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

2016 ACO- 9 Instructions and CATI Script (Mandarin)

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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

您好，我可以請 [BENEFICIARY NAME] 聽電話嗎？

(IF NEEDED:) 我打電話來，是要追蹤一封來自 Medicare 與 Medicaid 服務中心，也就是 CMS 的 Walter Stone 先生的來信。

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

您好，我可以請 [BENEFICIARY NAME] 聽電話嗎？

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，是想請[BENEFICIARY NAME]參加一項訪問，談談（他/她）的醫療保健經驗。（他/她）可以指定某人代表（他/她）完成這項訪問。我需要和 [BENEFICIARY LAST NAME]（先生/太太） 談一下這件事。

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

PROXY2

我的名字叫 [INTERVIEWER NAME]，我代表 Medicare 與 Medicaid 服務中心，也就是 CMS 打電話來，想請您參加一項有關您在過去 6 個月去看醫生和護士的訪問。

如果您需要協助完成這項訪問，您可以找家人或親近的朋友幫您回答問題。如果您覺得自己無法完成這項訪問，您可以找家人或親近的朋友代替您受訪。這個人必須很熟悉您的情況，能夠正確回答有關您在過去 6 個月去看醫生和護士的問題。

有人可以幫助您回答訪問的問題，或是代替您受訪嗎？

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

能夠幫您回答訪問問題的人叫什麼名字？

<ENTER NAME>:

這個人現在在不在？

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

這個人現在在不在？

<ENTER NAME>:

您是否准許我訪問這位代表您的人？

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] 現在有空跟我講話嗎？

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*: 我的名字叫 [INTERVIEWER NAME]，我代表 Medicare 與 Medicaid 服務中心，也就是 CMS 打電話來，想請您參加一項有關 [BENEFICIARY NAME] 在過去 6 個月去看醫生和護士的訪問。）

CMS 正在進行這項調查研究，希望取得 Medicare 受益人對於他們透過 Medicare 得到的護理和服務經驗的直接意見。[BENEFICIARY LAST NAME]（先生/太太）的名字是從去看 [PROVIDER NAME] 的人當中隨機選出的。我已徵得（他/她）的同意，由您代表（他/她）回答這次訪問的問題。

這項調查研究屬於自願性質，您決定參加或不參加都不會對 [BENEFICIARY LAST NAME]（先生/太太）的 Medicare 福利有任何影響。這項訪問約需要 20 分鐘的時間，根據受訪者的看病經驗而定。

除了法律規定的情況外，[VENDOR NAME] 不會將資訊與獲授權的 CMS 人員以外的任何人分享。[BENEFICIARY LAST NAME]（先生/太太）的醫生或參與（他/她）護理事宜的任何人絕不會看見您的個別答案。

您現在方便回答幾個問題嗎？

<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

您在回答這次訪問的問題時，請記得您是在替 [BENEFICIARY LAST NAME]（先生/太太）回答。請您根據（他/她）去看醫生或護士的經驗來回答問題。

[GO TO MONITOR]

INTRO2-OUT

(我的名字叫 [INTERVIEWER NAME]，我代表 Medicare 與 Medicaid 服務中心，也就是 CMS 打電話來，想請您參加一項有關您在過去 6 個月去看醫生和護士的訪問。）。

CMS 正在進行這項調查研究，希望取得 Medicare 受益人對於他們透過 Medicare 所得到的護理和服務經驗的直接意見。您的名字是從去看 [PROVIDER NAME] 的人當中隨機選出的。

這項調查研究屬於自願性質，您決定要參加或不參加都不會影響您的 Medicare 福利。這項訪問大約需要 20 分鐘 [OR VENDOR SPECIFY] 的時間，根據您的看病經驗而定。

除了法律規定的情況外，[VENDOR NAME] 不會將您的資訊與獲授權的 CMS 人員以外的任何人分享。您的醫生或參與您的護理事宜的其他人絕不會看見您的個別答案。

您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]

INTRO2-IN

我的名字叫 [INTERVIEWER NAME]，CMS 正在進行一項調查研究，希望取得 Medicare 受益人對於他們透過 Medicare 得到的護理和服務經驗的直接意見。您的姓名是從去看 [PROVIDER NAME] 的人當中隨機選出的。

這項調查研究屬於自願性質，您決定要參加或不參加都不會影響您的 Medicare 福利。這項訪問大約需要 20 分鐘 [OR VENDOR SPECIFY] 的時間，根據您的看病經驗而定。

除了法律規定的情況外，[VENDOR NAME] 不會將資訊與獲授權的 CMS 人員以外的任何人分享。您的醫生或參與您護理事宜的任何人絕不會看見您的個別答案。
您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

