CAHPS® Survey for Accountable Care Organizations (ACOs) Participating in Medicare Initiatives

2016 ACO-9 Instructions and CATI Script (Cantonese)

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CAHPS® for ACOs Survey
ACO-9 Instructions and CATI Script

Instructions for Conducting the Survey via CATI

Overview

This telephone interview script is provided to assist interviewers while attempting to administer the CAHPS for ACOs Survey.

Instructions for Survey Vendors:

- The scripts provided in this document use the same questions as those found in the mail version of the CAHPS for ACOs Survey.
- To ensure comparability, neither an ACO nor a survey vendor may change the wording of the survey questions, the response categories, or the order of the questions in any of the surveys.
- All text that appears in lowercase letters <u>must</u> be read out loud.
- For all questions that use "Never/Sometimes/Usually/Always" response scale, the interviewer should say "Would you say…" before reading the response options to the respondent.
- Text within a question that is in one of the following styles: <u>underlined,</u> or **bolded**, or highlighted, or IN UPPERCASE LETTERING, or *italicized* must be emphasized.

  Note: Survey vendors are permitted to indicate emphasis of text in a different manner, such as placing quotes ("") or asterisks (**) around the text to be emphasized, if the CATI system does not permit any of the styles indicated above.
- Words that appear in < > are instructions or for informational purposes only and must not be read aloud.
- "*DON'T KNOW*" and "*REFUSED*" answer categories appear in uppercase and within < > and should not be read to the respondent, but may be used for coding a response.
- Text that appears within parentheses and in both (*UPPERCASE LETTERING AND ITALICIZED)* indicate instructions for the interviewer regarding optional items. These instructions are not to be read aloud. Example: (*READ RESPONSE OPTIONS ONLY IF NECESSARY)*
- Text that appears within [SQUARE BRACKETS] are used to show programming instructions that must not actually appear on electronic telephone interviewing system screens.
- Only one language must appear on the electronic interviewing system screen.
- Some items can and should be skipped by certain beneficiaries.
  - Dependent questions that are appropriately skipped should be coded as "88-NOT APPLICABLE."

- Skip patterns should be programmed into the electronic telephone interviewing system. For example, if a beneficiary answers “No” to a screener question, the program should skip and go to the next screener question. The dependent questions between the screener questions must then be coded as “88-NOT APPLICABLE.” Coding may be done automatically by the telephone interviewing system or later during data preparation.
- When a response to a screener question is not obtained (“98-DON’T KNOW” or “99-REFUSED” are considered responses), the screener question and any questions in the skip pattern should be coded as “M-MISSING.” In this case, the telephone interviewing system should be programmed to skip the dependent question(s) and go to the next screener question. Coding may be done automatically by the telephone interviewing system or later during data preparation.
- When a respondent suspends an interview and does not resume, the unanswered screener questions should be coded “M – Missing.”
- If after starting the survey the interview is disconnected, or the beneficiary requests a call back at a later date to complete the survey, the survey vendor may resume the call where the beneficiary left off. Please use the script provided for “Call Back to Resume a Survey.”
- Survey vendors may not underline or use bold letters to emphasize words or questions other than what is already included in the final version of the questionnaires provided by CMS.
- Please note that the telephone script contains two questions from the questionnaires that ask about receiving assistance (proxy respondent). The questions “Did someone help you complete this survey?” and “How did that person help you?” are to be completed by the interviewer based on the respondent’s (or proxy’s) role during the interview.
    - These two questions about proxy respondents may be placed after the END screen.
- In the event that a beneficiary is unable to complete the interview himself/herself, a proxy interview may be conducted provided the telephone interviewer is able to identify a suitable proxy respondent (someone who knows the beneficiary well and is able to answer health related questions about the beneficiary accurately). However, the telephone interviewer must obtain the beneficiary’s permission to have a proxy respondent assist them with the interview or complete the interview for them. If the interviewer is unable to speak to the beneficiary directly in order to identify a proxy respondent and obtain his/her permission to do the interview for them, they must <u>not</u> proceed with the interview. The CATI introductory script includes a script for identifying and obtaining consent to complete a proxy interview, as well as a reminder for the proxy respondent to answer the survey questions about the beneficiary.

- To ensure that proxy respondents answer survey questions about the beneficiary, all proxy survey questions must be reworded to reference the selected beneficiary:

EXAMPLES:

Q4 In the last 6 months, how many times did [BENEFICIARY NAME] visit this provider to get care for [himself/herself]? Would [he/she] say:

Q37 In the last 6 months, did [BENEFICIARY NAME] try to make any appointments with specialists?

These next questions are about [BENEFICIARY NAME] and will help us to describe the people who participate in this survey.

Q46 In general, how would [BENEFICIARY NAME] rate [his/her] overall health? Would [he/she] say:

Instructions for Telephone Interviewer

- Interviewers must ask the survey questions and record the respondent's responses in a standardized and consistent way, probing as necessary.
- Suggested probes are indicated by *(PROBE "IF NEEDED: TEXT IS IN ALL UPPER CASE LETTERING.").*
- Characters in < > are instructions or for informational purposes only and must not be read aloud.
- Text that appears within parentheses and in both (*UPPERCASE LETTERING AND ITALICIZED)* indicate instructions for the interviewer regarding optional items. These instructions are not to be read aloud. Example: *(READ RESPONSE OPTIONS ONLY IF NECESSARY)*
- "*DON'T KNOW*" and "*REFUSED*" answer categories appear in uppercase and within < > and should not be read to the respondent, but may be used for coding a response.
- Interviewers should read aloud all text that appears in lowercase letters.
- Text within a question that is in one of the following styles: <u>underlined</u>, or **bolded**, or highlighted, or IN UPPER CASE LETTERING, or *italicized* must be emphasized by the interviewer.

  Note: Survey vendors are permitted to indicate emphasis of text in a different manner, such as placing quotes ("") or asterisks (**) around the text to be emphasized, if the CATI system does not permit any of the styles indicated above.

