16 21%*	5 38%~	24 48%	9 25%~	206 52%*	303 18%*	1382 45%*	1589 35%*	44 22%*	1126 32%*	516 41%*
4-YEAR COLLEGE GRADUATE	437 9%	82 10%	109 10%	134 9%	111 8%	334 14%*	4 8%~	9 11%	2 13%~	3 6%	6 16%~	51 13%*	53 3%*	398 13%*	426 9%*	10 5%*	324 9%	113 9%
MORE THAN 4-YEAR COLLEGE DEGREE	249 5%	36 4%	49 4%	78 5%	86 6%	161 7%*	4 8%~	8 10%	1 8%~	1 0.9%*	4 11%~	27 7%	41 2%*	218 7%*	242 5%	8 4%	151 4%*	101 8%*
NOT ANSWERED	525	98	137	146	143	35	4	2			3	59	56	117	21	485	33	
VALID CASES	4784	810	1091	1504	1380	2463	50	78	12	51	35	397	1667	3090	4571	206	3547	1244
NUMBER OF RESPONDENTS	5309	908	1228	1650	1523	2498	54	80	12	51	35	400	1726	3146	4688	227	4032	1277
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

Banner II

	BANT	DG01	DG02	DG03	DG04	DG05	DG06	DG17	DG07	DG08	DG16	DG09	DG10	DG11	DG12	DG13	DG14	DG15
	OT11																	
	OHP																	
	TOT																	
	CHLD	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q80																		
8TH GRADE OR LESS	544 11%	21 7%*	15 6%*	25 10%	38 14%	18 7%*	21 4%*	55 19%*	19 7%*	31 11%	87 26%*	11 5%*	9 3%*	19 7%*	5 2%*	15 6%*	50 16%*	40 15%
SOME HIGH SCHOOL BUT DID NOT GRADUATE	525 11%	25 9%	28 11%	29 12%	38 14%	21 8%*	20 4%*	44 15%*	29 10%	33 12%	41 12%	19 8%	21 8%	22 8%	14 6%*	22 8%	45 15%*	29 11%
HIGH SCHOOL GRADUATE OR GED	1396 29%	76 27%	93 36%*	78 32%	78 29%	74 28%	116 24%*	76 27%	93 32%	83 31%	95 29%	62 26%	80 30%	72 27%	85 34%	89 33%	111 37%*	91 33%
SOME COLLEGE OR 2-YEAR DEGREE	1632 34%	126 44%*	100 39%	75 31%	90 33%	87 33%	201 42%*	79 28%*	104 36%	84 31%	78 23%*	92 39%	123 46%*	121 45%*	126 51%*	116 43%*	76 25%*	74 27%*
4-YEAR COLLEGE GRADUATE	437 9%	27 10%	16 6%	23 10%	18 7%	41 16%*	65 14%*	18 6%*	28 10%	25 9%	25 8%	29 12%	23 9%	24 9%	14 6%*	14 5%*	18 6%*	29 11%
MORE THAN 4-YEAR COLLEGE DEGREE	249 5%	9 3%	5 2%*	11 5%	9 3%	23 9%*	58 12%*	12 4%	14 5%	16 6%	6 2%*	25 11%*	10 4%	11 4%	4 2%*	12 4%	4 1%*	9 3%
NOT ANSWERED	525	26	23	23	30	30	43	39	30	33	25	23	12	26	22	19	35	32
VALID CASES	4784	284	257	241	271	264	481	284	287	272	332	238	266	269	248	268	304	272
NUMBER OF RESPONDENTS	5309	310	280	264	301	294	524	323	317	305	357	261	278	295	270	287	339	304
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Q81 HOW ARE YOU RELATED TO THE CHILD?

Banner I

	BANT OT1	AGE				RACE							ETHNIC- ITY		HEALTH STATUS		CCC SCREENER		
		<4	4-7	8-12	13 AND OVER	WHT	BLK OR AFR-	AS- IAN	NATV ILND	AMER HAW/ IND/ PAC ALSK	OTHR	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & GOOD POOR	NO CCC	CCC		
Q81 MOTHER OR FATHER	4498 94%	796 98%*	1037 95%	1404 93%	1259 92%*	2247 93%*	42 77%*	73 93%	12 97%~	42 83%*	32 91%~	359 92%	1645 97%*	2805 92%*	4293 94%	198 93%	3439 96%*	1056 87%*	
GRANDPARENT	141 3%	7 0.8%*	24 2%*	62 4%*	50 4%	102 4%*	2 3%	1 1%	8 ~ 16%*		11 ~ 3%	27 2%*	119 4%*	133 3%	6 3%	71 2%*	73 6%*		
AUNT OR UNCLE	29 0.6%	1 0.0%*	1 0.1%*	10 0.7%*	18 1%*	9 0.4%*	1 0.3%	1 0.4%	~	~	3 9%~	3 0.7%	10 0.6%	20 0.6%	24 0.5%	4 2%	15 0.4%*	15 1%*	
OLDER BROTHER OR SISTER	17 0.4%	2 0.2%	8 0.7%	1 0.0%	7 0.5%	3 0.1%*	3 6%	3 4%	1 3%~	~	~	~	3 ~0.2%*	15 0.5%*	16 0.4%	1 0.4%	13 0.4%	4 0.3%	
OTHER RELATIVE	4 0.1%	~	2 ~0.2%	1 0.0%	2 0.1%	2 0.1%	~	~	~	~	~	~	2 ~0.4%	1 0.1%	3 0.1%	4 0.1%*	~	2 ~0.1%	2 0.1%
LEGAL GUARDIAN	64 1%	4 0.5%*	10 1%	22 1%	28 2%*	42 2%*	5 10%*	~	1 ~0.9%	~	12 ~ 3%*	4 0.2%*	65 2%*	61 1%	3 1%	19 0.5%*	47 4%*		
SOMEONE ELSE	29 0.6%	5 0.6%	10 0.9%	4 0.3%*	11 0.8%	19 0.8%	2 4%	1 1%	~	~	2 ~0.6%	4 0.3%*	27 0.9%*	30 0.6%*	~	13 ~0.4%*	18 1%*		
NOT ANSWERED	527	94	136	148	149	75		1			11	33	93	126	15	460	62		
VALID CASES	4782	814	1092	1502	1374	2423	54	79	12	51	35	389	1693	3053	4562	212	3572	1215	
NUMBER OF RESPONDENTS	5309	908	1228	1650	1523	2498	54	80	12	51	35	400	1726	3146	4688	227	4032	1277	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	

Q81 HOW ARE YOU RELATED TO THE CHILD?

Banner II

	BANT	DG01	DG02	DG03	DG04	DG05	DG06	DG17	DG07	DG08	DG16	DG09	DG10	DG11	DG12	DG13	DG14	DG15
	OT11																	
	OHP																	
	TOT																	
	CHLD	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q81																		
MOTHER OR FATHER	4498	269	219	224	255	252	436	275	269	249	312	220	235	248	216	239	293	255
	94%	95%	88%*	92%	94%	95%	92%*	96%	95%	92%	94%	92%	91%	93%	90%*	90%*	95%	94%
GRANDPARENT	141	8	18	10	8	4	22	3	9	7	10	11	15	13	19	13	7	9
	3%	3%	7%*	4%	3%	2%*	5%	1%*	3%	3%	3%	5%	6%	5%	8%*	5%	2%	3%
AUNT OR UNCLE	29	2	2	1	2	2	3	2	2	3	1	1	2		1	5	1	3
	0.6%	0.7%	0.8%	0.4%	0.7%	0.8%	0.6%	0.7%	0.7%	1%	0.3%	0.4%	0.8%		~0.4%	2%	0.3%	1%
OLDER BROTHER OR SISTER	17	1		1		1		2	1	2	2						2	
	0.4%	0.4%		~0.4%		~0.4%		~0.7%	0.4%	0.7%	0.6%						~0.7%	
OTHER RELATIVE	4		1		1					1			1	1				1
	0.1%		~0.4%		~0.4%					~0.4%			~0.4%	0.4%				~0.4%
LEGAL GUARDIAN	64	1	7	5	1	2	10	4	3	6	5	5	3	3	4	8	4	2
	1%	0.4%*	3%	2%	0.4%*	0.8%	2%	1%	1%	2%	2%	2%	1%	1%	2%	3%	1%	0.7%
SOMEONE ELSE	29	2	2	2	3	4	5	1		3	1	1	3	1	1	2		2
	0.6%	0.7%	0.8%	0.8%	1%	2%	1%	0.3%		~1%	0.3%	0.4%	1%	0.4%	0.4%	0.7%		~0.7%
NOT ANSWERED	527	27	31	21	31	29	48	36	33	34	26	23	19	29	29	20	32	32
VALID CASES	4782	283	249	243	270	265	476	287	284	271	331	238	259	266	241	267	307	272
NUMBER OF RESPONDENTS	5309	310	280	264	301	294	524	323	317	305	357	261	278	295	270	287	339	304
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Q82 DID SOMEONE HELP YOU COMPLETE THIS SURVEY?

Banner I

	BANT	AGE				RACE							ETHNICITY		HEALTH STATUS		CCC SCREENER	
	OT1	<4	4-7	8-12	13 AND OVER	WHTE	BLCK OR AFR-	AS- IAN	NATV ILND	AMER ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD	FAIR & POOR	NO CCC	CCC
Q82 YES	135 5%	14 3%*	30 4%	37 4%	55 6%*	26 2%*	2 5%~	16 25%*	~	~	21%~	0.3%*	60 7%*	69 3%*	128 4%	6 6%	100 5%	35 4%
NO	2851 95%	449 97%*	661 96%	861 96%	880 94%*	1654 98%*	36 95%~	47 75%*	8 100%~	41 100%~	26 79%~	179 100%*	849 93%*	1966 97%*	2723 96%	92 94%	2081 95%	770 96%
NOT ANSWERED	67	13	18	22	15	28	1	3		1		1	21	38	49	4	52	16
VALID CASES	2987	463	691	898	934	1680	38	64	8	41	33	180	908	2035	2851	99	2181	805
NUMBER OF RESPONDENTS	3054 100%	476 100%	709 100%	920 100%	949 100%	1708 100%	39 100%	67 100%	8 100%	41 100%	33 100%	181 100%	929 100%	2073 100%	2900 100%	103 100%	2233 100%	821 100%

[ASKED IF SURVEY COMPLETED BY MAIL]

Q82 DID SOMEONE HELP YOU COMPLETE THIS SURVEY?

Banner II

	BANT	DG01	DG02	DG03	DG04	DG05	DG06	DG17	DG07	DG08	DG16	DG09	DG10	DG11	DG12	DG13	DG14	DG15
OT11																		
OHP																		
TOT																		
CHLD	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO	
Q82																		
YES	135 5%	3 2%*	2 1%*	5 4%	7 4%	2 1%*	6 2%*	15 10%*	2 1%*	1 0.6%*	14 7%	4 3%	1 0.6%*	5 3%	2 1%*	5 3%	15 8%*	12 7%
NO	2851 95%	173 98%*	160 99%*	133 96%	161 96%	158 99%*	317 98%*	139 90%*	166 99%*	165 99%*	184 93%	152 97%	175 99%*	160 97%	161 99%*	174 97%	163 92%*	153 93%
NOT ANSWERED	67	1	1	4	2	3	5	5	3	5	8	4	4	4	1	2	6	1
VALID CASES	2987	176	162	138	168	160	323	154	168	166	198	156	176	165	163	179	178	165
NUMBER OF RESPONDENTS	3054	177	163	142	170	163	328	159	171	171	206	160	180	169	164	181	184	166
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF SURVEY COMPLETED BY MAIL]

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

Banner I

	BANT OTI	AGE					RACE					ETHNIC- ITY		HEALTH STATUS		CCC SCREENER		
	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	WHITE	BLCK OR AFR-	AS- IAN	NATV ILND	AMER HAW/ IND/ ALS	OTH	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & FAIR & POOR	NO CCC	CCC
Q83.1 YES	53 53%	5 56%~	9 46%~	16 61%~	23 50%~	11 51%~	1 44%~	4 39%~		1 ~	1 ~	35 50%~	17 100%~	49 56%~	3 47%~	38 53%~	16 44%~	51%~ 58%~
NO	48 47%	4 44%~	11 54%~	10 39%~	23 50%~	10 49%~	1 56%~	5 61%~		1 ~		27 50%~	20 ~	43 44%~	4 53%~	36 47%~	11 56%~	49%~ 42%~
VALID CASES	101	9	20	26	46	21	2	9		2	1	62	37	92	7	74	27	
NUMBER OF RESPONDENTS	101 100%	9 100%	20 100%	26 100%	46 100%	21 100%	2 100%	9 100%		2 100%	1 100%	62 100%	37 100%	92 100%	7 100%	74 100%	27 100%	

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

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

Banner II

	BANT	DG01	DG02	DG03	DG04	DG05	DG06	DG17	DG07	DG08	DG16	DG09	DG10	DG11	DG12	DG13	DG14	DG15
OT11																		
OHP																		
TOT																		
CHLD	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO	
Q83.1																		
YES	53	2	1	3	4		2	7	1	1	6	3	1	5	1	2	9	5
	53%	67%~	50%~	60%~	57%~		~ 33%~	47%~	50%~	100%~	43%~	75%~	100%~	100%~	50%~	40%~	60%~	42%~
NO	48	1	1	2	3	2	4	8	1		8	1			1	3	6	7
	47%	33%~	50%~	40%~	43%~	100%~	67%~	53%~	50%~		~ 57%~	25%~		~	~ 50%~	60%~	40%~	58%~
VALID CASES	101	3	2	5	7	2	6	15	2	1	14	4	1	5	2	5	15	12
NUMBER OF RESPONDENTS	101	3	2	5	7	2	6	15	2	1	14	4	1	5	2	5	15	12
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

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

Banner I

	BANT OTI	AGE				RACE						ETHNIC- ITY		HEALTH STATUS		CCC SCREENER	
	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	WHITE	BLCK OR AFR-	AS- IAN	NATV ILND	AMER IND/ ALS	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & FAIR & POOR	NO CCC	CCC
Q83.2 YES	33 32%	2 27%~	3 14%~	10 39%~	18 40%~	5 24%~	1 44%~	3 33%~	~	~	~	25 40%~	10 26%~	30 32%~	2 33%~	24 32%~	9 32%~
NO	68 68%	7 73%~	17 86%~	16 61%~	28 60%~	16 76%~	1 56%~	6 67%~	~	~100%~	1 100%~	37 60%~	27 74%~	62 68%~	5 67%~	50 68%~	18 68%~
VALID CASES	101	9	20	26	46	21	2	9		2	1	62	37	92	7	74	27
NUMBER OF RESPONDENTS	101	9	20	26	46	21	2	9		2	1	62	37	92	7	74	27
	100%	100%	100%	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%

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

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

Banner II

	BANT	DG01	DG02	DG03	DG04	DG05	DG06	DG17	DG07	DG08	DG16	DG09	DG10	DG11	DG12	DG13	DG14	DG15
OT11																		
OHP																		
TOT																		
CHLD	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO	
Q83.2																		
YES	33 32%	1 33%~	1 ~ 20%~	2 29%~	1 50%~	1 17%~	3 20%~	2 100%~		2 ~ 14%~	3 75%~		4 ~ 80%~	1 50%~	2 40%~	6 40%~	2 17%~	
NO	68 68%	2 67%~	2 100%~	4 80%~	5 71%~	1 50%~	5 83%~	12 80%~		1 ~100%~	12 86%~	1 25%~	1 100%~	1 20%~	1 50%~	3 60%~	9 60%~	10 83%~
VALID CASES	101	3	2	5	7	2	6	15	2	1	14	4	1	5	2	5	15	12
NUMBER OF RESPONDENTS	101	3	2	5	7	2	6	15	2	1	14	4	1	5	2	5	15	12
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

