

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

**2018 CAHPS for ACOs Instructions and CATI Script
(Cantonese)**

CAHPS[®] for ACOs Survey Survey 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.
- The CATI script provided by CMS must be read verbatim.
- The CATI script does not provide scripted language for scheduling a call back, ending an interview at the request of the beneficiary before the survey is completed, etc. Survey vendors may use their internal scripting for such modules.
- All text that appears in lowercase letters must 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: underlined, 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 not 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:

Q25 In the last 6 months, did [BENEFICIARY NAME] try to make any appointments with specialists?

Q34 Intro These next questions are about [BENEFICIARY NAME] and will help us to describe the people who participate in this survey.

Q34 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 (*"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: underlined, or **bolded**, or **highlighted**, or IN UPPERCASE 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.*

- In situations when a beneficiary says **Yes** to Q1 (that is, the beneficiary confirms he/she has seen the provider named in Q1), but begins to refer to a different provider later in the survey when answering questions about the named provider, the interviewer should redirect the beneficiary to answer the questions about the provider named in Q1. If the beneficiary insists he/she has not seen the named provider in the past 6 months, the interviewer may go back to Q1 and record a response of **No** to Q1.

- 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.
 - In instances when a beneficiary provides a response before the interviewer completes reading all the response options, the interviewer must continue to read all the responses. The interviewer may inform the beneficiary that all response options must be read by saying "I'm sorry but I have to read you all the answer choices."
 - 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。

(IF NEEDED:) 那封信是作為 CMS 就聯邦醫療保險護理和服務所作調查的一部分來寄出。

- | | | |
|----|--|------------------------------|
| 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。這個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

[FILL NAME FROM PROXY4] 現在可以和我談話嗎？

- | | | |
|---|-----------------------|------------------------------|
| 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要 13 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要 13 分鐘，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要 13 分鐘，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] |

MONITOR

在我們開始之前，我需要告訴你，為了品質控制，這個電話可能會被監聽。

[PROGRAMMING SPECIFICATIONS: IF VENDOR RECORDS INTERVIEWS THEN INTERVIEWER MUST READ THIS VERSION OF MONITOR -

“在我們開始之前，我需要告訴你，為了品質控制，這個電話可能會被監聽和/或錄音。”]

<START INTERVIEW >

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。

- | | | |
|----|--|------------------------------|
| 1 | YES | [GO TO RESUME3] |
| 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] |

RESUME3

在我們繼續之前，我需要告訴你，為了品質控制，這個電話可能會被監聽。

[PROGRAMMING SPECIFICATIONS: IF VENDOR RECORDS INTERVIEWS THEN INTERVIEWER MUST READ THIS VERSION OF RESUME3 -

“在我們繼續之前，我需要告訴你，為了品質控制，這個電話可能會被監聽和/或錄音。”]

<RESUME INTERVIEW >

Q1

我們的記錄顯示在過去 6 個月內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 Q24 Intro]
- 98 <DON'T KNOW> [GO TO Q24 Intro]
- 99 <REFUSED> [GO TO Q24 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常見的那一位？ (*READ ANSWER CHOICES ONLY IF NEEDED*)

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

Q3

你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

接著幾條問題是問關於你自己的健康護理。不要包括你住醫院時得到的護理。不要包括你見牙醫時的經歷。

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？你會說：

- 0 沒有 [GO TO Q24 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而聯絡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聯絡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聯絡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聯絡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，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]

Q12

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]

Q13

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]

Q14

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]

Q15

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]

Q16

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 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，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]

Q18

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 Q20]
- 88 [NOT APPLICABLE]
- 98 <DON'T KNOW> [GO TO Q20]
- 99 <REFUSED> [GO TO Q20]
- M [MISSING]

Q19

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]

Q20

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？(READ ANSWER CHOICES ONLY IF NEEDED)

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

Q21

用 0 至 10 來評分，0 是最差的提供者，10 是最好的提供者，你會以哪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]

Q22 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。

Q22

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]

Q23

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]

Q24 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。

Q24

[PROVIDER NAME] 是否是一位專科醫生? (*READ ANSWER CHOICES ONLY IF NEEDED*)

- 1 是
- 2 不是
- 98 <DON'T KNOW>
- 99 <REFUSED>
- M [MISSING]

[PROGRAMMING SPECIFICATIONS:

IF Q24 IS ASSIGNED ANSWER “1 – 是” THE INTERVIEWER MUST READ THE FOLLOWING SENTENCE BEFORE Q25 -

“請在回答這些關於專科醫生的問題時，把這位專科醫生包括在內。”]

Q25

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 Q27 Intro]
- 98 <DON'T KNOW> [GO TO Q27 Intro]
- 99 <REFUSED> [GO TO Q27 Intro]
- M [MISSING]

Q26

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]

Q27 Intro

接著幾條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的所有提供者。不要包括你見牙醫時的經歷。

Q27

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]

Q28

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]

Q29

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 Q32]
- 98 <DON'T KNOW> [GO TO Q32]
- 99 <REFUSED> [GO TO Q32]
- M [MISSING]