您好，我可以請 [BENEFICIARY NAME] 聽電話嗎？

(*IF NEEDED*:) 我代表Medicare和Medicaid服務中心（CMS）打電話來，想要完成 [BENEFICIARY NAME] 的訪問。

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

RESUME2

我的名字叫 [INTERVIEWER NAME]，代表 Medicare 和 Medicaid 服務中心（CMS）從 [VENDOR NAME] 打電話來。我想要確認和我說話的人是不是 [BENEFICIARY NAME]？

我打電話來是想完成關於您在過去六個月看醫生和護士的訪問。[RESUME SURVEY WHERE PREVIOUSLY LEFT OFF].

MONITOR

在我們開始之前，我需要告訴您，我的主管可能會出於品質控制的原因監聽這通電話。

<START INTERVIEW>

Q1

我們的記錄顯示您看過一位名叫[PROVIDER NAME]的醫療保健提供者。

是不是？

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

Q2 Intro

這份問卷的問題會將[PROVIDER NAME]稱為「這位醫療保健提供者」。作答時請考慮這個人。

Q2

這位醫療保健提供者是您在需要體檢、徵詢健康問題的建議，或是生病或受傷時通常去看的醫療保健提供者嗎？ *(READ ANSWER CHOICES ONLY IF NEEDED)*

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

Q3

您去看這位醫療保健提供者多久了？ 時間是：

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
這幾題是有關您自己的醫療護理。請勿包括您在住院時獲得的護理。請勿包括您看牙醫的次數。

Q4
在過去 6 個月中，您有幾次為了自己的護理去看這位醫療保健提供者？時間是：

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

Q5
在過去 6 個月中，您是否曾經為了需要立即護理的病症、受傷或是病況而打電話到這位醫療保健提供者的辦公室約診？ *(READ ANSWER CHOICES ONLY IF NEEDED)*

1	是	
2	否	[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 個月中，當您因為**立**即需要的護理而打電話到這位醫療保健提供者的辦公室預約時，多常在需要時立刻獲得約診？您會說：

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

Q7

在過去 6 個月中，您是否曾向這位醫療保健提供者預約做體檢或例行護理？ *(READ ANSWER CHOICES ONLY IF NEEDED)*

1	是	
2	否	[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 個月中，當您向這位醫療保健提供者預約做體檢或例行護理時，多常在需要時立刻獲得約診？您會說：

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

Q9

在過去 6 個月中，您是否曾在這位醫療保健提供者辦公室的正常正班時間打電話詢問醫療問題？ *(READ ANSWER CHOICES ONLY IF NEEDED)*

1	是	
2	否	[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 個月中，當您在這位醫療保健提供者辦公室的正常上班時間打電話詢問醫療問題時，多常在當天得到回覆？您會說：

1 從未

2 有時

3 通常

4 總是

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

Q11

在過去 6 個月中，您是否曾在這位醫療保健提供者的辦公室下班之後打電話詢問醫療問題？ *(READ ANSWER CHOICES ONLY IF NEEDED)*

1 是

2 否 [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 個月中，您在這位醫療保健提供者的辦公室下班之後打電話詢問醫療問題時，多常在需要時立刻得到回覆？

1 從未

2 有時

3 通常

4 總是

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的時間。在過去 6 個月中，您多常在約診時間的 15 分鐘內見到這位醫療保健提供者？您認為是：

1 從未

2 有時

3 通常

4 總是

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

Q14

在過去 6 個月中，這位醫療保健提供者多常用淺顯易懂的方式向您解釋事情？您會說：

1 從未

2 有時

3 通常

4 總是

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

Q15

在過去 6 個月中，這位醫療保健提供者多常仔細聽您說話？您會說：

1 從未

2 有時

3 通常

4 總是

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

Q16

在過去 6 個月中，您是否曾和這位醫療保健提供者談過任何健康問題或顧慮？ *(READ ANSWER CHOICES ONLY IF NEEDED)*

1	是	
2	否	[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 個月中，這位醫療保健提供者多常針對這些健康問題或顧慮向您提供淺顯易懂的資訊？ 您會說：

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

Q18

在過去 6 個月中，這位醫療保健提供者多常看起來知道您病史中的重要資訊？您會說：

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

Q19

在過去 6 個月中，這位醫療保健提供者多常對您要說的話表示尊重？您會說：

1 從未

2 有時

3 通常

4 總是

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

Q20

在過去 6 個月中，這位醫療保健提供者多常用足夠的時間為您看診？您會說：

1 從未

2 有時

3 通常

4 總是

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

Q21

在過去 6 個月中，這位醫療保健提供者是否為您安排了驗血、X 光或其他檢驗？
(READ ANSWER CHOICES ONLY IF NEEDED)