- Interviewers must follow basic interviewing conventions such as:
  - Conducting the interview in a neutral and unbiased fashion
  - Probing for complete answers in a neutral and professional manner
    - During the course of the survey, use of **neutral** acknowledgment words such as the following is permitted:
      - Thank you.
      - Okay.
      - I understand.
      - I see.
      - Yes, Ma'am.
      - Yes, Sir.
      - Let me repeat the question/answer choices for you.
  - Reading all questions, transition phrases, and response options exactly as written
  - Reading all response options in lowercase
  - Maintaining the integrity of the questionnaire content by asking each question consistently and in the correct order, and without skipping any questions inappropriately
  - Recording responses accurately
  - Reading questions at an appropriate speed (at a normal pace, neither too fast, nor too slow)
  - Repeating questions as necessary
- Interviewers should avoid assuming answers ahead of time, interpreting answers provided, or suggesting answers
- Interviewers should avoid giving their opinion, even when asked; Interviewers should provide positive but neutral feedback to maintain cooperation and to show appreciation for the respondent's contribution of time and effort.

CATI SCRIPT – NATIONAL IMPLEMENTATION SURVEY

<INTRO1-OUT IS FOR OUTBOUND CALLS. THE PURPOSE OF THE INTRO1 SCREEN IS TO PROTECT THE PRIVACY OF THE SAMPLED PERSON (SP). THE INTERVIEWER DOES NOT PROVIDE DETAILS ABOUT THE SURVEY UNTIL HE/SHE IS SPEAKING WITH THE SAMPLED PERSON. AT NO POINT DOES THE INTERVIEWER MENTION A PROVIDER NAME TO ANYONE OTHER THAN THE SAMPLED MEMBER. IN ADDITION, NO MESSAGES ARE TO BE LEFT ON AN ANSWERING MACHINE OR VOICE MAIL.>

INTRO1-OUT

你好，請問我可以和 [BENEFICIARY NAME] 談話嗎？

(*IF NEEDED:*) 我打電話來，是為了跟進聯邦醫療保險和州醫療補助服務中心(即 CMS) 的 Walter Stone 寄給你的一封信。

1	YES	[GO TO INTRO2-OUT]
2	SP NOT AVAILABLE RIGHT NOW	[GO TO CALLBACK MODULE]
3	REFUSAL	[GO TO REFUSAL MODULE]
4	SP NEEDS SPANISH LANGUAGE INTERVIEW	[SET LANGUAGE]
5	SP NEEDS CANTONESE INTERVIEW	[SET LANGUAGE]
6	SP NEEDS KOREAN INTERVIEW	[SET LANGUAGE]
7	SP NEEDS MANDARIN INTERVIEW	[SET LANGUAGE]
8	SP NEEDS RUSSIAN INTERVIEW	[SET LANGUAGE]
9	SP NEEDS VIETNAMESE INTERVIEW	[SET LANGUAGE]
10	SP NEEDS PORTUGUESE INTERVIEW	[SET LANGUAGE]
11	SP IS TOO ILL OR FRAIL/PHYSICALLY UNABLE	[GO TO PROXY1]
12	SP IS DECEASED	[GO TO NON-INTERVIEW SCREEN]
13	OTHER NON-INTERVIEW	[GO TO NON-INTERVIEW SCREEN]

<INTRO1-IN IS FOR INBOUND CALLS. AS WITH INTRO1-OUT, THE PURPOSE OF THE INTRO1-IN SCREEN IS TO PROTECT THE PRIVACY OF THE SAMPLED PERSON (SP). THE INTERVIEWER DOES NOT PROVIDE DETAILS ABOUT THE SURVEY UNTIL HE/SHE IS SPEAKING WITH THE SAMPLED PERSON. AT NO POINT DOES THE INTERVIEWER MENTION A PROVIDER NAME TO ANYONE OTHER THAN THE SAMPLED MEMBER.>

INTRO1-IN

你好，請問你是不是 [BENEFICIARY NAME] 呢?

1	YES	[GO TO INTRO2-IN]
2	SP NOT AVAILABLE RIGHT NOW	[GO TO CALLBACK MODULE]
3	REFUSAL	[GO TO REFUSAL MODULE]
4	SP NEEDS SPANISH LANGUAGE INTERVIEW	[SET LANGUAGE]
5	SP NEEDS CANTONESE INTERVIEW	[SET LANGUAGE]
6	SP NEEDS KOREAN INTERVIEW	[SET LANGUAGE]
7	SP NEEDS MANDARIN INTERVIEW	[SET LANGUAGE]
8	SP NEEDS RUSSIAN INTERVIEW	[SET LANGUAGE]
9	SP NEEDS VIETNAMESE INTERVIEW	[SET LANGUAGE]
10	SP NEEDS PORTUGUESE INTERVIEW	[SET LANGUAGE]
11	SP IS TOO ILL OR FRAIL/PHYSICALLY UNABLE	[GO TO PROXY1]
12	SP IS DECEASED	[GO TO NON-INTERVIEW SCREEN]
13	OTHER NON-INTERVIEW	[GO TO NON-INTERVIEW SCREEN]

PROXY1

我打電話來，是想邀請 [BENEFICIARY NAME] 就(他/她)的健康護理經驗參加一個訪問。(他/她)可以指定一個人代表(他/她)完成這次訪問。我需要和 [BENEFICARY LAST NAME] (先生/女士)簡短地談一談。

1	YES	[GO TO PROXY2]
2	NO	[GO TO NON-INTERVIEW SCREEN]
3	REFUSAL	[GO TO REFUSAL MODULE]

PROXY2

我叫 [INTERVIEWER NAME]，是代表聯邦醫療保險和州醫療補助服務中心(即 CMS)打來，邀請你參加一個有關你在過去 6 個月內見醫生和護士的訪問 。

如果你需要幫忙完成這個訪問，可以請一位家人或好友幫你作答。如果你覺得你自己無法完成這個訪問，可以請一位家人或好友代你做這個訪問。這人需要很熟悉你和能夠準確地回答有關在過去 6 個月內你見醫生和護士的問題。

有沒有人能夠幫你回應這個訪問，或者代表你接受訪問呢？

1	YES, HELP WITH INTERVIEW	[GO TO PROXY3]
2	YES, DO INTERVIEW FOR SP	[GO TO PROXY4]
3	NO	[GO TO NON-INTERVIEW SCREEN]
4	REFUSAL	[GO TO REFUSAL MODULE]