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

Banner I

	BANT OTI	AGE				RACE					ETHNIC- ITY		HEALTH STATUS		CCC SCREENER			
	OHP TOT CHLD	<4	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	GOOD & FAIR & POOR	NO CCC	CCC	
Q83.3 YES	15 15%	1 2%~	6 30%~	1 4%~	8 17%~	6 27%~	2 ~ 26%~	~	~	~	~	6 10%~	8 21%~	14 15%~	1 3%~	6 9%~	9 33%~	
NO	86 85%	9 98%~	14 70%~	25 96%~	38 83%~	15 73%~	2 100%~	7 74%~	~	~	2 ~100%~	1 ~100%~	56 90%~	29 79%~	78 85%~	7 97%~	68 91%~	18 67%~
VALID CASES	101	9	20	26	46	21	2	9			2	1	62	37	92	7	74	27
NUMBER OF RESPONDENTS	101	9	20	26	46	21	2	9			2	1	62	37	92	7	74	27
	100%	100%	100%	100%	100%	100%	100%	100%			100%	100%	100%	100%	100%	100%	100%	100%

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

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

Banner II

	BANT	DG01	DG02	DG03	DG04	DG05	DG06	DG17	DG07	DG08	DG16	DG09	DG10	DG11	DG12	DG13	DG14	DG15
Q83.3																		
YES	15				1			4			2	2	1			3		
	15%	~	~	~	14%~	~	~	27%~	~	~	14%~	50%~	100%~	~	~	60%~	~	~
NO	86	3	2	5	6	2	6	11	2	1	12	2		5	2	2	15	12
	85%	100%~	100%~	100%~	86%~	100%~	100%~	73%~	100%~	100%~	86%~	50%~		~100%~	100%~	40%~	100%~	100%~
VALID CASES	101	3	2	5	7	2	6	15	2	1	14	4	1	5	2	5	15	12
NUMBER OF RESPONDENTS	101	3	2	5	7	2	6	15	2	1	14	4	1	5	2	5	15	12
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

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

Banner I

	BANT	AGE				RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER		
	OTI	<4	4-7	8-12	13 AND OVER	WHITE	BLCK OR AFR-AMER	AS-IAN	NATV ILND	AMER ALSK	MUL-TI	HIS-IC	NOT HIS-PAN-IC	EX & VERY GOOD & FAIR	GOOD & POOR	NO CCC	CCC
Q83.4	OHP																
YES	TOT	49	2	10	17	20	1	6		2		35	16	47	1	42	7
	CHLD	49%	27%~	51%~	63%~	44%~	~ 56%~	65%~	~	~100%~	~	57%~	44%~	51%~	16%~	57%~	27%~
NO	TOT	52	7	10	9	26	21	1	3		1	27	21	45	6	32	20
	CHLD	51%	73%~	49%~	37%~	56%~	100%~	44%~	35%~	~	~	43%~	56%~	49%~	84%~	43%~	73%~
VALID CASES		101	9	20	26	46	21	2	9		2	1	62	37	92	7	74
NUMBER OF RESPONDENTS		101	9	20	26	46	21	2	9		2	1	62	37	92	7	74
		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

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

Banner II

	BANT	DG01	DG02	DG03	DG04	DG05	DG06	DG17	DG07	DG08	DG16	DG09	DG10	DG11	DG12	DG13	DG14	DG15
Q83.4																		
YES	49	1	2	3	3		3	10	1		6	1		1			6	6
	49%	33%~100%	~60%	43%~		~50%	67%~	50%~		~43%	25%~		~20%		~	~40%	50%~	
NO	52	2		2	4	2	3	5	1	1	8	3	1	4	2	5	9	6
	51%	67%~		~40%	57%~100%	~50%	33%~	50%~100%	~57%	75%~100%	~80%	~100%	~100%	~100%	~60%	50%~		
VALID CASES	101	3	2	5	7	2	6	15	2	1	14	4	1	5	2	5	15	12
NUMBER OF RESPONDENTS	101	3	2	5	7	2	6	15	2	1	14	4	1	5	2	5	15	12
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

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

Banner I

	BANT	AGE				RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER			
	OT1	<4	4-7	8-12	13 AND OVER	WHITE	BLCK OR AFR-AMER	AS-IAN	NATV ILND	AMER IND/ ALSK	MUL-OTHR	TI	HIS-IC	NOT HIS-PAN-IC	EX & VERY GOOD & FAIR	GOOD & POOR	NO CCC	CCC
Q83.5																		
YES	6	1	3	2	4	1						1	4	5	1	4	3	
	6%	15%~	~ 13%~	3%~	17%~	~ 13%~	~	~	~	~	~	2%~	12%~	6%~	7%~	5%~	10%~	
NO	95	8	20	23	44	17	2	8		2	1	61	33	87	6	70	24	
	94%	85%~100%~	87%~	97%~	83%~100%~	87%~	~	~	~100%~100%~	~	~	98%~	88%~	94%~	93%~	95%~	90%~	
VALID CASES	101	9	20	26	46	21	2	9		2	1	62	37	92	7	74	27	
NUMBER OF RESPONDENTS	101	9	20	26	46	21	2	9		2	1	62	37	92	7	74	27	
	100%	100%	100%	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	

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

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

Banner II

	BANT	DG01	DG02	DG03	DG04	DG05	DG06	DG17	DG07	DG08	DG16	DG09	DG10	DG11	DG12	DG13	DG14	DG15
OT11																		
OHP																		
TOT																		
CHLD	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO	
Q83.5																		
YES	6	1				1	1	1										2
	6%	33%~	~	~	~	50%~	17%~	7%~	~	~	~	~	~	~	~	~	~	17%~
NO	95	2	2	5	7	1	5	14	2	1	14	4	1	5	2	5	15	10
	94%	67%~	100%~	100%~	100%~	50%~	83%~	93%~	100%~	100%~	100%~	100%~	100%~	100%~	100%~	100%~	100%~	83%~
VALID CASES	101	3	2	5	7	2	6	15	2	1	14	4	1	5	2	5	15	12
NUMBER OF RESPONDENTS	101	3	2	5	7	2	6	15	2	1	14	4	1	5	2	5	15	12
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

NQ14 RATING OF ALL CHILD'S HEALTH CARE

Banner I

BANT OTI	AGE					RACE							ETHNIC- ITY		HEALTH STATUS		CCC SCREENER	
	<4	4-7	8-12	13 AND OVER	WHT	BLCK OR AFR-	AS- IAN	NATV ILND	AMER HAW/ IND/ ALSK	OTHR	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & FAIR & POOR	NO CCC	CCC	
NQ14																		
0-6	260 8%	45 7%	51 6%*	69 7%	97 11%*	128 7%	2 5%~	5 10%~	2 17%~	4 12%~	1 5%~	24 8%	73 7%	167 8%	212 7%*	28 17%*	178 7%	83 8%
7-8	992 29%	174 25%*	244 29%	271 27%	306 33%*	556 32%*	9 28%~	17 36%~	2 17%~	13 35%~	7 31%~	80 28%	247 23%*	697 32%*	873 28%*	60 37%*	652 27%*	344 34%*
9-10	2207 64%	466 68%*	547 65%	672 66%*	518 56%*	1069 61%*	22 66%~	26 54%~	7 65%~	19 53%~	14 64%~	184 64%	756 70%*	1342 61%*	2054 65%*	74 46%*	1621 66%*	582 58%*
VALID CASES	3460	685	842	1012	921	1754	33	47	10	36	22	289	1076	2207	3139	162	2451	1009
NUMBER OF RESPONDENTS	3460 100%	685 100%	842 100%	1012 100%	921 100%	1754 100%	33 100%	47 100%	10 100%	36 100%	22 100%	289 100%	1076 100%	2207 100%	3139 100%	162 100%	2451 100%	1009 100%
MEAN	2.56	2.62	2.59	2.60	2.46	2.54	2.61	2.44	2.48	2.41	2.59	2.55	2.64	2.53	2.59	2.29	2.59	2.49
p stat_(*=Sig @ p<=.05)		.014*	.154	.048*	.000*	.026*	~	~	~	~	~	.796	.000*	.001*	.000*	.000*	.000*	.000*

[ASKED IF Q7 >= 1 TIME]

NQ14 RATING OF ALL CHILD'S HEALTH CARE

Banner II

	BANT	DG01	DG02	DG03	DG04	DG05	DG06	DG17	DG07	DG08	DG16	DG09	DG10	DG11	DG12	DG13	DG14	DG15
	OT11																	
	OHP																	
	TOT																	
	CHLD	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
NQ14																		
0-6	260	11	12	13	21	6	33	13	13	21	19	22	10	23	24	17	10	18
	8%	5%	7%	8%	11%	3%*	9%	7%	7%	11%	9%	13%*	6%	12%	13%*	9%	5%*	10%
7-8	992	67	51	52	49	62	116	51	58	43	56	46	44	63	63	68	62	43
	29%	33%	28%	30%	25%	31%	32%	26%	29%	22%*	26%	26%	25%	32%	34%	35%	28%	23%
9-10	2207	126	117	106	124	132	218	131	126	133	140	107	125	112	100	110	148	125
	64%	62%	65%	62%	64%	66%	59%	67%	64%	68%	65%	61%	70%	57%*	53%*	56%*	67%	67%
VALID CASES	3460	204	180	171	194	200	367	195	197	197	215	175	179	198	187	195	220	186
NUMBER OF RESPONDENTS	3460	204	180	171	194	200	367	195	197	197	215	175	179	198	187	195	220	186
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
MEAN	2.56	2.56	2.58	2.54	2.53	2.63	2.50	2.61	2.57	2.57	2.56	2.49	2.64	2.45	2.41	2.48	2.63	2.58
p stat_(*=Sig @ p<=.05)		.981	.663	.696	.470	.056	.065	.252	.803	.897	1.00	.139	.095	.015*	.003*	.060	.068	.786

[ASKED IF Q7 >= 1 TIME]

NQ41 RATING OF CHILD'S PERSONAL DOCTOR

Banner I

BANT OT1	AGE					RACE							ETHNIC- ITY		HEALTH STATUS		CCC SCREENER	
	<4	4-7	8-12	13 AND OVER	WHT	BLK OR AFR-	AS- IAN	NATV ILND	AMER HAW/ IND/ ALSK	OTHR	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	NO CCC	CCC	
NQ41																		
0-6	249 6%	35 5%	56 6%	80 6%	78 7%	139 6%	1 1%	4 9%	3 32%	2 6%	33 ~ 9%	59 4%	186 7%	232 6%	16 9%	168 5%	83 7%	
7-8	885 21%	136 18%*	226 23%	273 21%	250 22%	455 21%	8 20%	13 25%	12 ~ 34%	13 53%	72 20%	273 19%*	585 22%	814 21%	40 22%	644 21%	241 21%	
9-10	3112 73%	600 78%*	711 72%	970 73%	831 72%	1553 72%	31 78%	34 66%	6 68%	22 60%	11 47%	247 70%	1090 77%*	1905 71%*	2909 74%	127 70%	2298 74%	813 71%
VALID CASES	4246	771	993	1323	1159	2146	40	51	9	36	24	352	1422	2676	3954	182	3109	1137
NUMBER OF RESPONDENTS	4246 100%	771 100%	993 100%	1323 100%	1159 100%	2146 100%	40 100%	51 100%	9 100%	36 100%	24 100%	352 100%	1422 100%	2676 100%	3954 100%	182 100%	3109 100%	1137 100%
MEAN	2.67	2.73	2.66	2.67	2.65	2.66	2.77	2.58	2.35	2.54	2.47	2.61	2.73	2.64	2.68	2.61	2.69	2.64
p stat_(*=Sig @ p<=.05)		.001*	.358	.882	.096	.121	~.287	~	~	~.051	.000*	.000*	.238	.172	.038*	.039*		

[ASKED IF Q30 = YES]

NQ41 RATING OF CHILD'S PERSONAL DOCTOR

Banner II

	BANT	DG01	DG02	DG03	DG04	DG05	DG06	DG17	DG07	DG08	DG16	DG09	DG10	DG11	DG12	DG13	DG14	DG15
	OT11																	
	OHP																	
	TOT																	
	CHLD	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
NQ41																		
0-6	249 6%	15 6%	10 5%	12 6%	11 5%	10 4%	27 6%	12 5%	12 5%	22 9%	14 5%	11 5%	11 5%	25 10%*	24 12%*	20 8%	13 5%	17 7%
7-8	885 21%	70 27%*	38 19%	47 23%	53 24%	39 17%	108 25%	43 18%	42 16%*	52 21%	67 23%	44 22%	52 22%	56 22%	58 28%*	53 22%	60 22%	51 22%
9-10	3112 73%	173 67%*	157 77%	141 71%	158 71%	187 79%*	303 69%	186 77%	207 79%*	173 70%	213 72%	146 73%	170 73%	170 68%*	125 60%*	170 70%	201 73%	167 71%
VALID CASES	4246	258	205	200	222	236	438	241	261	247	294	201	233	251	207	243	274	235
NUMBER OF RESPONDENTS	4246	258	205	200	222	236	438	241	261	247	294	201	233	251	207	243	274	235
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
MEAN	2.67	2.61	2.72	2.65	2.66	2.75	2.63	2.72	2.75	2.61	2.68	2.67	2.68	2.58	2.49	2.62	2.69	2.64
p stat_(*=Sig @ p<=.05)		.082	.294	.478	.751	.015*	.100	.120	.024*	.124	.938	.949	.831	.014*	.000*	.166	.708	.346

[ASKED IF Q30 = YES]

NQ48 RATING OF SPECIALIST CHILD SAW MOST OFTEN

Banner I

	BANT OTI	AGE				RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER		
	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	WHT	BLK OR AFR-	AS- IAN	NATV ILND	AMER IND/ PAC ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR	GOOD & POOR	NO CCC	CCC
NQ48 0-6	68 9%	12 13%	18 10%	13 6%*	25 9%	42 9%	1 4%~	1 3%~	~	~	~	5 8%	19 9%	47 9%	58 9%	8 10%	27 8%	42 9%
7-8	185 24%	24 28%	40 22%	48 21%	73 26%	115 26%	1 5%~	4 41%~	~	2 27%~	1 100%~	19 28%	34 16%*	147 27%*	158 24%	23 27%	80 25%	104 23%
9-10	526 68%	51 59%	125 68%	167 73%*	182 65%	287 65%	9 91%~	6 57%~	~	5 73%~	~	45 64%	159 75%*	348 64%*	456 68%	55 63%	217 67%	309 68%
VALID CASES	779	87	184	228	280	443	10	10		7	1	70	212	542	672	86	324	455
NUMBER OF RESPONDENTS	779 100%	87 100%	184 100%	228 100%	280 100%	443 100%	10 100%	10 100%		7 100%	1 100%	70 100%	212 100%	542 100%	672 100%	86 100%	324 100%	455 100%
MEAN	2.59	2.45	2.58	2.68	2.56	2.55	2.86	2.54		2.73	2.00	2.57	2.66	2.55	2.59	2.54	2.59	2.59
p stat_(*=Sig @ p<=.05)		.062	.844	.008*	.429	.148	~	~	~	~	~	.769	.029*	.078	.504	.459	.976	.975