1 是

2 否 [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 個月中，當這位醫療保健提供者為您安排驗血、X 光或其他檢驗時，辦公室人員多常會在之後告訴您檢驗結果？您認為是：

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

1 從未

2 有時

3 通常

4 總是

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

Q23

在過去 6 個月中，您和這位醫療保健提供者是否談過要開始或停止使用某種處方藥？
(READ ANSWER CHOICES ONLY IF NEEDED)

1 是

2 否 [GO TO Q27]

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

Q24

您和這位醫療保健提供者是否談過您可能想服用某種藥的原因？
(READ ANSWER CHOICES ONLY IF NEEDED)

1 是

2 否

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

Q25

您和這位醫療保健提供者是否談過您可能不想服用某種藥的原因？ *(READ ANSWER CHOICES ONLY IF NEEDED)*

1 是

2 否

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

Q26

當您和這位醫療保健提供者談過開始或停止使用某種處方藥時，這位醫療保健提供者是否有問您認為怎樣對您最好？ *(READ ANSWER CHOICES ONLY IF NEEDED)*

1 是

2 否

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

Q27

在過去 6 個月中，您和這位醫療保健提供者是否談過接受手術或任何類型的醫療程序？ *(READ ANSWER CHOICES ONLY IF NEEDED)*

1 是

2 否 [GO TO Q31]

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

Q28

您和這位醫療保健提供者是否談過您可能想接受手術或醫療程序的原因？ *(READ ANSWER CHOICES ONLY IF NEEDED)*

1 是

2 否

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

Q29

您和這位醫療保健提供者是否談過您可能不想接受手術或醫療程序的原因？ *(READ ANSWER CHOICES ONLY IF NEEDED)*

1 是

2 否

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

Q30

當您和這位醫療保健提供者討論接受手術或醫療程序時，這位醫療保健提供者是否有問您認為怎樣對您最好？ *(READ ANSWER CHOICES ONLY IF NEEDED)*

1 是

2 否

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

Q31

在過去 6 個月中，您和這位醫療保健提供者是否討論過您想和家人或朋友分享多少您個人的健康資訊？ *(READ ANSWER CHOICES ONLY IF NEEDED)*

1 是

2 否

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

Q32

在過去 6 個月中，這位醫療保健提供者是否尊重您對於想和家人或朋友分享多少您個人健康資訊的意願？ *(READ ANSWER CHOICES ONLY IF NEEDED)*

1 是

2 否

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

Q33

使用 0 到 10 的任何數字來評分，0 代表最糟的醫療保健提供者，10 代表最好的醫療保健提供者，您會選擇哪一個數字給這位醫療保健提供者評分？

<ENTER NUMBER>: [0-10 VALID RANGE]
88 [NOT APPLICABLE]
98 <DON'T KNOW>
99 <REFUSED>
M [MISSING]

Q34 Intro

接下來的問題是有關這位醫療保健提供者辦公室的職員和接待員。

Q34

在過去 6 個月中，這位醫療保健提供者辦公室的職員和接待員多常如您的預期幫助您？您會說：

1 從未

2 有時

3 通常

4 總是

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

Q35

在過去 6 個月中，這位醫療保健提供者辦公室的職員和接待員多常以尊重有禮貌的態度對待您？您會說：

1 從未

2 有時

3 通常

4 總是

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

Q36 Intro

接下來的問題是有關您在過去 6 個月從專科醫生獲得的醫療護理。專科醫生是指外科醫生、心臟科醫生、過敏科醫生、皮膚科醫生以及其他專精某個醫療領域的醫生。

Q36

[PROVIDER NAME] 是專科醫生嗎？ *(READ ANSWER CHOICES ONLY IF NEEDED)*

1 是 [GO TO Q40 Intro]

2 否

98 <DON'T KNOW>
99 <REFUSED>
M [MISSING]

Q37

在過去 6 個月中，您是否曾試圖和專科醫生約診？ *(READ ANSWER CHOICES ONLY IF NEEDED)*

1 是

2 否 [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 個月中，您多常很容易預約到專科醫生？您認為是：