PROXY3

那位能夠幫你回應這個訪問的人叫什麼名字呢？

<ENTER NAME>:

那位人士現在是否在你那裡？

1	YES	[GO TO PROXY6]
2	NO, CALL BACK	[GO TO CALLBACK MODULE] [NEED TO INDICATE THIS IS ASSISTED INTERVIEW]
3	SP UNABLE TO CONTINUE	[GO TO NON-INTERVIEW SCREEN]
4	REFUSAL	[GO TO REFUSAL MODULE]

PROXY4

那位準備代表你回應這個訪問的人士叫什麼名字呢？

<ENTER NAME>:

你是否批准我請這位人士代表你接受訪問？

1	YES	[GO TO PROXY5]
2	NO, CALL BACK	[GO TO CALLBACK MODULE]
3	REFUSAL	[GO TO REFUSAL MODULE]
4	SP UNABLE TO CONTINUE	[GO TO NON-INTERVIEW SCREEN]

PROXY5

[NAME ENTERED IN PROXY4] 現在可以和我談話嗎？

那位人士現在是否在你那裡？

1	YES	[GO TO PROXY6]
2	NO, CALL BACK	[GO TO CALLBACK MODULE]
3	REFUSAL	[GO TO REFUSAL MODULE]
4	SP UNABLE TO CONTINUE	[GO TO NON-INTERVIEW SCREEN]

PROXY6

(*IF NEEDED:* 我叫[INTERVIEWER NAME]，是代表聯邦醫療保險和州醫療補助服務中心(即 CMS)打來，邀請你參加一個有關[BENEFICIARY NAME] 在過去 6 個月內見醫生和護士的訪問 。)

CMS 現在進行這個研究， 是為收集聯邦醫療保險受保人，透過聯邦醫療保險獲得護理和服務經驗的直接回應。[BENEFICIARY LAST NAME] (先生/女士)的名字是從見過[PROVIDER NAME]的人士隨機挑選出來的。(他/她)已經批准了你代表(他/她)回應這個訪問。

這個研究屬自願性質，而你參加與否的決定，不會對 [BENEFICIARY LAST NAME] (先生/女士)的聯邦醫療保險福利有任何影響。完成這個訪問大約需時 20 分鐘，視乎(他/她)的經驗而定。

除非法律規定， [VENDOR NAME] 不會與 CMS 裡獲授權人士 以外的任何人分享你的資料。你的個別答案永遠不會被 [BENEFICIARY LAST NAME] 的醫生或其他參與（他/她）護理的人士看到。

現在回答幾個問題， 方便嗎？

<USE FAQs TO ANSWER QUESTIONS ABOUT THE SURVEY>

1	YES	[GO TO REMIND]
2	NO	[GO TO CALLBACK MODULE]
3	REFUSAL	[GO TO REFUSAL MODULE]

REMIND

當你回答這個訪問的問題時，請記著，你是代表 [BENEFICIARY LAST NAME] (先生/女士) 回答。 請根據(他/她)見醫生和護士的經驗來回答。

[GO TO MONITOR]

INTRO2-OUT

我叫 [INTERVIEWER NAME]，是代表聯邦醫療保險和州醫療補助服務中心 (即 CMS)打來，邀請你參加一個有關你在過去 6 個月內見醫生和護士的訪問 。

CMS 現在進行這個研究， 是為收集聯邦醫療保險受保人，透過聯邦醫療保險獲得護理和服務經驗的直接回應。你的名字是從見過 [PROVIDER NAME] 的人士隨機挑選出來的。

這個研究屬於自願性質，而你參加與否的決定，不會對你的聯邦醫療保險福利有任何影響。完成這個訪問大約需時 20 分鐘[OR VENDOR SPECIFY]，視乎你的體驗而定。

除非法律規定， [VENDOR NAME] 不會與 CMS 裡獲授權人士 以外的任何人分享你的資料。你的個別答案永遠不會被 你的醫生或其他參與你護理的人士看到。

現在回答幾個問題， 方便嗎？

<USE FAQs TO ANSWER QUESTIONS ABOUT THE SURVEY>

1	YES	[GO TO MONITOR]
2	NO, CALL BACK	[GO TO CALLBACK MODULE]
3	REFUSAL	[GO TO REFUSAL MODULE]
4	SP NEEDS SPANISH LANGUAGE INTERVIEW	[SET LANGUAGE]
5	SP NEEDS CANTONESE INTERVIEW	[SET LANGUAGE]
6	SP NEEDS KOREAN INTERVIEW	[SET LANGUAGE]
7	SP NEEDS MANDARIN INTERVIEW	[SET LANGUAGE]
8	SP NEEDS RUSSIAN INTERVIEW	[SET LANGUAGE]
9	SP NEEDS VIETNAMESE INTERVIEW	[SET LANGUAGE]
10	SP NEEDS PORTUGUESE INTERVIEW	[SET LANGUAGE]
11	SP IS TOO ILL OR FRAIL/PHYSICALLY UNABLE	[GO TO PROXY1]
12	OTHER NON-INTERVIEW	[GO TO NON-INTERVIEW SCREEN]

INTRO2-IN

我叫[INTERVIEWER NAME]，聯邦醫療保險和州醫療補助服務中心(即 CMS)正在進行一項研究，收集關於聯邦醫療保險受保人透過聯邦醫療保險獲得護理和服務體驗的直接回應。你的名字是從見過[PROVIDER NAME]的人士中隨機挑選出來的。

這個研究屬於自願性質，而你參加與否的決定，不會對你的聯邦醫療保險福利有任何影響。完成這個訪問大約需時 20 分鐘[OR VENDOR SPECIFY]，視乎你的體驗而定。

除非法律規定，[VENDOR NAME] 不會與 CMS 獲授權人士以外的任何人分享你的資料。你的個別答案永遠不會被你的醫生或其他參與你護理的人士看到。

你現在方便回答幾個問題嗎?