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

NQ48 RATING OF SPECIALIST CHILD SAW MOST OFTEN

Banner II

	BANT	DG01	DG02	DG03	DG04	DG05	DG06	DG17	DG07	DG08	DG16	DG09	DG10	DG11	DG12	DG13	DG14	DG15
	OT11																	
	OHP																	
	TOT																	
	CHLD	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
NQ48																		
0-6	68	3	3		2	5	12	3	3	3	4	5	5	7	2	2	4	6
	9%	6%~	9%~	~	5%~	11%~	10%	6%~	7%~	8%~	9%~	17%~	13%~	13%	4%~	5%~	8%	20%~
7-8	185	18	10	8	14	9	29	12	9	5	8	9	9	9	15	5	11	6
	24%	38%~	30%~	22%~	36%~	20%~	25%	25%~	21%~	13%~	19%~	30%~	23%~	16%	33%~	13%~	21%	20%~
9-10	526	26	20	28	23	30	76	33	31	31	31	16	25	39	28	31	38	18
	68%	55%~	61%~	78%~	59%~	68%~	65%	69%~	72%~	79%~	72%~	53%~	64%~	71%	62%~	82%~	72%	60%~
VALID CASES	779	47	33	36	39	44	117	48	43	39	43	30	39	55	45	38	53	30
NUMBER OF RESPONDENTS	779	47	33	36	39	44	117	48	43	39	43	30	39	55	45	38	53	30
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
MEAN	2.59	2.49	2.52	2.78	2.54	2.57	2.55	2.62	2.65	2.72	2.63	2.37	2.51	2.58	2.58	2.76	2.64	2.40
p stat_(*=Sig @ p<=.05)		~	~	~	~	~	.495	~	~	~	~	~	~	.949	~	~	.504	~

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

NQ54 RATING OF CHILD'S HEALTH PLAN

Banner I

	BANT OT1	AGE				RACE							ETHNIC- ITY		HEALTH STATUS		CCC SCREENER	
		<4	4-7	8-12	13 AND OVER	BLCK OR AFR-	AS- IAN	NATV ILND	AMER HAW/ IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC		
NQ54																		
0-6	594 12%	77 9%*	122 11%	181 12%	218 15%*	383 16%*	11 21%	14 18%	2 17%~	11 23%~	6 17%~	60 15%	97 6%*	500 16%*	544 12%*	42 19%*	390 11%*	208 16%*
7-8	1318 27%	201 24%*	278 25%	390 26%	452 32%*	807 33%*	9 17%	17 22%	2 19%~	20 41%~	8 24%~	129 33%*	332 20%*	991 32%*	1231 27%	67 30%	906 25%*	417 33%*
9-10	2976 61%	555 67%*	718 64%*	958 63%	738 52%*	1255 51%*	34 62%	47 60%	8 64%~	18 36%~	21 59%~	203 52%*	1269 75%*	1591 52%*	2820 61%*	116 52%*	2328 64%*	639 51%*
VALID CASES	4888	833	1118	1529	1408	2445	54	78	12	49	35	391	1698	3081	4595	225	3624	1264
NUMBER OF RESPONDENTS	4888 100%	833 100%	1118 100%	1529 100%	1408 100%	2445 100%	54 100%	78 100%	12 100%	49 100%	35 100%	391 100%	1698 100%	3081 100%	4595 100%	225 100%	3624 100%	1264 100%
MEAN	2.49	2.57	2.53	2.51	2.37	2.36	2.41	2.42	2.47	2.13	2.42	2.37	2.69	2.35	2.50	2.33	2.53	2.34
p stat_(*=Sig @ p<=.05)		.000*	.012*	.160	.000*	.000*	.489	.414	~	~	~	.000*	.000*	.000*	.003*	.002*	.000*	.000*

NQ54 RATING OF CHILD'S HEALTH PLAN

Banner II

	BANT	DG01	DG02	DG03	DG04	DG05	DG06	DG17	DG07	DG08	DG16	DG09	DG10	DG11	DG12	DG13	DG14	DG15
	OT11																	
	OHP																	
	TOT																	
	CHLD	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
NQ54																		
0-6	594 12%	33 11%	26 10%	36 15%	30 11%	23 9%*	86 18%*	29 10%	43 15%	34 12%	29 9%*	45 19%*	41 16%	40 14%	46 19%*	47 18%*	26 8%*	38 14%
7-8	1318 27%	85 30%	76 30%	68 28%	71 26%	70 27%	185 38%*	62 21%*	84 29%	81 29%	75 23%	70 29%	79 30%	80 29%	89 36%*	88 33%*	71 23%*	76 27%
9-10	2976 61%	169 59%	152 60%	143 58%	172 63%	170 65%	212 44%*	199 69%*	163 56%	164 59%	227 69%*	128 53%*	142 54%*	158 57%	113 46%*	133 50%*	218 69%*	163 59%
VALID CASES	4888	287	254	247	273	263	483	290	290	279	331	243	262	278	248	268	315	277
NUMBER OF RESPONDENTS	4888	287	254	247	273	263	483	290	290	279	331	243	262	278	248	268	315	277
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
MEAN	2.49	2.47	2.50	2.43	2.52	2.56	2.26	2.59	2.41	2.47	2.60	2.34	2.39	2.42	2.27	2.32	2.61	2.45
p stat_(*=Sig @ p<=.05)		.743	.842	.228	.425	.070	.000*	.003*	.068	.612	.002*	.003*	.022*	.113	.000*	.000*	.000*	.396

GETTING NEEDED CARE

Banner I

BANT OT1	AGE				RACE							ETHNIC- ITY		HEALTH STATUS		CCC SCREENER		
	<4	4-7	8-12	13 AND OVER	WHITE	BLCK OR AFR-	AMER IAN	NATV ILND	AMER HAW/ IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD POOR	NO CCC	CCC	
OHP TOT CHLD	2.25	2.27	2.20	2.28	2.26	2.30	2.07	2.07	2.53	2.00	2.35	2.20	2.30	2.28	2.11	2.23	2.28	
NPRBSEE4 NQ46	2.25	2.27	2.20	2.28	2.26	2.30	2.07	2.07	2.53	2.00	2.35	2.20	2.30	2.28	2.11	2.23	2.28	
p stat_(*=Sig @ p<=.05)	.765	.329	.549	.883	.083	~	~	~	~	~.274	.207	.055	.018*	.069	.356	.356		
NCARNES4 NQ15	2.48	2.58	2.49	2.48	2.38	2.52	2.69	2.05	2.27	2.58	2.59	2.54	2.44	2.51	2.50	2.08	2.51	2.39
p stat_(*=Sig @ p<=.05)	.000*	.632	.798	.000*	.001*	~	~	~	~	~.123	.008*	.001*	.000*	0.000*	.000*	.000*	.000*	
COMPOSITE	2.37	2.43	2.35	2.38	2.32	2.41	2.38	2.06	2.27	2.55	2.29	2.44	2.32	2.40	2.39	2.10	2.37	2.33
p stat_(*=Sig @ p<=.05)	.175	.643	.682	.275	.048*	~.204	~	~	~	~.315	.180	.034*	.001*	.023*	.805	.397		

GETTING NEEDED CARE

Banner II

	BANT	DG01	DG02	DG03	DG04	DG05	DG06	DG17	DG07	DG08	DG16	DG09	DG10	DG11	DG12	DG13	DG14	DG15
	OHP																	
	TOT																	
	CHLD	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
NPRBSEE4 NQ46	2.25	2.24	2.13	2.37	2.28	2.20	2.26	2.15	2.31	2.49	1.96	2.16	2.38	2.26	2.37	2.44	2.37	2.19
p stat_(*=Sig @ p<=.05)	.883		~	~	~	~.922	.270		~	~.012*		~	~.907	.283		~.199		~
NCARNES4 NQ15	2.48	2.56	2.57	2.56	2.49	2.48	2.50	2.46	2.46	2.54	2.44	2.37	2.64	2.48	2.42	2.56	2.48	2.37
p stat_(*=Sig @ p<=.05)	.101	.071	.129	.782	.893	.628	.665	.642	.189	.410	.033*	.000*	.942	.238	.107	.944	.025*	
COMPOSITE	2.37	2.40	2.35	2.46	2.39	2.34	2.38	2.31	2.38	2.52	2.20	2.27	2.51	2.37	2.40	2.50	2.43	2.28
p stat_(*=Sig @ p<=.05)	.427	.910	.271	.531	.815	.719	.711	.620	.036*	.246	.016*	.504	.903	.729	.303	.421	.279	

GETTING CARE QUICKLY

Banner I

BANT OT1	AGE				RACE							ETHNIC- ITY		HEALTH STATUS		CCC SCREENER		
	<4	4-7	8-12	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 & POOR	GOOD	FAIR	NO CCC	CCC
OHP TOT CHLD	2.64	2.67	2.72	2.63	2.54	2.69	2.81	2.32	2.26	2.85	2.55	2.71	2.59	2.69	2.67	2.40	2.65	2.62
NCARSN4 NQ4	2.64	2.67	2.72	2.63	2.54	2.69	2.81	2.32	2.26	2.85	2.55	2.71	2.59	2.69	2.67	2.40	2.65	2.62
p stat_(*=Sig @ p<=.05)	.442	.001*	.723	.001*	.010*	~	~	~	~	~	.156	.051	.001*	.000*	.001*	.296	.295	
NAPGET4 NQ6	2.45	2.56	2.42	2.44	2.40	2.52	2.44	1.83	1.96	2.50	2.48	2.54	2.42	2.48	2.46	2.29	2.44	2.48
p stat_(*=Sig @ p<=.05)	.000*	.142	.738	.019*	.000*	~	.000*	~	~	~	.021*	.044*	.009*	.009*	.005*	.196	.194	
COMPOSITE	2.55	2.61	2.57	2.54	2.47	2.60	2.62	2.07	2.11	2.67	2.52	2.62	2.50	2.58	2.56	2.34	2.55	2.55
p stat_(*=Sig @ p<=.05)	.243	.661	.857	.085	.053	~	.042*	~	~	~	.457	.311	.097	.059	.106	.956	.978	

GETTING CARE QUICKLY

Banner II

	BANT	DG01	DG02	DG03	DG04	DG05	DG06	DG17	DG07	DG08	DG16	DG09	DG10	DG11	DG12	DG13	DG14	DG15
	OHP																	
	TOT																	
	CHLD	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
NCARSN4 NQ4	2.64	2.70	2.72	2.57	2.58	2.73	2.65	2.63	2.53	2.66	2.68	2.57	2.77	2.52	2.73	2.56	2.70	2.75
p stat_(*=Sig @ p<=.05)		.341	.315	.383	.380	.178	.861	.840	.124	.834	.599	.369	.065	.084	.092	.316	.248	.106
NAPGET4 NQ6	2.45	2.50	2.60	2.53	2.46	2.54	2.49	2.41	2.34	2.44	2.36	2.36	2.65	2.38	2.43	2.54	2.52	2.34
p stat_(*=Sig @ p<=.05)		.381	.012*	.205	.814	.067	.307	.281	.038*	.878	.064	.085	.000*	.136	.686	.091	.139	.031*
COMPOSITE	2.55	2.60	2.66	2.55	2.52	2.63	2.57	2.52	2.44	2.55	2.52	2.46	2.71	2.45	2.58	2.55	2.61	2.54
p stat_(*=Sig @ p<=.05)		.279	.535	.986	.518	.446	.566	.868	.015*	.974	.880	.077	.571	.157	.784	.969	.489	.985

HOW WELL DOCTORS COMMUNICATE

Banner I

BANT OT1	AGE				RACE							ETHNIC- ITY	HEALTH STATUS		CCC SCREENER			
OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	WHT	BLK OR AFR-	AMR IAN	NATV ILND	AMR IND/ ALS	MUL- OTHR	TI	HIS- IC	HIS- IC	NOT VERY GOOD & FAIR & POOR	GOOD & FAIR & POOR	NO CCC	CCC	
NDREXPL4 NQ32	2.74	2.79	2.71	2.74	2.71	2.82	2.72	2.37	2.83	2.82	2.27	2.77	2.66	2.78	2.76	2.45	2.73	2.76
p stat_(*=Sig @ p<=.05)	.003*	.248	.784	.106	.000*	~	~	~	~	~	.359	.000*	.000*	.000*	.000*	.233	.229	
NDRLSTN4 NQ33	2.77	2.81	2.73	2.80	2.73	2.79	2.78	2.64	2.50	2.87	2.61	2.75	2.75	2.78	2.78	2.50	2.78	2.72
p stat_(*=Sig @ p<=.05)	.017*	.025*	.016*	.030*	.006*	~	~	~	~	~	.664	.324	.208	.000*	.000*	.004*	.004*	
NDRESPU4 NQ34	2.81	2.84	2.82	2.83	2.77	2.83	2.89	2.59	2.50	2.78	2.70	2.77	2.82	2.81	2.82	2.60	2.82	2.78
p stat_(*=Sig @ p<=.05)	.137	.753	.188	.004*	.018*	~	~	~	~	~	.176	.394	.892	.000*	.000*	.036*	.037*	
NDRTMEN4 NQ37	2.53	2.54	2.47	2.57	2.54	2.65	2.44	2.12	2.37	2.61	2.28	2.65	2.42	2.61	2.55	2.29	2.52	2.57
p stat_(*=Sig @ p<=.05)	.696	.008*	.045*	.793	.000*	~	~	~	~	~	.002*	.000*	.000*	.000*	.000*	.032*	.031*	
COMPOSITE	2.71	2.74	2.68	2.74	2.69	2.77	2.71	2.43	2.55	2.77	2.46	2.73	2.66	2.75	2.73	2.46	2.71	2.71
p stat_(*=Sig @ p<=.05)	.703	.699	.720	.720	.153	~	~	~	~	~	.872	.435	.316	.214	.179	.954	.950	

HOW WELL DOCTORS COMMUNICATE

Banner II

	BANT	DG01	DG02	DG03	DG04	DG05	DG06	DG17	DG07	DG08	DG16	DG09	DG10	DG11	DG12	DG13	DG14	DG15
	OT11																	
	OHP																	
	TOT																	
	CHLD	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
NDREXPL4 NQ32	2.74	2.83	2.78	2.77	2.73	2.79	2.76	2.64	2.80	2.70	2.74	2.74	2.78	2.84	2.75	2.81	2.67	2.69
p stat_(*=Sig @ p<=.05)		.005*	.396	.439	.939	.097	.473	.019*	.058	.422	.916	.991	.251	.003*	.731	.039*	.128	.380
NDRLSTN4 NQ33	2.77	2.77	2.78	2.76	2.77	2.78	2.79	2.73	2.81	2.75	2.76	2.76	2.75	2.78	2.70	2.76	2.79	2.75
p stat_(*=Sig @ p<=.05)		.875	.786	.982	.896	.773	.378	.377	.252	.664	.979	.863	.741	.781	.114	.903	.549	.669
NDRESPU4 NQ34	2.81	2.83	2.87	2.79	2.84	2.82	2.84	2.79	2.85	2.78	2.80	2.80	2.77	2.80	2.70	2.80	2.84	2.73
p stat_(*=Sig @ p<=.05)		.678	.158	.659	.501	.805	.289	.540	.133	.369	.794	.838	.247	.795	.017*	.716	.279	.055
NDRTMEN4 NQ37	2.53	2.62	2.64	2.63	2.62	2.55	2.59	2.45	2.63	2.54	2.55	2.53	2.62	2.51	2.56	2.66	2.47	2.52
p stat_(*=Sig @ p<=.05)		.100	.041*	.052	.108	.710	.157	.058	.049*	.858	.762	.984	.112	.701	.629	.017*	.142	.845
COMPOSITE	2.71	2.76	2.77	2.74	2.74	2.73	2.74	2.66	2.78	2.69	2.71	2.71	2.73	2.73	2.68	2.76	2.69	2.67
p stat_(*=Sig @ p<=.05)		.467	.848	.878	.589	.893	.562	.835	.248	.886	.994	.952	.964	.824	.853	.852	.888	.805