1 從未

2 有時

3 通常

4 總是

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

Q39

在過去 6 個月中，您最常去看的專科醫生有多常看起來知道您病史中的重要資訊？

您會說：

1 從未

2 有時

3 通常

4 總是

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

Q40 Intro

這幾題是關於您所有的健康護理。請包括過去 6 個月中您看過的所有醫療保健提供者。請勿包括您看牙醫的次數。

Q40

您的保健團隊包括您為了醫療保健去看的所有醫生、護士和其他人。在過去 6 個月中，您和保健團隊的任何人是否談過您可以做哪些事情來預防疾病？ *(READ ANSWER CHOICES ONLY IF NEEDED)*

1 是

2 否

98 <DON’T KNOW>
99 <REFUSED>
M [MISSING]

Q41

在過去 6 個月中，您和保健團隊的任何人是否談過健康飲食和健康飲食習慣？ *(READ ANSWER CHOICES ONLY IF NEEDED)*

1 是

2 否

98 <DON’T KNOW>

99 <REFUSED>

M [MISSING]

Q42

在過去 6 個月中，您和保健團隊的任何人是否談過您的運動或體能活動？ *(READ ANSWER CHOICES ONLY IF NEEDED)*

1 是

2 否

98 <DON’T KNOW>

99 <REFUSED>

M [MISSING]

Q43

在過去 6 個月中，保健團隊的任何人是否和您談過您具體的健康目標？ *(READ ANSWER CHOICES ONLY IF NEEDED)*

1 是

2 否

98 <DON’T KNOW>

99 <REFUSED>

M [MISSING]

Q44

在過去 6 個月中，您是否服用過任何處方藥？ *(READ ANSWER CHOICES ONLY IF NEEDED)*

1 是

2 否 [GO TO Q46]

98 <DON’T KNOW> [GO TO Q46]

99 <REFUSED> [GO TO Q46]

M [MISSING]

Q45

在過去 6 個月中，您和保健團隊的任何人是否談過您的處方藥費用？ *(READ ANSWER CHOICES ONLY IF NEEDED)*

1 是

2 否

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

Q46

在過去 6 個月中，您保健團隊裡的任何人是否問過您會不會有一段時間感到悲傷、空虛或憂鬱？ *(READ ANSWER CHOICES ONLY IF NEEDED)*

1 是

2 否

98 <DON’T KNOW>
99 <REFUSED>
M [MISSING]

Q47

在過去 6 個月中，您和保健團隊的任何人是否談過生活中讓您煩惱或感到壓力的事情？ *(READ ANSWER CHOICES ONLY IF NEEDED)*

1 是

2 否

98 <DON’T KNOW>
99 <REFUSED>
M [MISSING]

Q48 Intro.

以下的問題是關於您本人，這些問題將幫助我們形容參加這項調查研究的人士。

Q48

一般而言，您如何為您的整體健康評分？您會說：

1 極佳

2 很好

3 良好

4 尚可

5 很差

98 <DON'T KNOW>
99 <REFUSED>
M [MISSING]

Q49

一般而言，您如何為您的整體精神或情緒健康評分？您會說：

1 極佳

2 很好

3 良好

4 尚可

5 很差

98 <DON'T KNOW>
99 <REFUSED>
M [MISSING]

Q50

在過去 12 個月中，您曾經為了同樣的病症或問題去看醫生或其他醫療保健提供者 3 次或 3 次以上嗎？ *(READ ANSWER CHOICES ONLY IF NEEDED)*

1 是

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

Q51

這種病症或問題至少持續了 3 個月嗎？ *(READ ANSWER CHOICES ONLY IF NEEDED)*

1 是

2 否

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

Q52

您目前是否需要或服用醫生開立的藥物？ *(READ ANSWER CHOICES ONLY IF NEEDED)*

1 是

2 否 [GO TO Q54]
98 <DON’T KNOW> [GO TO Q54]
99 <REFUSED> [GO TO Q54]
M [MISSING]

Q53

這種藥是用來治療至少持續 3 個月的病症嗎？ *(READ ANSWER CHOICES ONLY IF NEEDED)*

1 是

2 否

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

Q54

在過去 4 週中，您的身體健康狀況有多少時候干擾到您的社交活動（例如拜訪親戚朋友等）？干擾的時候：

1 總是如此

2 大部分時候

3 有時候

4 偶爾

5 完全沒有

98 <DON’T KNOW>

99 <REFUSED>

M [MISSING]

Q55

您的年齡多大？ (*READ ANSWER CHOICES ONLY IF NEEDED)*

1 18 至 24 歲

2 25 至 34 歲

3 35 至 44 歲

4 45 至 54 歲

5 55 至 64 歲

6 65 至 69 歲

7 70 至 74 歲

8 75 至 79 歲

9 80 至 84 歲

10 85 歲或 85 歲以上

98 <DON’T KNOW>

99 <REFUSED>

M [MISSING]