<USE FAQs TO ANSWER QUESTIONS ABOUT THE SURVEY>

1	YES	[GO TO MONITOR]
2	NO, CALL BACK	[GO TO CALLBACK MODULE]
3	REFUSAL	[GO TO REFUSAL MODULE]
4	SP NEEDS SPANISH LANGUAGE INTERVIEW	[SET LANGUAGE]
5	SP NEEDS CANTONESE INTERVIEW	[SET LANGUAGE]
6	SP NEEDS KOREAN INTERVIEW	[SET LANGUAGE]
7	SP NEEDS MANDARIN INTERVIEW	[SET LANGUAGE]
8	SP NEEDS RUSSIAN INTERVIEW	[SET LANGUAGE]
9	SP NEEDS VIETNAMESE INTERVIEW	[SET LANGUAGE]
10	SP NEEDS PORTUGUESE INTERVIEW	[SET LANGUAGE]
11	SP IS TOO ILL OR FRAIL/PHYSICALLY UNABLE	[GO TO PROXY1]
12	OTHER NON-INTERVIEW	[GO TO NON-INTERVIEW SCREEN]

CALL BACK TO RESUME A SURVEY

RESUME1
你好，請問我可以和[BENEFICIARY NAME] 談話嗎?

(*IF NEEDED:*) 我是代表聯邦醫療保險和州醫療補助服務中心（即CMS）打來，想和[BENEFICIARY NAME] 完成一個訪問。

1	YES	[GO TO RESUME2]
2	REFUSAL	[GO TO REFUSAL MODULE]
3	NO, CALL BACK	[GO TO CALLBACK MODULE]

RESUME2
我叫[INTERVIEWER NAME] ，是代表聯邦醫療保險和州醫療補助服務中心(即 CMS) 由[VENDOR NAME]打來。我想確認一下你是不是 [BENEFICIARY NAME] 呢?

我打電話來是想完成那個有關你在過去 6 個月內見醫生和護士的訪問 。[RESUME SURVEY WHERE PREVIOUSLY LEFT OFF].

MONITOR
在我們開始之前，我需要告訴你，我的主管可能會為了品質控制而監聽這個電話。

<START INTERVIEW>

Q1
我們的記錄顯示你曾經見過一位名叫【PROVIDER NAME】的提供者。

對不對？

1	有	
2	沒有	[GO TO Q36 Intro]
98	<DON'T KNOW>	[GO TO Q36 Intro]
99	<REFUSED>	[GO TO Q36 Intro]
M	[MISSING]	

Q2 Intro. 這個調查的問題會把【PROVIDER NAME】稱為"這位提供者"。請你在回答問題時想著那個人。

Q2
這位提供者是否在你需要健康檢查、想得到有關健康問題的建議，或者在生病或受傷時通常見的那一位？ *(READ ANSWER CHOICES ONLY IF NEEDED)*

1	有
2	沒有
88	[NOT APPLICABLE]
98	<DON'T KNOW>
99	<REFUSED>
M	[MISSING]

Q3
你往見這位提供者已有多久？你會說：

1	不到 6 個月,
2	至少 6 個月，但不到 1 年,
3	至少 1 年，但不到 3 年,
4	至少 3 年，但不到 5 年,
5	5 年或以上
88	[NOT APPLICABLE]
98	<DON'T KNOW>
99	<REFUSED>
M	[MISSING]

Q4 Intro. 這些問題是問關於**你自己**的健康護理。**不要**將你住醫院時得到的護理、看牙醫的經歷包括在內。

Q4

在過去 6 個月內，你為了自己獲得健康護理而見過這位提供者多少次？是否：

0	沒有	[GO TO Q36 Intro]
1	1 次,	
2	2,	
3	3,	
4	4,	
5	5 至 9,	
6	10 次或以上	
88	[NOT APPLICABLE]	
98	<DON'T KNOW>	
99	<REFUSED>	
M	[MISSING]	

Q5

在過去 6 個月內，你有沒有因為患病、受傷或需要即時護理打電話到這位提供者的診所預約時間？ *(READ ANSWER CHOICES ONLY IF NEEDED)*

1	有	
2	沒有	[GO TO Q7]
88	[NOT APPLICABLE]	
98	<DON'T KNOW>	[GO TO Q7]
99	<REFUSED>	[GO TO Q7]
M	[MISSING]	

Q6

在過去 6 個月內，當你因為需要即時護理而打電話到這位提供者的診所預約時間時，是否經常可以很快得到你需要的預約？你會說：

1	永不,
2	有時,
3	通常
4	常常
88	[NOT APPLICABLE]
98	<DON'T KNOW>
99	<REFUSED>
M	[MISSING]

Q7

在過去 6 個月內，你有沒有因為健康檢查或例行護理而與這位提供者作任何預約？ *(READ ANSWER CHOICES ONLY IF NEEDED)*

1	有	
2	沒有	[GO TO Q9]
88	[NOT APPLICABLE]	
98	<DON’T KNOW>	[GO TO Q9]
99	<REFUSED>	[GO TO Q9]
M	[MISSING]	

Q8

在過去 6 個月內，當你因為健康檢查或例行護理而預約這位提供者時，是否經常可以很快得到你需要的預約？你會說：

1	永不,
2	有時,
3	通常
4	常常
88	[NOT APPLICABLE]
98	<DON’T KNOW>
99	<REFUSED>
M	[MISSING]

Q9

在過去 6 個月內，你有沒有在正常辦公時間內打電話到這位提供者的診所提出一個醫療問題？*(READ ANSWER CHOICES ONLY IF NEEDED)*

1	有	
2	沒有	[GO TO Q11]
88	[NOT APPLICABLE]	
98	<DON’T KNOW>	[GO TO Q11]
99	<REFUSED>	[GO TO Q11]
M	[MISSING]	

Q10

在過去 6 個月內，當你在正常辦公時間打電話到這位提供者的診所時，你詢問的醫療問題是否經常在當天得到解答？你會說：

1 永不,
2 有時,
3 通常
4 常常
88 [NOT APPLICABLE]
98 <DON'T KNOW>
99 <REFUSED>
M [MISSING]

Q11

在過去 6 個月內，你有沒有在正常辦公時間之後打電話到這位提供者的診所提出一個醫療問題？*(READ ANSWER CHOICES ONLY IF NEEDED)*