CUSTOMER SERVICE

Banner I

BANT OT1	AGE				RACE							ETHNIC- ITY	HEALTH STATUS		CCC SCREENER			
	<4	4-7	8-12	OVER	WHITE	BLCK OR AFR-	AS- IAN	NATV ILND	AMER HAW/ IND/ ALSK	MUL- OTHR	TI		HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC	
OHP TOT CHLD	2.29	2.31	2.32	2.29	2.22	2.28	2.54	2.18	1.87	2.35	2.15	2.28	2.29	2.29	2.30	2.12	2.31	2.21
NPBCLCS4 NQ50	2.29	2.31	2.32	2.29	2.22	2.28	2.54	2.18	1.87	2.35	2.15	2.28	2.29	2.29	2.30	2.12	2.31	2.21
p stat_(*=Sig @ p<=.05)	.534	.322	.977	.113	.882	~	~	~	~	~	.983	.952	.863	.067	.063	.047*	.047*	
NCSRESP NQ51	2.60	2.55	2.60	2.61	2.62	2.61	2.54	2.38	2.82	2.51	2.37	2.64	2.61	2.60	2.63	2.32	2.61	2.56
p stat_(*=Sig @ p<=.05)	.198	.915	.743	.438	.642	~	~	~	~	~	.503	.724	.890	.000*	.000*	.202	.202	
COMPOSITE	2.44	2.43	2.46	2.45	2.42	2.45	2.54	2.28	2.35	2.43	2.26	2.46	2.45	2.45	2.46	2.22	2.46	2.39
p stat_(*=Sig @ p<=.05)	.932	.855	.959	.864	.965	~	~	~	~	~	.929	.956	.958	.343	.384	.634	.592	

CUSTOMER SERVICE

Banner II

	BANT	DG01	DG02	DG03	DG04	DG05	DG06	DG17	DG07	DG08	DG16	DG09	DG10	DG11	DG12	DG13	DG14	DG15
	OHP TOT																	
	CHLD	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
NPBCLCS4 NQ50	2.29	2.29	2.39	2.24	2.17	2.35	2.24	2.25	2.21	2.23	2.23	2.36	2.19	2.44	2.37	2.25	2.26	2.30
p stat_(*=Sig @ p<=.05)		.932	.336	.711	.267	.430	.477	.652	.432	.529	.533	.436	.338	.086	~.772	.790	.864	
NCSRESP NQ51	2.60	2.66	2.65	2.53	2.52	2.61	2.61	2.58	2.52	2.65	2.60	2.61	2.51	2.77	2.61	2.57	2.54	2.64
p stat_(*=Sig @ p<=.05)		.412	.552	.449	.339	.858	.901	.740	.350	.449	.989	.917	.310	.017*	~.733	.340	.566	
COMPOSITE	2.44	2.48	2.52	2.39	2.34	2.48	2.42	2.42	2.37	2.44	2.42	2.48	2.35	2.60	2.49	2.41	2.40	2.47
p stat_(*=Sig @ p<=.05)		.727	.841	.791	.338	.879	.796	.948	.425	.981	.940	.684	.854	.339	~.925	.854	.883	

SHARED DECISION MAKING

Banner I

	BANT OT1	AGE					RACE						ETHNIC- ITY	HEALTH STATUS		CCC SCREENER		
		<4	4-7	8-12	13 AND OVER	WHITE	BLCK OR AFR-	AS- IAN	NATV ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC	
NNRXWHY NQ11	2.85	2.86	2.89	2.77	2.89	2.91	3.00	2.44	3.00	3.00	2.51	2.97	2.80	2.89	2.85	2.87	2.79	2.92
p stat_(*=Sig @ p<=.05)		.740	.189	.007*	.070	.002*	~	~	~	~	~.000*	.048*	.015*	.449	.788	.000*	.000*	
NNRXWYNT NQ12	2.41	2.38	2.34	2.36	2.52	2.47	2.11	2.10	3.00	2.39	1.74	2.61	2.32	2.44	2.41	2.26	2.32	2.53
p stat_(*=Sig @ p<=.05)		.675	.248	.268	.007*	.035*	~	~	~	~	~.023*	.056	.168	.948	.217	.000*	.000*	
NRXBST NQ13	2.52	2.34	2.37	2.65	2.58	2.51	2.40	1.94	1.00	2.11	2.48	2.71	2.59	2.50	2.52	2.68	2.42	2.65
p stat_(*=Sig @ p<=.05)		.003*	.006*	.001*	.094	.691	~	~	~	~	~.040*	.065	.355	.780	.065	.000*	.000*	
COMPOSITE	2.59	2.53	2.53	2.59	2.66	2.63	2.50	2.16	2.33	2.50	2.24	2.76	2.57	2.61	2.59	2.60	2.51	2.70
p stat_(*=Sig @ p<=.05)		.685	.678	.973	.482	.582	~	~	~	~	~.476	.848	.757	.914	.960	.211	.152	

SHARED DECISION MAKING

Banner II

	BANT	DG01	DG02	DG03	DG04	DG05	DG06	DG17	DG07	DG08	DG16	DG09	DG10	DG11	DG12	DG13	DG14	DG15
	OHP TOT CHLD																	
	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO	
NNRXWHY NQ11	2.85	2.92	2.92	2.96	2.81	2.86	2.94	2.78	2.77	2.90	2.82	2.80	2.93	2.81	2.96	2.84	2.86	2.88
p stat_(*=Sig @ p<=.05)		.177	.205	.007*	.658	.798	.003*	.314	.326		~.750	.580	.101	.596		~.856	.801	.592
NNRXWYNT NQ12	2.41	2.57	2.54	2.58	2.49	2.48	2.43	2.37	2.48	2.48	2.14	2.29	2.46	2.23	2.37	2.51	2.36	2.32
p stat_(*=Sig @ p<=.05)		.196	.272	.153	.477	.465	.781	.728	.478		~.035*	.397	.669	.143		~.386	.658	.508
NRXBST NQ13	2.52	2.57	2.61	2.51	2.56	2.41	2.65	2.30	2.54	2.43	2.65	2.57	2.68	2.45	2.49	2.67	2.75	2.80
p stat_(*=Sig @ p<=.05)		.660	.451	.950	.676	.307	.052	.017*	.821		~.249	.656	.146	.583		~.135	.005*	.002*
COMPOSITE	2.59	2.69	2.69	2.69	2.62	2.59	2.67	2.48	2.60	2.60	2.54	2.56	2.69	2.50	2.61	2.67	2.66	2.67
p stat_(*=Sig @ p<=.05)		.500	.747	.751	.741	.990	.398	.716	.943		~.931	.744	.892	.564		~.854	.764	.796

ACCESS TO SPECIALIZED SERVICES

Banner I

BANT OT1	AGE				RACE							ETHNIC- ITY		HEALTH STATUS		CCC SCREENER		
	<4	4-7	8-12	13 AND OVER	WHITE	BLCK OR AFR-	AS- IAN	NATV ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & FAIR & POOR	NO CCC	CCC	
OHP TOT CHLD	2.28	2.51	2.36	2.09	2.22	2.26	2.45	2.77	1.00	1.91	3.00	2.44	2.30	2.30	2.32	2.20	2.38	2.21
NEZMDEQ NQ20	2.28	2.51	2.36	2.09	2.22	2.26	2.45	2.77	1.00	1.91	3.00	2.44	2.30	2.30	2.32	2.20	2.38	2.21
p stat_(*=Sig @ p<=.05)		~.446	.031*		~.798	~	~	~	~	~	~	~	~.812	.594	~	~	~.149	.149
NEZTHP NQ23	2.20	2.18	2.18	2.22	2.21	2.22	1.95	2.00		1.66	3.00	2.09	2.27	2.14	2.23	1.95	2.21	2.19
p stat_(*=Sig @ p<=.05)		.843	.688	.654	.866	.653	~	~	~	~	~	~	~.135	.099	.092	.018*	.813	.813
NEZTC NQ26	2.20	2.18	2.13	2.15	2.29	2.29	1.20	2.31	3.00	2.52	1.47	1.88	2.21	2.21	2.25	1.96	2.18	2.21
p stat_(*=Sig @ p<=.05)		~.204	.193	.016*	.005*	~	~	~	~	~.000*	~	~	.889	.718	.001*	.005*	.580	.580
COMPOSITE	2.23	2.29	2.22	2.15	2.24	2.26	1.87	2.36	2.00	2.03	2.49	2.13	2.26	2.22	2.26	2.04	2.26	2.20
p stat_(*=Sig @ p<=.05)		.671	.927	.151	.788	.396	~	~	~	~	~.440	~	.572	.811	.014*	.081	.572	.412

ACCESS TO SPECIALIZED SERVICES

Banner II

	BANT	DG01	DG02	DG03	DG04	DG05	DG06	DG17	DG07	DG08	DG16	DG09	DG10	DG11	DG12	DG13	DG14	DG15
NEZMDEQ NQ20	2.28	2.67	2.20	2.63	2.12	2.40	2.09	2.20	1.33	2.38	2.11	2.29	2.55	2.35	2.08	2.73	2.43	2.38
p stat_(*=Sig @ p<=.05)		~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
NEZTHP NQ23	2.20	1.84	2.23	2.40	2.18	2.39	1.90	2.21	2.41	2.22	1.92	2.14	2.36	1.90	2.50	2.46	2.34	2.33
p stat_(*=Sig @ p<=.05)		~	~	~	~	~.003*	~	~	~	~	~	~	~	~	~	~	~	~
NEZTC NQ26	2.20	2.11	2.43	2.08	2.27	2.27	2.09	2.17	2.17	2.16	1.91	2.24	1.92	2.43	2.22	2.27	2.18	2.26
p stat_(*=Sig @ p<=.05)		~	~	~	~	~.100	~	~	~	~	~	~	~	~	~	~	~	~
COMPOSITE	2.23	2.21	2.29	2.37	2.19	2.35	2.02	2.19	1.97	2.25	1.98	2.22	2.28	2.23	2.26	2.49	2.32	2.32
p stat_(*=Sig @ p<=.05)		.793	.775	.379	.605	.401	.000*.897	.000*.815	.328	.970	.894	1.00	.806	.234	.470	.548		

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

Banner I

	BANTO	AGE				RACE							ETHNIC- ITY		HEALTH STATUS		CCC SCREENER	
	T1																	
	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	OTHR	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC	
PRBSEE4 Q46	77%	79%	75%	79%	77%	79%	71%	72%	94%	100%	77%	77%	79%	79%	70%	76%	79%	
CARNES4 Q15	89%	90%	90%	89%	86%	90%	92%	79%	74%	94%	98%	89%	88%	90%	90%	75%	90%	87%
AVERAGE	83.10	84.78	82.43	83.80	81.88	84.75	81.67	75.17	74.11	93.80	99.15	83.22	82.28	84.48	84.31	72.65	82.60	82.99

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

Banner II

	BANTO T11	DG01	DG02	DG03	DG04	DG05	DG06	DG17	DG07	DG08	DG16	DG09	DG10	DG11	DG12	DG13	DG14	DG15
	OHP TOT CHLD	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
PRBSEE4 Q46	77%	75%	64%	87%	82%	80%	78%	71%	80%	88%	67%	68%	85%	81%	80%	81%	81%	68%
CARNES4 Q15	89%	92%	92%	92%	91%	91%	90%	87%	89%	90%	88%	86%	94%	89%	84%	92%	88%	83%
AVERAGE	83.10	83.31	77.88	89.25	86.41	85.50	84.10	79.23	84.42	89.36	77.87	76.73	89.51	85.07	82.40	86.60	84.60	75.54

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

Banner I

	BANTO T1	AGE				RACE							ETHNIC- ITY		HEALTH STATUS		CCC SCREENER	
		OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	BLCK OR AFR-	AS-	NATV HAW/ PAC	AMER IND/ ALSK	OTHR	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC
CARSN4 Q4	91%	91%	94%	90%	89%	93%	97%	81%	63%	100%	98%	91%	89%	93%	92%	83%	91%	92%
APGET4 Q6	86%	89%	84%	85%	85%	89%	80%	58%	50%	91%	90%	93%	84%	87%	86%	81%	85%	88%
AVERAGE	88.34	89.70	89.24	87.73	86.74	91.07	88.47	69.33	56.38	95.45	94.24	91.86	86.74	89.88	89.05	81.77	87.84	89.60

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

Banner II

	BANTO T11	DG01	DG02	DG03	DG04	DG05	DG06	DG17	DG07	DG08	DG16	DG09	DG10	DG11	DG12	DG13	DG14	DG15
	OHP TOT CHLD	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
CARSN4 Q4	91%	93%	93%	88%	89%	93%	89%	90%	87%	92%	92%	86%	96%	87%	96%	89%	97%	94%
APGET4 Q6	86%	88%	90%	87%	89%	88%	90%	84%	83%	82%	83%	82%	94%	82%	83%	91%	87%	79%
AVERAGE	88.34	90.41	91.84	87.91	88.85	90.34	89.75	86.83	84.68	87.17	87.90	84.35	94.56	84.75	89.71	89.69	92.05	86.79

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

Banner I

	BANT OTI	AGE				RACE							ETHNIC- ITY		HEALTH STATUS		CCC SCREENER	
		<4	4-7	8-12	13 AND OVER	WHITE	BLCK OR AFR-	AS- IAN	NATV ILND	AMER IND/ ALSK	OTHR	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC
DREXPL4 Q32	94%	96%	92%	94%	94%	96%	96%	86%	100%	96%	83%	95%	92%	95%	95%	82%	94%	94%
DRLSTN4 Q33	95%	96%	94%	95%	94%	96%	92%	93%	83%	96%	89%	94%	94%	95%	95%	84%	96%	93%
DRESPU4 Q34	96%	97%	97%	96%	95%	97%	99%	92%	83%	93%	98%	94%	97%	96%	97%	89%	97%	95%
DRTMEN4 Q37	89%	90%	86%	89%	90%	93%	89%	69%	77%	85%	68%	92%	86%	91%	89%	78%	88%	91%
AVERAGE	93.4	94.7	92.0	93.6	93.3	95.3	94.1	84.8	85.9	92.4	84.7	93.7	92.2	94.4	94.1	83.2	93.5	93.2

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

Banner II

	BANT	DG01	DG02	DG03	DG04	DG05	DG06	DG17	DG07	DG08	DG16	DG09	DG10	DG11	DG12	DG13	DG14	DG15
	OT11																	
	OHP																	
	TOT																	
	CHLD	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
DREXPL4 Q32	94%	98%	96%	95%	94%	96%	95%	91%	96%	92%	95%	96%	97%	96%	95%	97%	92%	91%
DRLSTN4 Q33	95%	97%	96%	95%	95%	97%	96%	93%	96%	93%	98%	97%	94%	94%	94%	95%	95%	93%
DRESPU4 Q34	96%	97%	97%	95%	96%	97%	97%	96%	99%	96%	97%	98%	96%	96%	93%	96%	97%	92%
DRTMEN4 Q37	89%	92%	93%	93%	89%	90%	90%	85%	91%	86%	91%	91%	92%	88%	89%	91%	88%	88%
AVERAGE	93.4	95.9	95.3	94.9	93.8	94.8	94.7	90.9	95.5	92.0	95.2	95.4	94.8	93.4	92.9	94.7	92.6	90.8

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

Banner I

	BANTO T1	AGE				RACE							ETHNIC- ITY		HEALTH STATUS		CCC SCREENER	
		<4	4-7	8-12	13 AND OVER	WHITE	BLCK OR AFR-	AS-	NATV HAW/ PAC	AMER IND/ ALSK	OTHR	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC
PBCLCS4 Q50	79%	83%	79%	79%	77%	78%	100%	76%	87%	90%	86%	81%	79%	80%	80%	77%	80%	78%
CSRESP Q51	92%	89%	92%	93%	94%	90%	100%	99%	96%	90%	100%	93%	93%	92%	93%	90%	92%	92%
AVERAGE	85.73	86.29	85.40	85.95	85.41	84.29	100.0	87.33	91.18	90.22	93.16	87.31	85.95	86.11	86.08	83.70	86.10	84.70