Q30

在過去 6 個月內，你和你健康護理團隊的任何人是否經常討論你當時正在服用的所有處方藥？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]

Q31

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]

Q32

在過去 6 個月內，你的健康護理團隊有沒有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]

Q33

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]

Q34 Intro

接著幾條問題是關於你的，而它們會有助於我們描述參與這項研究的人士。

Q34

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]

Q35

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]

Q36

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 Q38]
- 98 <DON'T KNOW> [GO TO Q38]
- 99 <REFUSED> [GO TO Q38]
- M [MISSING]

Q37

這是否是一個已持續了至少 3 個月的狀況或問題？ (*READ ANSWER CHOICES ONLY IF NEEDED*)

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

Q38

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 是
- 2 不是 [GO TO Q40]
- 98 <DON'T KNOW> [GO TO Q40]
- 99 <REFUSED> [GO TO Q40]
- M [MISSING]

Q39

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

Q40

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, 或
- 5 完全沒有
- 98 <DON'T KNOW>
- 99 <REFUSED>
- M [MISSING]

Q41

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]

Q42

(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]

Q43

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]

Q44

你說英語的能力如何？你會說：

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

Q45

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 Q47]
- 98 <DON'T KNOW> [GO TO Q47]
- 99 <REFUSED> [GO TO Q47]
- M [MISSING]

Q46

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]

Q47

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

- 1 是
- 2 不是
- 98 <DON'T KNOW>
- 99 <REFUSED>
- M [MISSING]

Q48

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 是
- 2 不是
- 98 <DON'T KNOW>
- 99 <REFUSED>
- M [MISSING]

Q49

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]

Q50

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]

Q51

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]

Q52

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]

Q53

你有沒有在家裡使用互聯網？(READ ANSWER CHOICES ONLY IF NEEDED)

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

Q54

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 Q56 Intro]
- 98 <DON'T KNOW> [GO TO Q56 Intro]
- 99 <REFUSED> [GO TO Q56 Intro]
- M [MISSING]

Q55

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]

Q56 Intro

我將會讀出一系列種族類別。對於每個類別，請說它是否描述你的種族。我必須問你所有類別，以防萬一有多個適用的類別。

(IF THE RESPONDENT WANTS TO KNOW WHY YOU ARE ASKING WHAT RACE THEY ARE, SAY: "我們詢問你的種族只是為了描述我們採訪的人")

Q56a

你是不是白人？(READ ANSWER CHOICES ONLY IF NEEDED)

- 1 是
- 2 不是
- 98 <DON'T KNOW>
- 99 <REFUSED>
- M [MISSING]

Q56b

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

- 1 是
- 2 不是
- 98 <DON'T KNOW>
- 99 <REFUSED>
- M [MISSING]

Q56c

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

- 1 是
- 2 不是
- 98 <DON'T KNOW>
- 99 <REFUSED>
- M [MISSING]

Q56d

(你是不是)亞洲人? (*READ ANSWER CHOICES ONLY IF NEEDED*)

- 1 是
- 2 不是 [GO TO Q56e]
- 98 <DON'T KNOW> [GO TO Q56e]
- 99 <REFUSED> [GO TO Q56e]
- M [MISSING]

Q56d1

(你是不是)印度人? (*READ ANSWER CHOICES ONLY IF NEEDED*)

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

Q56d2

(你是不是)華人? (*READ ANSWER CHOICES ONLY IF NEEDED*)

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

Q56d3

(你是不是)菲律賓人？(READ ANSWER CHOICES ONLY IF NEEDED)

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

Q56d4

(你是不是)日本人？(READ ANSWER CHOICES ONLY IF NEEDED)

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

Q56d5

(你是不是)韓國人？(READ ANSWER CHOICES ONLY IF NEEDED)

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

Q56d6

(你是不是)越南人？(READ ANSWER CHOICES ONLY IF NEEDED)

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

Q56d7

(你是不是)其他亞洲人？(READ ANSWER CHOICES ONLY IF NEEDED)

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

Q56e

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

- 1 是
- 2 不是 [GO TO Q57]
- 98 <DON'T KNOW> [GO TO Q57]
- 99 <REFUSED> [GO TO Q57]
- M [MISSING]

Q56e1

(你是不是)夏威夷土著？ *(READ ANSWER CHOICES ONLY IF NEEDED)*

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

Q56e2

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

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

Q56e3

(你是不是)薩摩亞人？ *(READ ANSWER CHOICES ONLY IF NEEDED)*

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

Q56e4

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

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

Q57

<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]

Q58a

<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]

Q58b

<REPEATED THE ANSWERS SAMPLED PERSON GAVE>

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

Q58c

<ANSWERED THE QUESTIONS FOR SAMPLED PERSON>

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

Q58d

<TRANSLATED THE QUESTIONS INTO SAMPLED PERSON'S LANGUAGE>

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

Q58e

<HELPED IN SOME OTHER WAY>

1 YES

2 NO

88 [NOT APPLICABLE]

98 <DON'T KNOW>

99 <REFUSED>

M [MISSING]

END. 這些就是我想問的全部問題。多謝你的時間，祝你愉快。