1	有	
2	沒有	[GO TO Q13]
88	[NOT APPLICABLE]	
98	<DON'T KNOW>	[GO TO Q13]
99	<REFUSED>	[GO TO Q13]
M	[MISSING]	

Q12

在過去 6 個月內，當你在正常辦公時間之後打電話到這位提供者的診所時，你詢問的醫療問題是否經常很快得到解答？你會說：

1 永不,
2 有時,
3 通常
4 常常
88 [NOT APPLICABLE]
98 <DON'T KNOW>
99 <REFUSED>
M [MISSING]

Q13

等候時間包括在候診室和檢查室等待的時間。在過去 6 個月內，你是否經常在預約的時間 15 分鐘內見到這位提供者？你會說：

1 永不,
2 有時,
3 通常
4 常常
88 [NOT APPLICABLE]
98 <DON'T KNOW>
99 <REFUSED>
M [MISSING]

Q14

在過去 6 個月內，這位提供者是否經常用容易明白的方式解釋事情？ 你會說:

1 永不,
2 有時,
3 通常
4 常常
88 [NOT APPLICABLE]
98 <DON'T KNOW>
99 <REFUSED>
M [MISSING]

Q15

在過去 6 個月內，這位提供者是否經常細心聽你說話？ 你會說:

1 永不,
2 有時,
3 通常
4 常常
88 [NOT APPLICABLE]
98 <DON'T KNOW>
99 <REFUSED>
M [MISSING]

Q16
在過去 6 個月內，你有沒有和這位提供者討論過任何健康問題或關注事項? *(READ ANSWER CHOICES ONLY IF NEEDED)*

1	有	
2	沒有	[GO TO Q18]
88	[NOT APPLICABLE]	
98	<DON’T KNOW>	[GO TO Q18]
99	<REFUSED>	[GO TO Q18]
M	[MISSING]	

Q17
在過去 6 個月內，這位提供者回答這些健康問題或關注事項時給你的資料是否經常容易明白？你會說:

1	永不,
2	有時,
3	通常
4	常常
88	[NOT APPLICABLE]
98	<DON’T KNOW>
99	<REFUSED>
M	[MISSING]

Q18

在過去 6 個月內，這位提供者是否似乎經常知道關於你病歷的重要資料? 你會說:

1	永不,
2	有時,
3	通常
4	常常
88	[NOT APPLICABLE]
98	<DON’T KNOW>
99	<REFUSED>
M	[MISSING]

Q19

在過去 6 個月內，這位提供者是否經常尊重你的說話? 你會說:

1 永不,
2 有時,
3 通常
4 常常
88 [NOT APPLICABLE]
98 <DON'T KNOW>
99 <REFUSED>
M [MISSING]

Q20

在過去 6 個月內，這位提供者是否經常用足夠的時間見你? 你會說:

1 永不,
2 有時,
3 通常
4 常常
88 [NOT APPLICABLE]
98 <DON'T KNOW>
99 <REFUSED>
M [MISSING]

Q21

在過去 6 個月內，這位提供者有沒有指定你驗血、照 X 光或做其他測試? *(READ ANSWER CHOICES ONLY IF NEEDED)*

1 有
2 沒有 [GO TO Q23]
88 [NOT APPLICABLE]
98 <DON'T KNOW> [GO TO Q23]
99 <REFUSED> [GO TO Q23]
M [MISSING]

Q22
在過去 6 個月內，當這位提供者指定你驗血、照 X 光或做其他測試時，這位提供者的診所是否經常有人跟進給你結果？你會說:

(*IF NEEDED:* IF RESPONDENT SAYS “I GOT MY RESULTS ONLINE” OR “I GOT MY RESULTS BY EMAIL” SAY: “永不、有時、通常，還是常常？” IF RESPONDENT IS UNABLE TO CHOOSE ONE OF THOSE OPTIONS, THEN CODE AS DON’T KNOW)

1 永不,
2 有時,
3 通常
4 常常
88 [NOT APPLICABLE]
98 <DON’T KNOW>
99 <REFUSED>
M [MISSING]

Q23
在過去 6 個月內，你和這位提供者有沒有討論過開始或停止服用某一處方藥？ *(READ ANSWER CHOICES ONLY IF NEEDED)*

1 有
2 沒有 [GO TO Q27]
88 [NOT APPLICABLE]
98 <DON’T KNOW> [GO TO Q27]
99 <REFUSED> [GO TO Q27]
M [MISSING]

Q24
你和這位提供者有沒有討論過你可能想要服用某一藥物的原因？*(READ ANSWER CHOICES ONLY IF NEEDED)*

1 有
2 沒有
88 [NOT APPLICABLE]
98 <DON’T KNOW>
99 <REFUSED>
M [MISSING]

Q25

你和這位提供者有沒有討論過你可能不想要服用某一藥物的原因? *(READ ANSWER CHOICES ONLY IF NEEDED)*

1 有
2 沒有
88 [NOT APPLICABLE]
98 <DON'T KNOW>
99 <REFUSED>
M [MISSING]

Q26

當你和這位提供者討論開始或停止服用某一處方藥時，這位提供者有沒有問你，你認為什麼對你是最好的? *(READ ANSWER CHOICES ONLY IF NEEDED)*

1 有
2 沒有
88 [NOT APPLICABLE]
98 <DON'T KNOW>
99 <REFUSED>
M [MISSING]

Q27

在過去 6 個月內，你和這位提供者有沒有討論過做手術或任何種類的程序? *(READ ANSWER CHOICES ONLY IF NEEDED)*

1 有
2 沒有 [GO TO Q31]
88 [NOT APPLICABLE]
98 <DON'T KNOW> [GO TO Q31]
99 <REFUSED> [GO TO Q31]
M [MISSING]

Q28

你和這位提供者有沒有討論過你可能想要做這個手術或程序的原因? *(READ ANSWER CHOICES ONLY IF NEEDED)*

1 有
2 沒有
88 [NOT APPLICABLE]
98 <DON'T KNOW>
99 <REFUSED>
M [MISSING]

Q29
你和這位提供者有沒有討論過你可能不想要做這個手術或程序的原因? *(READ ANSWER CHOICES ONLY IF NEEDED)*

1 有
2 沒有
88 [NOT APPLICABLE]
98 <DON'T KNOW>
99 <REFUSED>
M [MISSING]