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

Banner II

	BANTO T11	DG01	DG02	DG03	DG04	DG05	DG06	DG17	DG07	DG08	DG16	DG09	DG10	DG11	DG12	DG13	DG14	DG15
	OHP TOT CHLD	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
PBCLCS4 Q50	79%	75%	83%	68%	75%	85%	77%	80%	76%	73%	77%	86%	77%	90%	90%	75%	74%	78%
CSRESP Q51	92%	91%	92%	87%	88%	90%	93%	96%	90%	94%	92%	94%	87%	94%	95%	89%	88%	93%
AVERAGE	85.73	82.60	87.82	77.42	81.45	87.25	84.91	87.97	83.33	83.16	84.34	89.84	81.93	92.21	92.68	81.75	80.77	85.62

SHARED DECISION MAKING (YES) -- GLOBAL PROPORTION COMPOSITE

Banner I

BANT OT1	AGE				RACE							ETHNIC- ITY		HEALTH STATUS		CCC SCREENER		
	<4	4-7	8-12	13 AND OVER	WHITE	BLCK OR AFR-	AS- IAN	NATV ILND	AMER IND/ ALSK	OTHR	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD &	FAIR & POOR	NO CCC	CCC	
OHP TOT CHLD	92%	93%	94%	89%	95%	95%	100%	72%	100%	100%	75%	98%	90%	94%	93%	93%	90%	96%
NRXWHY Q11	92%	93%	94%	89%	95%	95%	100%	72%	100%	100%	75%	98%	90%	94%	93%	93%	90%	96%
NRXWYNT Q12	70%	69%	67%	68%	76%	74%	56%	55%	100%	70%	37%	80%	66%	72%	70%	63%	66%	76%
RXBST Q13	76%	67%	69%	83%	79%	75%	70%	47%	0%	55%	74%	86%	79%	75%	76%	84%	71%	83%
AVERAGE	79.5	76.3	76.7	79.7	83.2	81.4	75.2	58.0	66.7	75.0	62.2	88.2	78.5	80.4	79.7	80.2	75.4	85.0

SHARED DECISION MAKING (YES) -- GLOBAL PROPORTION COMPOSITE

Banner II

	BANT	DG01	DG02	DG03	DG04	DG05	DG06	DG17	DG07	DG08	DG16	DG09	DG10	DG11	DG12	DG13	DG14	DG15
	OT11																	
	OHP																	
	TOT																	
	CHLD	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
NRXWHY Q11	92%	96%	96%	98%	91%	93%	97%	89%	89%	95%	91%	90%	97%	90%	98%	92%	93%	94%
NRXWYNT Q12	70%	78%	77%	79%	75%	74%	71%	69%	74%	74%	57%	65%	73%	62%	69%	75%	68%	66%
RXBST Q13	76%	78%	80%	75%	78%	71%	83%	65%	77%	71%	82%	78%	84%	73%	74%	83%	88%	90%
AVERAGE	79.5	84.3	84.5	84.3	81.2	79.3	83.7	74.1	79.9	80.2	76.9	77.8	84.6	74.8	80.4	83.5	82.9	83.5

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

Banner I

	BANT OTI	AGE				RACE							ETHNIC- ITY		HEALTH STATUS		CCC SCREENER	
	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	WHITE	BLCK OR AFR-	AS- IAN	NATV ILND	AMER IND/ ALSK	OTHR	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC
EZMDEQ Q20	75%	86%	78%	66%	75%	73%	88%	88%	0%	45%	100%	79%	82%	74%	77%	79%	77%	75%
EZTHP Q23	74%	71%	74%	76%	75%	75%	86%	54%		37%	100%	70%	78%	72%	76%	63%	75%	74%
EZTC Q26	73%	76%	71%	71%	75%	76%	15%	67%	100%	96%	23%	55%	76%	72%	74%	63%	72%	73%
AVERAGE	74.1	77.9	74.3	70.8	74.8	74.7	63.3	69.7	x	59.5	61.7	68.1	78.7	72.8	75.6	68.3	74.6	73.8

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

Banner II

	BANT	DG01	DG02	DG03	DG04	DG05	DG06	DG17	DG07	DG08	DG16	DG09	DG10	DG11	DG12	DG13	DG14	DG15
	OT11																	
	OHP																	
	TOT																	
	CHLD	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
EZMDEQ Q20	75%	92%	60%	88%	69%	100%	63%	70%	33%	88%	72%	71%	91%	82%	69%	87%	79%	88%
EZTHP Q23	74%	53%	68%	76%	71%	85%	59%	79%	85%	69%	58%	62%	76%	63%	83%	81%	83%	85%
EZTC Q26	73%	70%	80%	64%	76%	81%	67%	73%	69%	66%	63%	76%	58%	78%	72%	75%	70%	77%
AVERAGE	74.1	71.5	69.4	75.8	71.7	88.6	62.9	74.0	62.5	74.1	64.3	69.6	74.9	74.4	74.8	80.8	77.1	83.2

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

Banner I

	BANT OTI	AGE				RACE							ETHNIC- ITY		HEALTH STATUS		CCC SCREENER	
	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	WHITE	BLCK OR AFR-	AS- IAN	NATV ILND	AMER IND/ ALSK	OTHR	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC
DRTLKU Q38	88%	94%	87%	90%	82%	87%	85%	78%	77%	80%	93%	90%	89%	87%	88%	82%	88%	89%
DRUNCON Q43	90%	96%	83%	93%	90%	92%	100%	69%	50%	93%	100%	87%	88%	91%	92%	80%	88%	91%
DRUNFAM Q44	86%	92%	84%	88%	83%	88%	100%	69%	50%	93%	100%	79%	82%	87%	88%	72%	85%	86%
AVERAGE	88.0	93.9	84.5	90.2	85.3	89.2	94.9	71.9	59.0	88.6	92.9	85.2	86.4	88.1	89.1	77.8	86.9	88.5

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

Banner II

	BANT	DG01	DG02	DG03	DG04	DG05	DG06	DG17	DG07	DG08	DG16	DG09	DG10	DG11	DG12	DG13	DG14	DG15
	OT11																	
	OHP																	
	TOT																	
	CHLD	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
DRTLKU Q38	88%	84%	85%	92%	89%	91%	85%	88%	86%	86%	89%	84%	86%	91%	88%	89%	87%	87%
DRUNCON Q43	90%	88%	89%	89%	96%	93%	90%	92%	93%	94%	88%	93%	85%	87%	81%	93%	87%	90%
DRUNFAM Q44	86%	85%	87%	85%	87%	86%	84%	90%	91%	85%	90%	87%	77%	81%	77%	92%	85%	89%
AVERAGE	88.0	85.5	86.9	88.8	90.7	90.0	86.6	90.1	90.2	88.0	88.9	88.1	82.6	86.1	81.8	91.3	86.3	88.5

CARE COORDINATION (YES) -- GLOBAL PROPORTION COMPOSITE

Banner I

	BANT OT1	AGE				RACE						ETHNIC- ITY		HEALTH STATUS		CCC SCREENER		
	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	WHITE	BLCK OR AFR-	AS- IAN	NATV ILND	AMER HAW/ IND/ ALSK	OTHR	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC
HELPCONT Q18	93%	88%	96%	90%	96%	94%	79%	92%	100%	50%	90%	95%	94%	93%	99%	96%	91%	
HLPCOORD Q29	63%	66%	58%	64%	64%	59%	52%	65%	0%	54%	100%	59%	71%	59%	62%	76%	62%	64%
AVERAGE	78.1	77.0	77.1	77.1	79.9	76.5	65.7	78.1	76.8	100	74.5	83.4	76.6	77.5	87.2	78.7	77.4	

CARE COORDINATION (YES) -- GLOBAL PROPORTION COMPOSITE

Banner II

	BANT	DG01	DG02	DG03	DG04	DG05	DG06	DG17	DG07	DG08	DG16	DG09	DG10	DG11	DG12	DG13	DG14	DG15
OT11																		
OHP																		
TOT																		
CHLD	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO	
HELPCONT Q18	93%	89%	93%	100%	100%	95%	91%	90%	94%	90%	97%	94%	79%	95%	100%	85%	97%	78%
HLPCOORD Q29	63%	69%	58%	72%	69%	61%	53%	63%	56%	60%	77%	58%	48%	61%	56%	67%	80%	56%
AVERAGE	78.1	79.1	75.7	86.1	84.5	77.9	72.0	76.6	75.2	75.2	87.1	75.9	63.3	77.9	78.1	75.8	88.8	67.0

INDEX OF ADULT TABLES

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

2. YOUR HEALTH CARE IN THE LAST 6 MONTHS

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

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

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

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

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

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

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

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

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

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

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

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

PAGE QUESTION TITLE

3. YOUR PERSONAL DOCTOR

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

4. GETTING HEALTH CARE FROM SPECIALISTS

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

PAGE QUESTION TITLE

5. YOUR HEALTH PLAN

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

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

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

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

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

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

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

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

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

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

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

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

PAGE QUESTION TITLE

5. ADDITIONAL QUESTIONS

39 Q35E IN THE LAST 6 MONTHS, HOW OFTEN DID A DOCTOR OR OTHER HEALTH PROVIDER TALK TOO FAST WHEN TALKING TO YOU?

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

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

42 Q35H IN THE LAST 6 MONTHS, DID YOU FEEL YOU COULD TRUST A DOCTOR OR OTHER HEALTH PROVIDER WITH YOUR MEDICAL CARE?

5. ACCESS TO DENTAL CARE

43 Q35I 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?

44 Q35J IN THE LAST 6 MONTHS, DID YOU GO TO A DENTIST'S OFFICE OR CLINIC FOR CARE?

45 Q35K IN THE LAST 6 MONTHS, HOW OFTEN DID THE DENTISTS OR DENTAL STAFF EXPLAIN WHAT THEY WERE DOING WHILE TREATING YOU?

46 Q35L IF YOU TRIED TO GET AN APPOINTMENT FOR YOURSELF WITH A DENTIST WHO SPECIALIZES IN A PARTICULAR TYPE OF DENTAL CARE (SUCH AS ROOT CANALS OR GUM DISEASE) IN THE LAST 6 MONTHS, HOW OFTEN DID YOU GET AN APPOINTMENT AS SOON AS YOU WANTED?

47 Q35M 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?

48 Q35N USING ANY NUMBER FROM 0 TO 10, WHERE 0 IS EXTREMELY DIFFICULT AND 10 IS EXTREMELY EASY, WHAT NUMBER WOULD YOU USE TO RATE HOW EASY IT WAS FOR YOU TO FIND A DENTIST?

PAGE QUESTION TITLE

6. ABOUT YOU

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

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

51 Q38 HAVE YOU HAD EITHER A FLU SHOT OR FLU SPRAY IN THE NOSE SINCE JULY 1, 2017?

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

53 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]

54 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]

55 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]

56 Q43 DO YOU TAKE ASPIRIN DAILY OR EVERY OTHER DAY?

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

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

PAGE	QUESTION	TITLE
59	Q46.1	ARE YOU AWARE THAT YOU HAVE ANY OF THE FOLLOWING CONDITIONS? RESPONSE: HIGH CHOLESTEROL
60	Q46.2	ARE YOU AWARE THAT YOU HAVE ANY OF THE FOLLOWING CONDITIONS? RESPONSE: HIGH BLOOD PRESSURE
61	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
62	Q47.1	HAS A DOCTOR EVER TOLD YOU THAT YOU HAVE ANY OF THE FOLLOWING CONDITIONS? RESPONSE: A HEART ATTACK
63	Q47.2	HAS A DOCTOR EVER TOLD YOU THAT YOU HAVE ANY OF THE FOLLOWING CONDITIONS? RESPONSE: ANGINA OR CORONARY HEART DISEASE
64	Q47.3	HAS A DOCTOR EVER TOLD YOU THAT YOU HAVE ANY OF THE FOLLOWING CONDITIONS? RESPONSE: A STROKE
65	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
66	Q48	IN THE LAST 6 MONTHS, DID YOU GET HEALTH CARE 3 OR MORE TIMES FOR THE SAME CONDITION OR PROBLEM?
67	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]
68	Q50	DO YOU NOW NEED OR TAKE MEDICINE PRESCRIBED BY A DOCTOR? DO NOT INCLUDE BIRTH CONTROL.
69	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]
70	NQ52	WHAT IS YOUR AGE? [BASED ON SURVEY RESPONSE OR ON SAMPLE DATA IF RESPONSE NOT GIVEN]
71	NQ53	ARE YOU MALE OR FEMALE? [BASED ON SURVEY RESPONSE OR ON SAMPLE DATA IF RESPONSE NOT GIVEN]
72	Q54	WHAT IS THE HIGHEST GRADE OR LEVEL OF SCHOOL THAT YOU HAVE COMPLETED?
73	Q55	ARE YOU OF HISPANIC OR LATINO ORIGIN OR DESCENT?
74	Q56.1	WHAT IS YOUR RACE? RESPONSE: WHITE
75	Q56.2	WHAT IS YOUR RACE? RESPONSE: BLACK OR AFRICAN-AMERICAN
76	Q56.3	WHAT IS YOUR RACE? RESPONSE: ASIAN
77	Q56.4	WHAT IS YOUR RACE? RESPONSE: NATIVE HAWAIIAN OR OTHER PACIFIC ISLANDER
78	Q56.5	WHAT IS YOUR RACE? RESPONSE: AMERICAN INDIAN OR ALASKA NATIVE
79	Q56.6	WHAT IS YOUR RACE? RESPONSE: OTHER
80	Q57	DID SOMEONE HELP YOU COMPLETE THIS SURVEY? [ASKED IF SURVEY COMPLETED BY MAIL]
81	Q58.1	HOW DID THAT PERSON HELP YOU? RESPONSE: READ THE QUESTIONS TO ME. [ASKED IF SURVEY COMPLETED BY MAIL AND Q57 = YES]
82	Q58.2	HOW DID THAT PERSON HELP YOU? RESPONSE: WROTE DOWN THE ANSWERS I GAVE. [ASKED IF SURVEY COMPLETED BY MAIL AND Q57 = YES]
83	Q58.3	HOW DID THAT PERSON HELP YOU? RESPONSE: ANSWERED THE QUESTIONS FOR ME. [ASKED IF SURVEY COMPLETED BY MAIL AND Q57 = YES]
84	Q58.4	HOW DID THAT PERSON HELP YOU? RESPONSE: TRANSLATED THE QUESTIONS INTO MY LANGUAGE. [ASKED IF SURVEY COMPLETED BY MAIL AND Q57 = YES]
85	Q58.5	HOW DID THAT PERSON HELP YOU? RESPONSE: HELPED IN SOME OTHER WAY. [ASKED IF SURVEY COMPLETED BY MAIL AND Q57 = YES]

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

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

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

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

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

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

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

8 Q9 IN THE LAST 6 MONTHS, HOW OFTEN DID YOU HAVE YOUR QUESTIONS ANSWERED BY YOUR CHILD'S DOCTOR OR OTHER HEALTH PROVIDER? [ASKED IF Q7 >= 1 TIME]

9 Q10 IN THE LAST 6 MONTHS, DID YOU AND YOUR CHILD'S DOCTOR OR OTHER HEALTH PROVIDER TALK ABOUT STARTING OR STOPPING A PRESCRIPTION MEDICINE FOR YOUR CHILD? [ASKED IF Q7 >= 1 TIME]

10 Q11 WHEN YOU TALKED ABOUT YOUR CHILD STARTING OR STOPPING A PRESCRIPTION MEDICINE, HOW MUCH DID A DOCTOR OR OTHER HEALTH PROVIDER TALK ABOUT THE REASONS YOU MIGHT WANT YOUR CHILD TO TAKE A MEDICINE? [ASKED IF Q7 >= 1 TIME AND Q10 = YES]