Q56

(*INTERVIEWER: ASK ONLY IF NEEDED:* 您是男性還是女性？)

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

Q57

您完成的最高學歷或教育程度是什麼？ *(READ ANSWER CHOICES ONLY IF NEEDED)*

1 8 年級或以下
2 高中肄業
3 高中畢業或同等學歷（GED）
4 大學肄業或兩年制大專學位
5 四年制大學畢業
6 四年制大學學位以上
98 <DON'T KNOW>
99 <REFUSED>
M [MISSING]

Q58

您的英語說得多好？您會說：

1 非常好
2 不錯
3 不太好
4 一點也不好
98 <DON'T KNOW>
99 <REFUSED>
M [MISSING]

Q59

您在家裡說英語之外的語言嗎？ (*READ ANSWER CHOICES ONLY IF NEEDED)*

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

Q60

您在家裡說是哪種語言？*(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

您是否耳聾或有嚴重聽力問題？ *(READ ANSWER CHOICES ONLY IF NEEDED)*

1 是

2 否

98 <DON'T KNOW>
99 <REFUSED>
M [MISSING]

Q62

您是否失明或有嚴重視力問題，即使戴眼鏡也一樣？

(READ ANSWER CHOICES ONLY IF NEEDED)

1 是

2 否

98 <DON'T KNOW>
99 <REFUSED>
M [MISSING]

Q63

您是否因為身體、精神或情緒方面的病況而很難專心、記得或做出決定？

(READ ANSWER CHOICES ONLY IF NEEDED)

1 是

2 否

98 <DON'T KNOW>
99 <REFUSED>
M [MISSING]

Q64

您在走路或爬樓梯方面是否有嚴重困難？ *(READ ANSWER CHOICES ONLY IF NEEDED)*

1 是

2 否

98 <DON'T KNOW>

99 <REFUSED>

M [MISSING]

Q65

您在穿衣服或洗澡方面是否有困難？ *(READ ANSWER CHOICES ONLY IF NEEDED)*

1 是

2 否

98 <DON'T KNOW>

99 <REFUSED>

M [MISSING]

Q66

您是否因為身體、精神或情緒方面的病況而難以單獨外出辦事，例如看醫生或購物？ (*READ ANSWER CHOICES ONLY IF NEEDED)*

1 是

2 否

98 <DON'T KNOW>

99 <REFUSED>

M [MISSING]

Q67

您是西語裔、拉丁裔或有西班牙血統嗎？ *(READ ANSWER CHOICES ONLY IF NEEDED)*

1 是，是西語裔，拉丁裔或西班牙人

2 否，不是西語裔，拉丁裔或西班牙人 [GO TO Q69 Intro]

98 <DON'T KNOW> [GO TO Q69 Intro]

99 <REFUSED> [GO TO Q69 Intro]

M [MISSING]

Q68

以下哪一組最符合您的族裔背景？您會說：

1 墨西哥人、墨裔美國人、奇卡諾人

2 波多黎各人

3 古巴人

4 其他西語裔、拉丁裔或西班牙血統

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 是

2 否

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 是

2 否

98 <DON’T KNOW>
99 <REFUSED>
M [MISSING]

Q69c

(是你) 美國印第安人或阿拉斯加原住民? *(READ ANSWER CHOICES ONLY IF NEEDED)*

1 是

2 否

98 <DON'T KNOW>
99 <REFUSED>
M [MISSING]

Q69d

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

1 是

2 否 [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 是

2 否

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

Q69d2

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

1 是

2 否

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 是

2 否

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

Q69d4

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

1 是

2 否

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

Q69d5

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

1 是

2 否

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

Q69d6

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

1 是

2 否

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

Q69d7

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

1 是

2 否

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

Q69e

(是你) 夏威夷原住民或太平洋島民? *(READ ANSWER CHOICES ONLY IF NEEDED)*

1	是	
2	否	[GO TO Q70]
98	<DON’T KNOW>	[GO TO Q70]
99	<REFUSED>	[GO TO Q70]
M	[MISSING]	

Q69e1

(是你) 夏威夷原住民 ? *(READ ANSWER CHOICES ONLY IF NEEDED)*

1 是

2 否

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

Q69e2

(是你) 關島人或查摩洛人? *(READ ANSWER CHOICES ONLY IF NEEDED)*

1 是

2 否

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 是
2 否
88 [NOT APPLICABLE]
98 <DON’T KNOW>
99 <REFUSED>
M [MISSING]

Q69e4

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

1 是
2 否
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. 以上就是我所有要問您的問題。謝謝您抽空參加。