Q30
你和這位提供者討論接受一項手術或程序時，這位提供者有沒有問你，你認為什麼對你是最好的？*(READ ANSWER CHOICES ONLY IF NEEDED)*

1 有
2 沒有
88 [NOT APPLICABLE]
98 <DON'T KNOW>
99 <REFUSED>
M [MISSING]

Q31
在過去 6 個月內，你和這位提供者有沒有討論過你想和家人或朋友分享多少你的個人健康資料？

1 有
2 沒有
88 [NOT APPLICABLE]
98 <DON'T KNOW>
99 <REFUSED>
M [MISSING]

Q32
在過去 6 個月內，這位提供者有沒有尊重你有關和家人或朋友分享多少你個人健康資料的意願? *(READ ANSWER CHOICES ONLY IF NEEDED)*

1 有
2 沒有
88 [NOT APPLICABLE]
98 <DON'T KNOW>
99 <REFUSED>
M [MISSING]

Q33
用 0 至 10 來評分，0 是最差的提供者，10 是最好的提供者，你會以那個數字來給這位提供者評分?
<ENTER NUMBER>: [0-10 VALID RANGE]
88 [NOT APPLICABLE]
98 <DON'T KNOW>
99 <REFUSED>
M [MISSING]

Q34 Intro. 接著幾條問題是關於這位提供者診所的文員和接待員的。

Q34
在過去 6 個月內，這位提供者診所的文員和接待員是否經常像你期望中那樣能夠幫助你？
你會說:
1 永不,
2 有時,
3 通常
4 常常
88 [NOT APPLICABLE]
98 <DON'T KNOW>
99 <REFUSED>
M [MISSING]

Q35
在過去 6 個月內，這位提供者診所的文員和接待員是不是經常對你有禮貌和尊重？
你會說:
1 永不,
2 有時,
3 通常
4 常常
88 [NOT APPLICABLE]
98 <DON'T KNOW>
99 <REFUSED>
M [MISSING]

Q36 Intro. 接著幾個問題是關於在過去 6 個月內你從專科醫生處獲得的護理。專科醫生是像手術醫生、心臟科醫生、過敏症醫生、皮膚科醫生和其他專精於某種醫療護理的醫生。

Q36

[PROVIDER NAME] 是否一位專科醫生? *(READ ANSWER CHOICES ONLY IF NEEDED)*

1	有	[GO TO Q40 Intro]
2	沒有	
98	<DON'T KNOW>	
99	<REFUSED>	
M	[MISSING]	

Q37

在過去 6 個月內，你有沒有嘗試預約專科醫生? *(READ ANSWER CHOICES ONLY IF NEEDED)*

1	有	
2	沒有	[GO TO Q40 Intro]
88	[NOT APPLICABLE]	
98	<DON'T KNOW>	[GO TO Q40 Intro]
99	<REFUSED>	[GO TO Q40 Intro]
M	[MISSING]	

Q38

在過去 6 個月內，是否經常容易約得到專科醫生? 你會說:

1	永不,
2	有時,
3	通常
4	常常
88	[NOT APPLICABLE]
98	<DON'T KNOW>
99	<REFUSED>
M	[MISSING]

Q39
在過去 6 個月裡，你最常見的那位專科醫生是否似乎經常知道有關你病歷的重要資料?
你會說:

1 永不,
2 有時,
3 通常
4 常常
88 [NOT APPLICABLE]
98 <DON'T KNOW>
99 <REFUSED>
M [MISSING]

Q40 Intro. 這些問題是關於**你所有**的健康護理。包括在過去 6 個月內你為了健康護理而見過的所有提供者。**不**要包括你見牙醫時的經歷。

Q40
你的健康護理團隊包括你為了健康護理而見的所有醫生、護士和其他人士。在過去 6 個月內，你和你健康護理團隊的任何人有沒有討論過你可以做些什麼具體的事來預防疾病?
(READ ANSWER CHOICES ONLY IF NEEDED)

1 有
2 沒有
98 <DON'T KNOW>
99 <REFUSED>
M [MISSING]

Q41
在過去 6 個月內，你和你健康護理團隊的任何人有沒有討論過健康膳食和健康的飲食習慣? *(READ ANSWER CHOICES ONLY IF NEEDED)*

1 有
2 沒有
98 <DON'T KNOW>
99 <REFUSED>
M [MISSING]

Q42

在過去 6 個月內，你和你健康護理團隊的任何人有沒有討論過你有的運動或體能活動? *(READ ANSWER CHOICES ONLY IF NEEDED)*

1 有
2 沒有
98 <DON'T KNOW>
99 <REFUSED>
M [MISSING]

Q43

在過去 6 個月內，你的健康護理團隊有沒有任何人和你討論過有關你健康的具體目標? *(READ ANSWER CHOICES ONLY IF NEEDED)*

1 有
2 沒有
98 <DON'T KNOW>
99 <REFUSED>
M [MISSING]

Q44

在過去 6 個月內， 你有沒有**服用任何**處方藥? *(READ ANSWER CHOICES ONLY IF NEEDED)*

1 有
2 沒有 [GO TO Q46]
98 <DON'T KNOW> [GO TO Q46]
99 <REFUSED> [GO TO Q46]
M [MISSING]

Q45

在過去 6 個月內，你和你健康護理團隊的任何人有沒有討論過你的處方藥費用是多少? *(READ ANSWER CHOICES ONLY IF NEEDED)*

1 有
2 沒有
88 [NOT APPLICABLE]
98 <DON'T KNOW>
99 <REFUSED>
M [MISSING]

Q46

在過去 6 個月內，你的健康護理團隊有沒有任何人問過你是否有一段時間感覺悲傷、空虛或沮喪? *(READ ANSWER CHOICES ONLY IF NEEDED)*

1 有
2 沒有
98 <DON'T KNOW>
99 <REFUSED>
M [MISSING]

Q47

在過去 6 個月內，你和你的健康護理團隊任何人有沒有討論過你人生中令你擔憂或感到有壓力的事情? *(READ ANSWER CHOICES ONLY IF NEEDED)*

1 有
2 沒有
98 <DON'T KNOW>
99 <REFUSED>
M [MISSING]

Q48 Intro. 這些問題是關於你的，而它們會有助於我們描述參與這項研究的人士。.