11 Q12 WHEN YOU TALKED ABOUT YOUR CHILD STARTING OR STOPPING A PRESCRIPTION MEDICINE, HOW MUCH DID A DOCTOR OR OTHER HEALTH PROVIDER TALK ABOUT THE REASONS YOU MIGHT NOT WANT YOUR CHILD TO TAKE A MEDICINE? [ASKED IF Q7 >= 1 TIME AND Q10 = YES]

12 Q13 WHEN YOU TALKED ABOUT YOUR CHILD STARTING OR STOPPING A PRESCRIPTION MEDICINE, DID A DOCTOR OR OTHER HEALTH PROVIDER ASK YOU WHAT YOU THOUGHT WAS BEST FOR YOUR CHILD? [ASKED IF Q7 >= 1 TIME AND Q10 = YES]

13 Q14 USING ANY NUMBER FROM 0 TO 10, WHERE 0 IS THE WORST HEALTH CARE POSSIBLE AND 10 IS THE BEST HEALTH CARE POSSIBLE, WHAT NUMBER WOULD YOU USE TO RATE ALL YOUR CHILD'S HEALTH CARE IN THE LAST 6 MONTHS? [ASKED IF Q7 >= 1]

14 Q15 IN THE LAST 6 MONTHS, HOW OFTEN WAS IT EASY TO GET THE CARE, TESTS, OR TREATMENT YOUR CHILD NEEDED? [ASKED IF Q7 >= 1 TIME]

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

16 Q17 IN THE LAST 6 MONTHS, DID YOU NEED YOUR CHILD'S DOCTOR OR OTHER HEALTH PROVIDER TO CONTACT A SCHOOL OR DAYCARE CENTER ABOUT YOUR CHILD'S HEALTH OR HEALTH CARE? [ASKED IF Q16 = YES]

17 Q18 IN THE LAST 6 MONTHS, DID YOU GET THE HELP YOU NEEDED FROM YOUR CHILD'S DOCTOR OR OTHER HEALTH PROVIDER IN CONTACTING YOUR CHILD'S SCHOOL OR DAYCARE? [ASKED IF Q16 = YES AND Q17 = YES]

3. SPECIALIZED SERVICES

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

19 Q20 IN THE LAST 6 MONTHS, HOW OFTEN WAS IT EASY TO GET SPECIAL MEDICAL EQUIPMENT OR DEVICES FOR YOUR CHILD? [ASKED IF Q19 = YES]

20 Q21 DID ANYONE FROM YOUR CHILD'S HEALTH PLAN, DOCTOR'S OFFICE, OR CLINIC HELP YOU GET SPECIAL MEDICAL EQUIPMENT OR DEVICES FOR YOUR CHILD? [ASKED IF Q19 = YES]

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

22 Q23 IN THE LAST 6 MONTHS, HOW OFTEN WAS IT EASY TO GET THIS THERAPY FOR YOUR CHILD? [ASKED IF Q22 = YES]

23 Q24 DID ANYONE FROM YOUR CHILD'S HEALTH PLAN, DOCTOR'S OFFICE OR CLINIC HELP YOU GET THIS THERAPY FOR YOUR CHILD? [ASKED IF Q22 = YES]

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

25 Q26 IN THE LAST 6 MONTHS, HOW OFTEN WAS IT EASY TO GET THIS TREATMENT OR COUNSELING FOR YOUR CHILD? [ASKED IF Q25 = YES]

26 Q27 DID ANYONE FROM YOUR CHILD'S HEALTH PLAN, DOCTOR'S OFFICE OR CLINIC HELP YOU GET THIS TREATMENT OR COUNSELING FOR YOUR CHILD? [ASKED IF Q25 = YES]

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

28 Q29 IN THE LAST 6 MONTHS, DID ANYONE FROM YOUR CHILD'S HEALTH PLAN, DOCTOR'S OFFICE, OR CLINIC HELP COORDINATE YOUR CHILD'S CARE AMONG THESE DIFFERENT PROVIDERS OR SERVICES? [ASKED IF Q28 = YES]

PAGE QUESTION TITLE

4. YOUR CHILD'S PERSONAL DOCTOR

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

30 Q31 IN THE LAST 6 MONTHS, HOW MANY TIMES DID YOUR CHILD VISIT HIS OR HER PERSONAL DOCTOR FOR CARE? [ASKED IF Q30 = YES]

31 Q31A IN THE LAST 6 MONTHS, HOW OFTEN DID YOU HAVE A HARD TIME SPEAKING WITH OR UNDERSTANDING YOUR CHILD'S PERSONAL DOCTOR BECAUSE YOU SPOKE DIFFERENT LANGUAGES? [ASKED IF Q30 = YES AND Q31 >= 1 TIME]

32 Q32 IN THE LAST 6 MONTHS, HOW OFTEN DID YOUR CHILD'S PERSONAL DOCTOR EXPLAIN THINGS ABOUT YOUR CHILD'S HEALTH IN A WAY THAT WAS EASY TO UNDERSTAND? [ASKED IF Q30 = YES AND Q31 >= 1 TIME]

33 Q33 IN THE LAST 6 MONTHS, HOW OFTEN DID YOUR CHILD'S PERSONAL DOCTOR LISTEN CAREFULLY TO YOU? [ASKED IF Q30 = YES AND Q31 >= 1 TIME]

34 Q34 IN THE LAST 6 MONTHS, HOW OFTEN DID YOUR CHILD'S PERSONAL DOCTOR SHOW RESPECT FOR WHAT YOU HAD TO SAY? [ASKED IF Q30 = YES AND Q31 >= 1 TIME]

35 Q35 IS YOUR CHILD ABLE TO TALK WITH DOCTORS ABOUT HIS OR HER HEALTH CARE? [ASKED IF Q30 = YES AND Q31 >= 1 TIME]

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

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

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

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

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

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

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

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

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

PAGE QUESTION TITLE

5. GETTING HEALTH CARE FROM SPECIALISTS

- 45 Q45 SPECIALISTS ARE DOCTORS LIKE SURGEONS, HEART DOCTORS, ALLERGY DOCTORS, SKIN DOCTORS, AND OTHER DOCTORS WHO SPECIALIZE IN ONE AREA OF HEALTH CARE. IN THE LAST 6 MONTHS, DID YOU MAKE ANY APPOINTMENTS FOR YOUR CHILD TO SEE A SPECIALIST?
- 46 Q46 IN THE LAST 6 MONTHS, HOW OFTEN DID YOU GET AN APPOINTMENT FOR YOUR CHILD TO SEE A SPECIALIST AS SOON AS YOU NEEDED? [ASKED IF Q45 = YES]
- 47 Q47 HOW MANY SPECIALISTS HAS YOUR CHILD SEEN IN THE LAST 6 MONTHS? [ASKED IF Q45 = YES]
- 48 Q48 WE WANT TO KNOW YOUR RATING OF THE SPECIALIST YOUR CHILD SAW MOST OFTEN IN THE LAST 6 MONTHS. USING ANY NUMBER FROM 0 TO 10, WHERE 0 IS THE WORST SPECIALIST POSSIBLE AND 10 IS THE BEST SPECIALIST POSSIBLE, WHAT NUMBER WOULD YOU USE TO RATE THAT SPECIALIST? [ASKED IF Q45 = YES AND Q47 >= 1 SPECIALIST]

6. YOUR CHILD'S HEALTH PLAN

- 49 Q49 IN THE LAST 6 MONTHS, DID YOU GET INFORMATION OR HELP FROM CUSTOMER SERVICE AT YOUR CHILD'S HEALTH PLAN?
- 50 Q50 IN THE LAST 6 MONTHS, HOW OFTEN DID CUSTOMER SERVICE AT YOUR CHILD'S HEALTH PLAN GIVE YOU THE INFORMATION OR HELP YOU NEEDED? [ASKED IF Q49 = YES]
- 51 Q51 IN THE LAST 6 MONTHS, HOW OFTEN DID CUSTOMER SERVICE STAFF AT YOUR CHILD'S HEALTH PLAN TREAT YOU WITH COURTESY AND RESPECT? [ASKED IF Q49 = YES]
- 52 Q52 IN THE LAST 6 MONTHS, DID YOUR CHILD'S HEALTH PLAN GIVE YOU ANY FORMS TO FILL OUT?
- 53 PQ53 IN THE LAST 6 MONTHS, HOW OFTEN WERE THE FORMS FROM YOUR CHILD'S HEALTH PLAN EASY TO FILL OUT? [ASKED IF Q52 = YES. RESPONSE OF 'ALWAYS' PADDED WITH Q52 = NO]
- 54 Q54 USING ANY NUMBER FROM 0 TO 10, WHERE 0 IS THE WORST HEALTH PLAN POSSIBLE AND 10 IS THE BEST HEALTH PLAN POSSIBLE, WHAT NUMBER WOULD YOU USE TO RATE YOUR CHILD'S HEALTH PLAN?

PAGE QUESTION TITLE

7. PRESCRIPTION MEDICINES

- 55 Q55 IN THE LAST 6 MONTHS, DID YOU GET OR REFILL ANY PRESCRIPTION MEDICINES FOR YOUR CHILD?
- 56 Q56 IN THE LAST 6 MONTHS, HOW OFTEN WAS IT EASY TO GET PRESCRIPTION MEDICINES FOR YOUR CHILD THROUGH HIS OR HER HEALTH PLAN? [ASKED IF Q55 = YES]
- 57 Q57 DID ANYONE FROM YOUR CHILD'S HEALTH PLAN, DOCTOR'S OFFICE, OR CLINIC HELP YOU GET YOUR CHILD'S PRESCRIPTION MEDICINES? [ASKED IF Q55 = YES]

7. ACCESS TO DENTAL CARE

- 58 Q57A A REGULAR DENTIST IS ONE YOUR CHILD WOULD GO TO FOR CHECK-UPS AND CLEANINGS OR WHEN HE/SHE HAS A CAVITY OR TOOTH PAIN. DOES YOUR CHILD HAVE A REGULAR DENTIST?
- 59 Q57B IN THE LAST 6 MONTHS, DID YOUR CHILD GO TO A DENTIST'S OFFICE OR CLINIC FOR CARE?
- 60 Q57C IN THE LAST 6 MONTHS, HOW OFTEN DID THE DENTISTS OR DENTAL STAFF EXPLAIN WHAT THEY WERE DOING WHILE TREATING YOUR CHILD?
- 61 Q57D 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?
- 62 Q57E USING ANY NUMBER FROM 0 TO 10, WHERE 0 IS EXTREMELY DIFFICULT AND 10 IS EXTREMELY EASY, WHAT NUMBER WOULD YOU USE TO RATE HOW EASY IT WAS FOR YOU TO FIND A DENTIST FOR YOUR CHILD?

8. ABOUT YOUR CHILD AND YOU

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

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

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

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

67 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]

68 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?

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

70 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]

71 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?

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

73 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]

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

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

76 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]

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

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

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

80 NQ75 IS YOUR CHILD MALE OR FEMALE? [BASED ON SURVEY RESPONSE OR ON SAMPLE DATA IF RESPONSE NOT GIVEN]

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

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

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

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

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

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

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

88 Q78 WHAT IS YOUR AGE?

89 Q79 ARE YOU MALE OR FEMALE?

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

91 Q81 HOW ARE YOU RELATED TO THE CHILD?

92 Q82 DID SOMEONE HELP YOU COMPLETE THIS SURVEY? [ASKED IF SURVEY COMPLETED BY MAIL]

93 Q83.1 HOW DID THAT PERSON HELP YOU? RESPONSE: READ THE QUESTIONS TO ME. [ASKED IF SURVEY COMPLETED BY MAIL AND Q82 = YES]

94 Q83.2 HOW DID THAT PERSON HELP YOU? RESPONSE: WROTE DOWN THE ANSWERS I GAVE. [ASKED IF SURVEY COMPLETED BY MAIL AND Q82 = YES]

95 Q83.3 HOW DID THAT PERSON HELP YOU? RESPONSE: ANSWERED THE QUESTIONS FOR ME. [ASKED IF SURVEY COMPLETED BY MAIL AND Q82 = YES]

96 Q83.4 HOW DID THAT PERSON HELP YOU? RESPONSE: TRANSLATED THE QUESTIONS INTO MY LANGUAGE. [ASKED IF SURVEY COMPLETED BY MAIL AND Q82 = YES]

97 Q83.5 HOW DID THAT PERSON HELP YOU? RESPONSE: HELPED IN SOME OTHER WAY. [ASKED IF SURVEY COMPLETED BY MAIL AND Q82 = YES]

9. RATINGS

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

10. COMPOSITES

102 GETTING NEEDED CARE
103 GETTING CARE QUICKLY
104 HOW WELL DOCTORS COMMUNICATE
105 CUSTOMER SERVICE
106 SHARED DECISION MAKING
107 ACCESS TO SPECIALIZED SERVICES

11. GLOBAL PROPORTION COMPOSITES

108 GETTING NEEDED CARE (ALWAYS + USUALLY) -- GLOBAL PROPORTION COMPOSITE
109 GETTING CARE QUICKLY (ALWAYS + USUALLY) -- GLOBAL PROPORTION COMPOSITE
110 HOW WELL DOCTORS COMMUNICATE (ALWAYS + USUALLY) -- GLOBAL PROPORTION COMPOSITE
111 CUSTOMER SERVICE (ALWAYS + USUALLY) -- GLOBAL PROPORTION COMPOSITE
112 SHARED DECISION MAKING (YES) -- GLOBAL PROPORTION COMPOSITE
113 ACCESS TO SPECIALIZED SERVICES (ALWAYS + USUALLY) -- GLOBAL PROPORTION COMPOSITE
114 PERSONAL DOCTOR WHO KNOWS CHILD (YES) -- GLOBAL PROPORTION COMPOSITE
115 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*

ABOUT YOU

35j. In the last 6 months, did you go to a dentist's office or clinic for care?

- Yes
- No → *Go to Question 35l*

35k. In the last 6 months, how often did the dentists or dental staff explain what they were doing while treating you?

- Never
- Sometimes
- Usually
- Always

35l. If you tried to get an appointment for yourself with a dentist who specializes in a particular type of dental care (such as root canals or gum disease) in the last 6 months, how often did you get an appointment as soon as you wanted?

- Never
- Sometimes
- Usually
- Always
- I did not try to get an appointment with a specialist dentist for myself in the last 6 months.

35m. In the last 6 months, if you needed to see a dentist right away because of a dental emergency, how often 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

35n. Using any number from 0 to 10, where 0 is extremely difficult and 10 is extremely easy, what number would you use to rate how easy it was for you to find a dentist?

- 0 1 2 3 4 5 6 7 8 9 10
- Extremely Difficult Extremely Easy

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, 2016?

- Yes
- No
- Don't know

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

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

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

- Never
- Sometimes
- Usually
- Always

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

- Never
- Sometimes
- Usually
- Always

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

- Never
- Sometimes
- Usually
- Always

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

- Yes
- No
- Don't know

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

- Yes
- No
- Don't know

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

- Yes
- No

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

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

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

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

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

- Yes
- No → *Go to Question 50*

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

- Yes
- No

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

- Yes
- No → *Go to Question 52*

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

- Yes
- No

52. What is your age?

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



53. Are you male or female?

- Male
- Female

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

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

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

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

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

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

57. Did someone help you complete this survey?

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

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

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

THANK YOU

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

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

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



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

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

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

SURVEY INSTRUCTIONS

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

Correct
Mark 

Incorrect
Marks



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

- Yes → *Go to Question 1*
- No

↓ **START HERE** ↓

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

1. Our records show that your child is now in the Oregon Health Plan. Is that right?

- Yes → *Go to Question 3*
- No

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

YOUR CHILD'S HEALTH CARE IN THE LAST 6 MONTHS

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

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

Yes
 No → *Go to Question 5*

4. In the last 6 months, when your child needed care right away, how often did your child get care as soon as he or she needed?

Never
 Sometimes
 Usually
 Always

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

Yes
 No → *Go to Question 7*

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

Never
 Sometimes
 Usually
 Always

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

None → *Go to Question 16*
 1 time
 2
 3
 4
 5 to 9
 10 or more times

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

Yes
 No

9. In the last 6 months, how often did you have your questions answered by your child's doctor or other health providers?

Never
 Sometimes
 Usually
 Always

10. In the last 6 months, did you and your child's doctor or other health provider talk about starting or stopping a prescription medicine for your child?

Yes
 No → *Go to Question 14*

11. Did you and a doctor or other health provider talk about the reasons you might want your child to take a medicine?

Yes
 No

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

- Yes
- No

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

- Yes
- No

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

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

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

- Never
- Sometimes
- Usually
- Always

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

- Yes
- No → *Go to Question 19*

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

- Yes
- No → *Go to Question 19*

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

- Yes
- No

SPECIALIZED SERVICES

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

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

- Yes
- No → *Go to Question 22*

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

- Never
- Sometimes
- Usually
- Always

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

- Yes
- No

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

- Yes
- No → *Go to Question 25*



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

- Never
- Sometimes
- Usually
- Always

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

- Yes
- No

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

- Yes
- No → *Go to Question 28*

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

- Never
- Sometimes
- Usually
- Always

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

- Yes
- No

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

- Yes
- No → *Go to Question 30*

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

- Yes
- No

YOUR CHILD'S PERSONAL DOCTOR

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

- Yes
- No → *Go to Question 45*

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

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

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

- Never
- Sometimes
- Usually
- Always

32. In the last 6 months, how often did your child's personal doctor explain things about your child's health in a way that was easy to understand?
- Never
 - Sometimes
 - Usually
 - Always
33. In the last 6 months, how often did your child's personal doctor listen carefully to you?
- Never
 - Sometimes
 - Usually
 - Always
34. In the last 6 months, how often did your child's personal doctor show respect for what you had to say?
- Never
 - Sometimes
 - Usually
 - Always
35. Is your child able to talk with doctors about his or her health care?
- Yes
 - No → *Go to Question 37*
36. In the last 6 months, how often did your child's personal doctor explain things in a way that was easy for your child to understand?
- Never
 - Sometimes
 - Usually
 - Always
37. In the last 6 months, how often did your child's personal doctor spend enough time with your child?
- Never
 - Sometimes
 - Usually
 - Always

38. In the last 6 months, did your child's personal doctor talk with you about how your child is feeling, growing, or behaving?
- Yes
 - No
39. In the last 6 months, did your child get care from a doctor or other health provider besides his or her personal doctor?
- Yes
 - No → *Go to Question 41*
40. In the last 6 months, how often did your child's personal doctor seem informed and up-to-date about the care your child got from these doctors or other health providers?
- Never
 - Sometimes
 - Usually
 - Always
41. Using any number from 0 to 10, where 0 is the worst personal doctor possible and 10 is the best personal doctor possible, what number would you use to rate your child's personal doctor?
-
- 0 1 2 3 4 5 6 7 8 9 10
- Worst Personal Doctor Possible Best Personal Doctor Possible
42. Does your child have any medical, behavioral, or other health conditions that have lasted for more than 3 months?
- Yes
 - No → *Go to Question 45*



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

- Yes
- No

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

- Yes
- No

GETTING HEALTH CARE FROM SPECIALISTS

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

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

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

- Yes
- No → *Go to Question 49*

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

- Never
- Sometimes
- Usually
- Always

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

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

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

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

YOUR CHILD'S HEALTH PLAN

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

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

- Yes
- No → *Go to Question 52*

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

- Never
- Sometimes
- Usually
- Always



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

- Never
- Sometimes
- Usually
- Always

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

- Yes
- No → *Go to Question 54*

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

- Never
- Sometimes
- Usually
- Always

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

- 0 1 2 3 4 5 6 7 8 9 10
 Worst Health 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, did your child go to a dentist's office or clinic for care?

- Yes
- No → *Go to Question 57d*

57c. In the last 6 months, how often did the dentists or dental staff explain what they were doing while treating your child?

- Never
- Sometimes
- Usually
- Always



57d. In the last 6 months, if your child needed to see a dentist right away because of a dental emergency, how often 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

57e. Using any number from 0 to 10, where 0 is extremely difficult and 10 is extremely easy, what number would you use to rate how easy it was for you to find a dentist for your child?

-
- 0 1 2 3 4 5 6 7 8 9 10
- Extremely Difficult Extremely Easy

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







897-12



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

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

Si quiere recibir más información acerca de este estudio, llame al 1-888-506-5136 (aquellos con impedimentos de audición, favor llamar al 1-888-631-2097).

INSTRUCCIONES PARA EL CUESTIONARIO

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

Marca
Correcta 

Marca
Incorrecta   

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

- Sí ➔ *Pase a la Pregunta 1*
- No

↓ **COMIENCE AQUI** ↓

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

- Sí ➔ *Pase a la pregunta 3*
- No

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

LA ATENCIÓN MÉDICA QUE USTED RECIBIÓ EN LOS ÚLTIMOS 6 MESES

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

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

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

LA ATENCIÓN MÉDICA QUE RECIBIÓ DE ESPECIALISTAS

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

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

Sí
 No → *Pase a la pregunta 28*

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

Nunca
 A veces
 La mayoría de las veces
 Siempre

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

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

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

0 1 2 3 4 5 6 7 8 9 10
El peor especialista posible El mejor especialista posible

SU PLAN DE SALUD

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

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

Sí
 No → *Pase a la pregunta 30*

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

Nunca
 A veces
 La mayoría de las veces
 Siempre

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

Sí
 No → *Pase a la pregunta 33*

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

Nunca
 A veces
 La mayoría de las veces
 Siempre

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

Nunca
 A veces
 La mayoría de las veces
 Siempre

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

Sí
 No → *Pase a la pregunta 35*

35j. En los últimos 6 meses, ¿fue usted a una oficina o clínica de un dentista para cuidado?

- Sí
- No → *Pase a la pregunta 35l*

35k. En los últimos 6 meses, ¿con qué frecuencia el personal dental o el dentista le explicaron lo que le hacían mientras lo/la trataron?

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

35l. Si usted trató de conseguir una cita para usted con un dentista que se especialice en un tipo de cuidado dental en particular (como una endodoncia (root canal) o enfermedad de las encías) en los últimos 6 meses, ¿con qué frecuencia le dieron una cita tan pronto la quería?

- Nunca
- A veces
- La mayoría de las veces
- Siempre
- No traté de conseguir una cita con un especialista dental para mí en los últimos 6 meses.

35m. 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

35n. Usando un número del 0 al 10, el 0 siendo extremadamente difícil y el 10 extremadamente fácil, ¿qué número usaría para calificar cuán fácil le fue encontrar un dentista?

- | | | | | | | | | | | |
|------------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| <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 |
| Extremadamente difícil | | | | | | Extremadamente fácil | | | | |

ACERCA DE USTED

36. En general, ¿cómo calificaría toda su salud?

- Excelente
- Muy buena
- Buena
- Regular
- Mala

37. En general, ¿cómo calificaría toda su salud mental o emocional?

- Excelente
- Muy buena
- Buena
- Regular
- Mala

38. Desde el 1 de julio del 2015, ¿le han puesto la vacuna para la influenza o gripe ya sea en inyección o con un rociador o 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. El personal de la encuesta no divulgará su información personal sin su permiso.

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

Si quiere recibir más información acerca de este estudio, llame al 1-888-506-5136 (aquellos con impedimentos de audición, favor llamar al 1-888-631-2097).

INSTRUCCIONES PARA EL CUESTIONARIO

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

Marca
Correcta ●

Marca
Incorrecta



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

- Sí → *Pase a la Pregunta 1*
- No

↓ **COMIENCE AQUI** ↓

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

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

- Sí → *Pase a la pregunta 3*
- No

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

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

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

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

7. En los últimos 6 meses, sin contar las veces en que su niño fue a una sala de emergencia, ¿cuántas veces fue su niño a un consultorio médico o a una clínica para que lo atendieran?
- Ninguna vez → *Pase a la pregunta 16*
 1 vez
 2
 3
 4
 5 a 9
 10 veces o más
8. En los últimos 6 meses, ¿hablaron usted y el doctor u otro profesional médico de su niño sobre cosas específicas que usted podría hacer para prevenir que su niño se enferme?
- Sí
 No
9. En los últimos 6 meses, ¿con qué frecuencia le contestaron sus preguntas los doctores u otros profesionales médicos de su niño?
- Nunca
 A veces
 La mayoría de las veces
 Siempre
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?

-
- 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

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

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

EL PLAN DE SALUD DE SU NIÑO

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

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

- Sí
 No → *Pase a la pregunta 52*

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

- Nunca
 A veces
 La mayoría de las veces
 Siempre

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

- Nunca
 A veces
 La mayoría de las veces
 Siempre

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

- Sí
 No → *Pase a la pregunta 54*

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

- Nunca
 A veces
 La mayoría de las veces
 Siempre

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

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

MEDICINAS RECETADAS

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

- Sí
 No → *Pase a la pregunta 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, ¿fué su niño a una oficina o clínica de un dentista para cuidado?

- Sí
- No → *Pase a la pregunta 57d*

57c. En los últimos 6 meses, ¿con qué frecuencia el personal dental o el dentista le explicaron lo que le hacían mientras trataron a su niño?

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

57d. 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

57e. Usando un número del 0 al 10, el 0 siendo extremadamente difícil y el 10 extremadamente fácil, ¿qué número usaría para calificar cuán fácil le fue encontrar un dentista para 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 |
| Extremadamente difícil | | | | | | Extremadamente fácil | | | | |

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





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12

CZPCS

DIAL.SCREEN

DS. INTERVIEWER: YOU MAY DO THE INTERVIEW WITH ONLY THE [NAMED
RESPONDENT. NO PROXIES WILL BE ACCEPTED/PARENT/GUARDIAN/OR ADULT WHO
KNOWS MOST ABOUT [MEMBER NAME] 'S HEALTH CARE] .

PHONE NUMBER ---> [1 CELL PHONE - HAND DIAL (###) ### - ##### /***
-*]

Hello, I'm calling about a health care survey on behalf of
[HEALTH PLAN NAME]. This call will be recorded and may be
monitored for quality and
training purposes. May I please speak with [[MEMBER FIRST NAME]
[MEMBER LAST NAME]/the person who knows the most about [NAME OF
CHILD]'s health care)?

We are conducting an important study to find out how satisfied
[people/families] are with [HEALTH PLAN NAME]. The results of the
study will help [HEALTH PLAN NAME] 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/your child's] health care or benefits in any way.

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
11. R - DOES NOT WANT TO BE RECORDED (VOLUNTEERED)

IF DIAL.SCREEN = 01, GO TO START2

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/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
5. R - DOES NOT WANT TO BE RECORDED (VOLUNTEERED)

IF MAIL.SCREEN = 1, GO TO START2
RETURN TO COVERSHEET

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 [you/your child] [are/is] now in [HEALTH PLAN NAME]. 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 [HEALTH PLAN NAME], ENTER "2".)

- 1. YES -----> CK.PLMSTCR
- 2. NO

DK/REFUSAL/NOT ASCERTAINED

NPLNAME

Q2. / NPLNAME

What is the name of [your/your child's] health plan?

("DK" NOT ALLOWED)

[ENTER 1 IF R SAYS [HEALTH PLAN NAME]]

[(ENTER 5 IF R SAYS: MEDICAID)]

(IF R SAYS SOMETHING CLOSE TO [HEALTH PLAN NAME], 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/CHILD] NO LONGER INSURED (BY MEDICAID) ----> NO.INSUR
- 5. [RESPONDENT/CHILD] INSURED BY MEDICAID BUT DOESN'T ----> CK.PLMSTCR
KNOW PLAN NAME

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/your child's] health care. When you answer these questions, please do NOT include dental visits or care [you/your child] got when [you/+[he/she]] stayed overnight in a hospital.

INCARE

Q3. / INCARE

In the last [12/6] months, did [you/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 [12/6] months, when [you/your child] NEEDED CARE RIGHT AWAY, how often did [you/your child] get care as soon as [you/+[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 [12/6] 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 [12/6] 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 [for a CHECK-UP OR ROUTINE CARE at a doctor's office or clinic/] as soon as [you/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 [12/6] months, NOT counting the times [you/your child] went to an emergency room, how many times did [you/+[he/she]] go to a doctor's office or clinic [to get health care for yourself/to get health care]

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

(IWER: IF NEEDED CLARIFY: "Please don't include dental care [you/your child] received.")

(IWER: IF NEEDED CLARIFY, "Please include ALL doctor visits including those for routine, regular care and for an illness or injury.")

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

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

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

IF OFCTIM4=0 OR DK/REFUSAL AND QNAIRE <05 THEN GO TO PRSNLD4

IF OFCTIM4=0 OR DK/REFUSAL AND QNAIRE >05 THEN GO TO CHSCHL

PRVENT5

Q8. / PRVENT5

In the last [12/6] months, did you and [a/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

IF qnaire<5 then go to RXSTP

OFTQUES

[0/0/0/0/9/9]. / OFTQUES

In the last [12/6] 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

[9/9/9/9/10/10]. / RXSTP

In the last [12/6] months, did you and [a/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

[10/10/10/10/11/11]. / 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

[11/11/11/11/12/12]. / 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

[12/12/12/12/13/13]. / 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 [you/your child]?

- 1. YES
- 2. NO

DK/REFUSAL/NOT ASCERTAINED

RTALLCR

[13/13/13/13/14/14]. / 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/your child's] health care in the last [12/6] months?

(IF NEEDED: "Please do not include any dental care [you/your child] may have received.")

00 01 02 03 04 05 06 07 08 09 10

DK/REFUSAL/NOT ASCERTAINED

CARNES4

[14/14/14/14/15/15]. / CARNES4

In the last [12/6] months, how often was it easy to get the care, tests, or treatment [you/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

[0/0/0/0/16/16]. / CHSCHL

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

- 1. YES
- 2. NO -----> MEDEQUIP

DK/REFUSAL/NOT ASCERTAINED --> MEDEQUIP

CONTSCHL

[0/0/0/0/17/17]. / CONTSCHL

In the last [12/6] 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

[0/0/0/0/18/18]. / HELPCONT

In the last [12/6] 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

[0/0/0/0/19/19]. / MEDEQUIP

Special medical equipment or devices include a walker, wheelchair, nebulizer, feeding tubes, or oxygen equipment. In the last [12/6] 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

[0/0/0/0/20/20]. / EZMDEQ

In the last [12/6] 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

[0/0/0/0/21/21]. / 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

[0/0/0/0/22/22]. / SPCTHY

In the last [12/6] 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

[0/0/0/0/23/23]. / EZTHP

In the last [12/6] 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

[0/0/0/0/24/24]. / 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

[0/0/0/0/25/25]. / TCPBLM

In the last [12/6] 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

[0/0/0/0/26/26]. / EZTC

In the last [12/6] 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

[0/0/0/0/27/27]. / 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

[0/0/0/0/28/28]. / PLUSCARE

In the last [12/6] 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

[0/0/0/0/29/29]. / HLPCOORD

In the last [12/6] 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

[15/15/15/15/30/30]. / PRSNLD4

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

[Do you/Does your child] have a personal doctor?