Q48

一般來說，你如何評價你的整體健康? 你會說:

1 極好,
2 很好,
3 好,
4 一般,
5 差劣
98 <DON'T KNOW>
99 <REFUSED>
M [MISSING]

Q49

一般來說，你如何評價你的整體精神或情緒健康? 你會說:

1 極好,
2 很好,
3 好,
4 一般,
5 差劣
98 <DON'T KNOW>
99 <REFUSED>
M [MISSING]

Q50

在過去 **12** 個月內，你有沒有在相同的狀況或問題上見一位醫生或其他健康護理提供者 3 次或以上？*(READ ANSWER CHOICES ONLY IF NEEDED)*

1 有
2 沒有 [GO TO Q52]
98 <DON'T KNOW> [GO TO Q52]
99 <REFUSED> [GO TO Q52]
M [MISSING]

Q51

這是否一個已持續了至少 3 個月的狀況或問題? *(READ ANSWER CHOICES ONLY IF NEEDED)*

1 有
2 沒有
88 [NOT APPLICABLE]
98 <DON'T KNOW>
99 <REFUSED>
M [MISSING]

Q52

你現在是否需要或在服用醫生處方的藥物? *(READ ANSWER CHOICES ONLY IF NEEDED)*

1 有
2 沒有 [GO TO Q54]
98 <DON'T KNOW> [GO TO Q54]
99 <REFUSED> [GO TO Q54]
M [MISSING]

Q53

這種藥物是否用來醫治已經持續了至少 3 個月的狀況? *(READ ANSWER CHOICES ONLY IF NEEDED)*

1 有
2 沒有
88 [NOT APPLICABLE]
98 <DON'T KNOW>
99 <REFUSED>
M [MISSING]

Q54

在過去 4 個星期，你的身體健康有多少時間妨礙你的社交活動(例如探訪親友等)？這種妨礙是:

1 全部時間,
2 大部份時間,
3 部份時間,
4 很少時間,
5 完全沒有
98 <DON'T KNOW>
99 <REFUSED>
M [MISSING]

Q55

你現在幾多歲? (*READ ANSWER CHOICES ONLY IF NEEDED)*

1 18 至 24
2 25 至 34
3 35 至 44
4 45 至 54
5 55 至 64
6 65 至 69
7 70 至 74
8 75 至 79
9 80 至 84
10 85 或以上
98 <DON'T KNOW>
99 <REFUSED>
M [MISSING]

Q56

(*INTERVIEWER: ASK ONLY IF NEEDED:* 你是男性或女性?)

1 男性
2 女性
98 <DON'T KNOW>
99 <REFUSED>
M [MISSING]

Q57

在學校教育方面， 你已完成最高哪一年級或水平？ *(READ ANSWER CHOICES ONLY IF NEEDED)*

1 8 年級或以下
2 部份高中，但沒畢業
3 高中畢業或普通教育發展證書(GED)
4 部份大學或兩年制學位
5 四年制大學畢業
6 超過四年制大學學位
98 <DON'T KNOW>
99 <REFUSED>
M [MISSING]

Q58

你說英語的能力如何? 你會說:

1 很好,
2 好,
3 不好,
4 完全不懂
98 <DON'T KNOW>
99 <REFUSED>
M [MISSING]

Q59

你在家裡有說英語以外的其他語言嗎？ (*READ ANSWER CHOICES ONLY IF NEEDED)*

1 有
2 沒有 [GO TO Q61]
98 <DON'T KNOW> [GO TO Q61]
99 <REFUSED> [GO TO Q61]
M [MISSING]

Q60

你在家裡說什麼語言? *(READ ANSWER CHOICES ONLY IF NEEDED)*

1 西班牙語
2 中文
3 朝鮮語
4 俄語
5 越南文
6 某些其他語言 [SPECIFY]
88 [NOT APPLICABLE]
98 <DON'T KNOW>
99 <REFUSED>
M [MISSING]

Q61

你是否耳聾，或聽東西有嚴重的困難? *(READ ANSWER CHOICES ONLY IF NEEDED)*

1 有
2 沒有
98 <DON'T KNOW>
99 <REFUSED>
M [MISSING]

Q62

你是否失明, 或即使戴著眼鏡看東西也有嚴重的困難? *(READ ANSWER CHOICES ONLY IF NEEDED)*

1 有
2 沒有
98 <DON'T KNOW>
99 <REFUSED>
M [MISSING]

Q63

你有沒有因為身體、精神或情緒的狀況而很難集中精神、記憶或作決定? *(READ ANSWER CHOICES ONLY IF NEEDED)*

1 有
2 沒有
98 <DON'T KNOW>
99 <REFUSED>
M [MISSING]

Q64

你走路或爬樓梯有沒有嚴重困難? *(READ ANSWER CHOICES ONLY IF NEEDED)*

1 有
2 沒有
98 <DON'T KNOW>
99 <REFUSED>
M [MISSING]

Q65

你穿衣服或洗澡有沒有困難? *(READ ANSWER CHOICES ONLY IF NEEDED)*

1 有
2 沒有
98 <DON'T KNOW>
99 <REFUSED>
M [MISSING]

Q66

你有沒有因為身體、精神或情緒狀況，而有困難單獨出外辦事，例如看醫生或購物?
(*READ ANSWER CHOICES ONLY IF NEEDED)*

1 有
2 沒有
98 <DON'T KNOW>
99 <REFUSED>
M [MISSING]

Q67

你是不是西語裔、拉美裔或西班牙裔? *(READ ANSWER CHOICES ONLY IF NEEDED)*

1 是，西語裔，拉美裔或西班牙裔
2 不是，不是西語裔，拉美裔或西班牙裔 [GO TO Q69 Intro]
98 <DON'T KNOW> [GO TO Q69 Intro]
99 <REFUSED> [GO TO Q69 Intro]
M [MISSING]

Q68

哪一個組別最能貼切地形容你? 你會說:

1 墨西哥人、墨西哥裔美國人、奇卡諾人,
2 波多黎各人,
3 古巴人,
4 另一西語裔、拉美裔或西班牙裔
88 [NOT APPLICABLE]
98 <DON'T KNOW>
99 <REFUSED>
M [MISSING]

Q69 Intro

我要去讀種族類別的清單。對於每個類別，請說是或否如果它描述你的種族。我必須問你關於所有類別在多個適用的情況下。

(*IF THE RESPONDENT WANTS TO KNOW WHY YOU ARE ASKING WHAT RACE THEY ARE, SAY*: "我們詢問你的種族只為目的的描述我們採訪的人")

Q69a

是你白人? *(READ ANSWER CHOICES ONLY IF NEEDED)*

1 有
2 沒有
98 <DON'T KNOW>
99 <REFUSED>
M [MISSING]

Q69b

(是你)黑人或非裔美國人? *(READ ANSWER CHOICES ONLY IF NEEDED)*

1 有
2 沒有
98 <DON'T KNOW>
99 <REFUSED>
M [MISSING]

Q69c

(是你)印第安人或阿拉斯加土著? *(READ ANSWER CHOICES ONLY IF NEEDED)*

1 有
2 沒有
98 <DON'T KNOW>
99 <REFUSED>
M [MISSING]

Q69d

(是你)亞洲人? *(READ ANSWER CHOICES ONLY IF NEEDED)*

1 有
2 沒有 [GO TO Q69e]
98 <DON'T KNOW> [GO TO Q69e]
99 <REFUSED> [GO TO Q69e]
M [MISSING]

Q69d1

(是你)印度人? *(READ ANSWER CHOICES ONLY IF NEEDED)*

1 有
2 沒有
88 [NOT APPLICABLE]
98 <DON'T KNOW>
99 <REFUSED>
M [MISSING]

Q69d2

(是你)華人? *(READ ANSWER CHOICES ONLY IF NEEDED)*

1 有
2 沒有
88 [NOT APPLICABLE]
98 <DON'T KNOW>
99 <REFUSED>
M [MISSING]

Q69d3

(是你)菲律賓人? *(READ ANSWER CHOICES ONLY IF NEEDED)*

1 有
2 沒有
88 [NOT APPLICABLE]
98 <DON’T KNOW>
99 <REFUSED>
M [MISSING]

Q69d4

(是你)日本人? *(READ ANSWER CHOICES ONLY IF NEEDED)*

1 有
2 沒有
88 [NOT APPLICABLE]
98 <DON’T KNOW>
99 <REFUSED>
M [MISSING]

Q69d5

(是你)韓國人? *(READ ANSWER CHOICES ONLY IF NEEDED)*

1 有
2 沒有
88 [NOT APPLICABLE]
98 <DON’T KNOW>
99 <REFUSED>
M [MISSING]

Q69d6

(是你)越南人? *(READ ANSWER CHOICES ONLY IF NEEDED)*

1 有
2 沒有
88 [NOT APPLICABLE]
98 <DON’T KNOW>
99 <REFUSED>
M [MISSING]

Q69d7

(是你)其他亞洲人? *(READ ANSWER CHOICES ONLY IF NEEDED)*

1 有
2 沒有
88 [NOT APPLICABLE]
98 <DON'T KNOW>
99 <REFUSED>
M [MISSING]

Q69e

(是你)夏威夷土著或太平洋島人? *(READ ANSWER CHOICES ONLY IF NEEDED)*

1	有	
2	沒有	[GO TO Q70]
98	<DON'T KNOW>	[GO TO Q70]
99	<REFUSED>	[GO TO Q70]
M	[MISSING]	

Q69e1

(是你)夏威夷土著? *(READ ANSWER CHOICES ONLY IF NEEDED)*

1 有
2 沒有
88 [NOT APPLICABLE]
98 <DON'T KNOW>
99 <REFUSED>
M [MISSING]

Q69e2

(是你)關島人或查莫羅人? *(READ ANSWER CHOICES ONLY IF NEEDED)*

1 有
2 沒有
88 [NOT APPLICABLE]
98 <DON'T KNOW>
99 <REFUSED>
M [MISSING]

Q69e3

(是你)薩摩亞人? *(READ ANSWER CHOICES ONLY IF NEEDED)*

1 有
2 沒有
88 [NOT APPLICABLE]
98 <DON'T KNOW>
99 <REFUSED>
M [MISSING]

Q69e4

(是你)其他太平洋島嶼人? *(READ ANSWER CHOICES ONLY IF NEEDED)*

1 有
2 沒有
88 [NOT APPLICABLE]
98 <DON'T KNOW>
99 <REFUSED>
M [MISSING]

Q70

<INTERVIEWER CODE: DID SOMEONE HELP THE SAMPLED PERSON TO COMPLETE THE INTERVIEW?>

1	YES	
2	NO	[GO TO END]
98	<DON'T KNOW>	[GO TO END]
99	<REFUSED>	[GO TO END]
M	[MISSING]	

Q71a

<HOW DID THAT PERSON HELP? MARK ONE OR MORE.>
<READ THE QUESTIONS TO SAMPLED PERSON>

1 YES
2 NO
88 [NOT APPLICABLE]
98 <DON'T KNOW>
99 <REFUSED>
M [MISSING]

Q71b
<REPEATED THE ANSWERS SAMPLED PERSON GAVE>
1 YES
2 NO
88 [NOT APPLICABLE]
98 <DON’T KNOW>
99 <REFUSED>
M [MISSING]

Q71c
<ANSWERED THE QUESTIONS FOR SAMPLED PERSON>
1 YES
2 NO
88 [NOT APPLICABLE]
98 <DON’T KNOW>
99 <REFUSED>
M [MISSING]

Q71d
<TRANSLATED THE QUESTIONS INTO SAMPLED PERSON’S LANGUAGE>
1 YES
2 NO
88 [NOT APPLICABLE]
98 <DON’T KNOW>
99 <REFUSED>
M [MISSING]

Q71e
<HELPED IN SOME OTHER WAY>
1 YES
2 NO
88 [NOT APPLICABLE]
98 <DON’T KNOW>
99 <REFUSED>
M [MISSING]

END. 這些就是全部我想問的問題。多謝你的時間。