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

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

DRTMS

[16/16/16/16/31/31]. / DRTMS

In the last [12/6] months, how many times did [you/your child] visit [your/[his/her]] personal doctor [to get care for yourself/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

IF QNAIRE= ADULT MEDICAID (02), GO TO DREXPL4

PBDRLNG

31a. / PBDRLANG

In the last [12/6] 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

[17/17/17/17/32/32]. / DREXPL4

In the last [12/6] months, how often did [your/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

[18/18/18/18/33/33]. / DRLSTN4

In the last [12/6] months, how often did [your/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

[19/19/19/19/34/34]. / DRESPU4

In the last [12/6] months, how often did [your/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

[0/0/20/20/35/35]. / CABLTLK

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

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

DK/REFUSAL/NOT ASCERTAINED --> DRTMEN4

CDREXPL

[0/0/21/21/36/36]. / CDREXPL

In the last [12/6] 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

[20/20/22/22/37/37]. / DRTMEN4

In the last [12/6] months, how often did [your/your child's] personal doctor spend enough time with [you/your child] ? Would you say...

(READ LIST)

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

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

DRTLKU

[0/0/23/23/38/38]. / DRTLKU

In the last [12/6] 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

[21/21/24/24/39/39]. / DIFFDR

In the last [12/6] months, did [you/your child] get care from a doctor or other health provider besides [your/+[his/her]] personal doctor?

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

DK/REFUSAL/NOT ASCERTAINED --> RATEDR4

DRINFO

[22/22/25/25/40/40]. / DRINFO

In the last [12/6] months, how often did [your/your child's] personal doctor seem informed and up-to-date about the care [you/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

[23/23/26/26/41/41]. / 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/your child's] personal doctor?

00 01 02 03 04 05 06 07 08 09 10

DK/REFUSAL/NOT ASCERTAINED

COND3MO

[0/0/0/0/42/42]. / COND3MO

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

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

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

DRUNCON

[0/0/0/0/43/43]. / 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

[0/0/0/0/44/44]. / 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 you got when you stayed overnight in a hospital. /dental visits or care your child got when (he/she) stayed overnight in a hospital.]

NDSPDR4

[24/24/27/27/45/45]. / 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 [12/6] 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

[25/25/28/28/46/46]. / PRBSEE4

In the last [12/6] 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

[26/26/29/29/47/47]. / SPDRS

How many specialists [have/has] [you/your child] seen in the last [12/6] 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/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

[27/27/30/30/48/48]. / RTSPDR4

We want to know your rating of the specialist [you/your child] saw most often in the last [12/6] 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/your child's] health plan.

LOOMAT4
[28/28/0/0/0/0]. / LOOMAT4

In the last [12/6] months, did you look for any information in written
materials or on the Internet about how your health plan works?

- 1. YES
- 2. NO -----> CK.LOOSVC

DK/REFUSAL/NOT ASCERTAINED --> CK.LOOSVC

UNDINF4
[29/29/0/0/0/0]. / UNDINF4

In the last [12/6] 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)

CK.LOOSVC
IF qnaire=02 then go to CLCSRV4

LOOSVC
[30/0/0/0/0/0]. / LOOSVC

Sometimes people need services or equipment beyond what is provided in a
regular or routine office visit, such as care from a specialist,
physical therapy, a hearing aid, or oxygen.

In the last 12 months, did you look for information from your health
plan on how much you would have to pay for a health care service or
equipment?

- 1. YES
- 2. NO -----> LOOMED

DK/REFUSAL/NOT ASCERTAINED --> LOOMED

FNDSVC

[31/0/0/0/0/0]. / FNDSVC

In the last 12 months, how often were you able to find out from your health plan how much you would have to pay for a health care service or equipment? Would you say...

(READ LIST)

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

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

LOOMED

[32/0/0/0/0/0]. / LOOMED

In some health plans the amount you pay for a prescription medicine can be different for different medicines, or can be different for prescriptions filled by mail instead of at the pharmacy.

In the last 12 months, did you look for information from your health plan on how much you would have to pay for specific prescription medicines?

- 1. YES
- 2. NO -----> CLCSRV4

DK/REFUSAL/NOT ASCERTAINED --> CLCSRV4

FNDMED

[33/0/0/0/0/0]. / FNDMED

In the last 12 months, how often were you able to find out from your health plan how much you would have to pay for specific prescription medicines? Would you say...

(READ LIST)

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

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

CLCSRV4

[34/30/31/31/49/49]. / CLCSRV4

In the last [12/6] months, did you get information or help from [your health plan's customer service/customer service at your child's health plan] ?

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

DK/REFUSAL/NOT ASCERTAINED --> PLPRWK4

PBCLCS4

[35/31/32/32/50/50]. / PBCLCS4

In the last [12/6] months, how often did [your health plan's customer service/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

[36/32/33/33/51/51]. / CSRESP

In the last [12/6] months, how often did [your health plan's/] 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

[37/33/34/34/52/52]. / PLPRWK4

In the last [12/6] months, did [your/your child's] health plan give you any forms to fill out?

- 1. YES
- 2. NO -----> CK.SNDCLMS

DK/REFUSAL/NOT ASCERTAINED --> CK.SNDCLMS

PBPLPW4

[38/34/35/35/53/53]. / PBPLPW4

In the last [12/6] months, how often were the forms from [your/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)

CK.SNDCLMS

SNDCLM4

[39/0/0/0/0/0]. / SNDCLM4

Claims are sent to a health plan for payment. You may send in the claims yourself, or doctors, hospitals, or others may do this for you.

In the last [12/6] months, did you or anyone else send in any claims for your care to your health plan?

- 1. YES
- 2. NO -----> RTPLEXP
- 3. DON'T KNOW (DO NOT PROBE) --> RTPLEXP
- 9. REFUSAL/NOT ASCERTAINED ----> RTPLEXP

CLMTMR4

[40/0/0/0/0/0]. / CLMTMR4

In the last [12/6] months, how often did your health plan handle your claims quickly? Would you say...

(READ LIST)

- 1. NEVER,
- 2. SOMETIMES,
- 3. USUALLY, OR
- 4. ALWAYS?
- 5. DON'T KNOW (DO NOT READ) (DO NOT PROBE)
- 9. REFUSAL/NOT ASCERTAINED (DO NOT READ)

CLMCRCT

[41/0/0/0/0/0]. / CLMCRCT

In the last [12/6] months, how often did your health plan handle [your/your child's] claims correctly? Would you say...

(READ LIST)

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

- 5. DON'T KNOW (DO NOT READ) (DO NOT PROBE)

- 9. REFUSAL/NOT ASCERTAINED (DO NOT READ)

RTPLEXP

[42/35/36/36/54/54]. / 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/your child's] health plan?

00 01 02 03 04 05 06 07 08 09 10

DK/REFUSAL/NOT ASCERTAINED

IF QNAIRE= CHILD MED W/CCC (07), GO TO CHPRES

HPMDEQ

[0/35.01/0/0/0/0]. / HPMDEQ

In the last [12/6] 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 --> POSTHP

EZMDHP

[0/35.02/0/0/0/0]. / EZMDHP

In the last [12/6] months, how often was it easy to get the medical equipment you needed through your health plan? Would you say...?

(READ LIST)

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

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

POSTHP

[0/35.03/0/0/0/0]. / POSTHP

In the last [12/6] months, did you have any health problems that needed special therapy, such as physical, occupational, or speech therapy?

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

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

EZPOST

[0/35.04/0/0/0/0]. / EZPOST

In the last [12/6] months, how often was it easy to get the special therapy you needed through your health plan? Would you say...?

(READ LIST)

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

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

INTRO.DTLK
INTRO.DTLK

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

DTLKTF
[0/35.5/0/0/0/0]. / DTLKTF

In the last [12/6] 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 (DO NOT READ)

DINTER

[0/35.6/0/0/0/0]. / DINTER

In the last [12/6] 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 (DO NOT READ)

DRRUDE

[0/35.7/0/0/0/0]. / DRRUDE

In the last [12/6] 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 (DO NOT READ)

TRUSTDR

[0/35.8/0/0/0/0]. / TRUSTDR

In the last [12/6] 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 (DO NOT READ)

REGDENT

[0/35.9/0/0/0/57.01]. / REGDENT

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

[Do you/Does your child] have a regular dentist?

1. YES
2. NO

DK/REFUSAL/NOT ASCERTAINED

GODENT

[0/35.10/0/0/0/57.02]. / GODENT

In the last 6 months, did [you/your child] go to a dentist's office or clinic for care?

1. YES
2. NO

DK/REFUSAL/NOT ASCERTAINED

IF QNAIRE = ADULT MEDICAID (02) AND GODENT <> YES, GO TO CK.DENTSOON
IF QNAIRE = CHILD MEDICAID W/CCC (07) AND GODENT <> YES, GO TO DNTASAP

DENTEXPL

[0/35.11/0/0/0/57.03]. / DENTEXPL

In the last [12/6] months, how often did [your/your child's] dentist or dental staff explain what they were doing while treating [you/your child]? Would you say...

(READ LIST)

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

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

CK.DENTSOON

IF QNAIRE = CHILD MEDICAID W/CCC (07), GO TO DNTASAP

DENTSOON

[0/35.12/0/0/0/0]. / DENTSOON

If you tried to get an appointment for yourself with a dentist who specializes in a particular type of dental care (such as root canals or gum disease) in the last 6 months, how often did you get an appointment as soon as you wanted?

(READ LIST)

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

- 5. DID NOT TRY TO GET AN APPOINTMENT WITH A SPECIALIST DENTIST IN THE LAST 6 MONTHS (DO NOT READ)

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

DNTASAP

[0/35.13/0/0/0/57.04]. / DNTASAP

In the last [12/6] months, if [you/your child] needed to see a dentist right away because of a DENTAL EMERGENCY, did [you/+[he/she]] get to see a dentist as soon as you wanted? Would you say...

(IWER: IF R RESPONDS WITH "YES/NO" PLEASE PROBE WITH RESPONSE OPTIONS)

(READ LIST)

- 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 (DO NOT READ)

RTDENT

[0/35.14/0/0/0/57.03]. / RTDENT

Using any number from 0 to 10, where 0 is extremely difficult and 10 is extremely easy, what number would you use to rate how easy it was for you to find a dentist [/for your child] ?

00 01 02 03 04 05 06 07 08 09 10

DK/REFUSAL/NOT ASCERTAINED

GO TO HLTSTA4

CHPRES

[0/0/0/0/55/55]. / CHPRES

In the last [12/6] months, did you get or refill any prescription medicines for your child?

1. YES
2. NO -----> REGDENT

DK/REFUSAL/NOT ASCERTAINED --> REGDENT

EZPRES

[0/0/0/0/56/56]. / EZPRES

In the last [12/6] months, how often was it easy to get prescription medicines for your child through [your/+[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

[0/0/0/0/57/57]. / 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

IF QNAIRE = CHILD MEDICAID W/CCC, GO TO REGDENT

HLTSTA4

[43/36/37/37/58/58]. / HLTSTA4

[/I have just a few more questions.]

In general, how would you rate [your/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

[44/37/38/38/59/59]. / MNTLSTAT

In general, how would you rate [your/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

[0/0/0/0/60/60]. / 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

[0/0/0/0/61/61]. / WHYMEDA

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

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

DK/REFUSAL/NOT ASCERTAINED --> MOREMED

WHYMEDB

[0/0/0/0/62/62]. / 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

[0/0/0/0/63/63]. / 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

[0/0/0/0/64/64]. / WHYMOREA

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

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

DK/REFUSAL/NOT ASCERTAINED --> LIMITED

WHYMOREB

[0/0/0/0/65/65]. / 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

[0/0/0/0/66/66]. / LIMITED

Is your child limited or prevented in any way in [your/+[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

[0/0/0/0/67/67]. / WHYLIMA

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

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

DK/REFUSAL/NOT ASCERTAINED --> SPECTHP

WHYLIMB

[0/0/0/0/68/68]. / 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

[0/0/0/0/69/69]. / 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

[0/0/0/0/70/70]. / WHYSTA

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

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

DK/REFUSAL/NOT ASCERTAINED --> CHCOUNS

WHYSTB

[0/0/0/0/71/71]. / 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

[0/0/0/0/72/72]. / CHCOUNS

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

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

DK/REFUSAL/NOT ASCERTAINED --> CAGE

TIMCOUNA

[0/0/0/0/73/73]. / TIMCOUNA

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

- 1. YES
- 2. NO

DK/REFUSAL/NOT ASCERTAINED

FLUSHOTQ

[45/38/0/0/0/0]. / FLUSHOTQ

Have you had either a flu shot or flu spray in the nose since July 1, 2015?

- 1. YES
- 2. NO
- 3. DON'T KNOW
- 9. REFUSAL/NOT ASCERTAINED (DO NOT READ)

NOWSMOK

[46/39/0/0/0/0]. / 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

[47/40/0/0/0/0]. / ADVQUIT9

In the last [12/6] 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

[48/41/0/0/0/0]. / PATCH9

In the last [12/6] 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

[49/42/0/0/0/0]. / WILLPWR9

In the last [12/6] 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

[50/43/0/0/0/0]. / 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

[51/44/0/0/0/0]. / 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

[52/45/0/0/0/0]. / 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)

[53/46/0/0/0/0].(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)

[54/47/0/0/0/0].(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

[55/48/0/0/0/0]. / SMPROB

[I have just a few more questions./]

In the last [12/6] 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

[56/49/0/0/0/0]. / 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

[57/50/0/0/0/0]. / 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

[58/51/0/0/0/0]. / 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

[59/52/0/0/0/0]. / 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

[60/53/0/0/0/0]. / QGENDER

(IWER: RECORD RESPONDENT'S SEX.)

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

1. MALE
2. FEMALE

DK/REFUSAL/NOT ASCERTAINED

CAGE

[0/0/39/39/74/74]. / CAGE

[/I have just a few more questions.]

What is YOUR CHILD'S age?

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

(IWER: DO NOT ROUND UP)

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

___ ENTER CHILD'S AGE

DK/REFUSAL/NOT ASCERTAINED

IF CAGE<19 THEN GO TO CGENDER

CAGE.CK

[0/0/39/39/74/74]a. / CAGE.CK

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

("DK" NOT ALLOWED)

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

IF cage>18 and cage<>99 then go to ALL.DONE

CGENDER

[0/0/40/40/75/75]. / CGENDER

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

1. MALE
2. FEMALE

REFUSAL/NOT ASCERTAINED

LATINO

[62/55/41/41/76/76]. / LATINO

[Are/Is] [you/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/your child's] race. I must ask you about all categories in case more than one applies.

PQRACE3.(1-6)
[63/56/42/42/77/77].(1-6) / PQRACE3.(1-6)

[(Are you)/(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/your child's] race for demographic purposes only.
We want to be sure that the people we survey accurately represent the
racial diversity of managed care enrollees in this country.")

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

1. YES
2. NO

DK/REFUSAL/NOT ASCERTAINED

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

PAGE

[0/0/43/43/78/78]. / 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

[0/0/44/44/79/79]. / PGENDER

(IWER: ENTER RESPONDENT'S SEX.)

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

1. MALE
2. FEMALE

DK/REFUSAL/NOT ASCERTAINED

EDUCAT

[61/54/45/45/80/80]. / 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

[0/0/46/46/81/81]. / CHRELT

How are you related to the child?

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

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

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

ALL.DONE
THANKS.SCREEN.

Those are all the questions I have.

Thank you for taking part in this important interview.

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

RETURN TO COVERSHEET

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

1. YES
2. NO

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

EDIT.OTH
EDIT.OTH. (IWER: PLEASE TYPE YOUR EDIT-BE SPECIFIC-INCLUDE:
1) QUESTION NUMBER(S)
2) WHAT WAS ENTERED
3) WHAT NEEDS TO BE CHANGED

CK.END.EDIT
LANG.DID

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

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