Oklahoma Health Care Authority

2010 SoonerPlan
Family Planning Program
Member Satisfaction Survey
Project Number: 97314
Final Report

THE Myers GROUP
Improving the Business of Healthcare Satisfaction

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Table of Contents

1. EXECUTIVE SUMMARY 1-1

2. PROJECT OVERVIEW 2-1

BACKGROUND 2-1
METHODOLOGY AND RESPONSE RATE 2-1
SAMPLING ERROR 2-2
RESPONDENT PROFILE 2-3

Charts 2A – 2B 2-3

3. SUMMARY RATE COMPARISON 3-1

Charts 3A – 3B 3-1

4. QUESTION SUMMARIES 4-1

Charts 4A – 4J 4-1

5. SEGMENTATION ANALYSIS 5-1

Charts 5A – 5E 5-1

6. CORRELATION ANALYSIS 6-1

Charts 6A – 6B 6-2

7. TECHNICAL NOTES 7-1

8. SAMPLE SURVEY TOOL 8-1

9. GLOSSARY OF TERMS 9-1

10. COMMENTS 10-1

Chart 10A: How did you learn about the program? (Q2) 10-2

Chart 10B: Is there anything you would change about SoonerPlan? (Q9) 10-2

11. BANNER TABLES 11-1

1. Executive Summary

Dedicated to improving the business of health care satisfaction, The Myers Group (TMG) is pleased to provide your program with this Executive Summary. It is an analysis of survey results focused on member satisfaction with the SoonerPlan Family Planning Program for the **Oklahoma Health Care Authority**. This report is dedicated to specific analyses in order to assist you with evaluating member satisfaction and experience with the family planning services offered by the SoonerPlan program.

Using a one-wave mail with phone follow-up survey administration methodology, The Myers Group collected 502 (215 mail and 287 phone) responses from a sample of 1,750 members, yielding a response rate of 40.5%.[1] Of these 502 respondents, 460 responded "Yes" to Q1, indicating that they were now in the SoonerPlan Family Planning Program or that they were in SoonerPlan within the last 12 months.

Results were collected from November 2009 to January 2010. The results of this survey are representative within +/- 4.4 percentage points with a 95% confidence level and +/- 3.7 percentage points with a 90% confidence level.

Throughout this report, results are presented in the form of Summary Rate Scores.[2] The chart below presents Summary Rate Scores for SoonerPlan Family Planning Program's composites and key attributes. To determine how your program's Summary Rates have changed over time, Trend comparison to Fall 2008 and Spring 2008 results are also displayed.[3]

Composites	Summary Rate Definition	Summary Rates		
		2010	Fall 2008	Spring 2008
SoonerPlan Family Planning Program Membership & Sign Up	Not a problem; Very helpful	82.2%	86.2%	80.3%
Provider Referrals & Complaint Resolution	Very satisfied; Very respectful	64.5%	64.9%	72.8%
Member's Health Provider – Access & Experience[4]	Varies[5]	86.6%	88.0%	88.5%
Medication & Pharmacy (Q20)	Had no problem	88.8%	87.4%	84.0%
Birth Control, Lab Tests, STDs, & Pap Test	Yes	87.9%	83.7%	77.5%
Information about SoonerPlan Program and Benefits	Very helpful; Yes	65.1%	62.9%	NA
Overall Satisfaction with SoonerPlan (Q8)	**Very satisfied**	**79.9%**	**79.7%**	**73.6%**
Overall Satisfaction with Health Providers (Q18)	**8-10**	**79.5%**	**78.9%**	**75.9%**

[1] Please refer to Section 2, Project Overview for the calculation used to determine your program's response rate.

[2] The Summary Rate Score, defined by TMG, is the percentage of respondents giving a positive response; it is provided for each composite and attribute in the column labeled "Summary Rate Definition."

[3] Please use caution when interpreting Spring 2008 trend data as there were several significant survey tool modifications made in Fall 2008 and continued in 2010.

[5] The Summary Rate definitions for Member's Health Provider – Access & Experience composite are as follows: "21 days or less," "Always" or "Usually," and "Yes."

Noteworthy Findings

This section identifies significant differences in Summary Rate Scores in comparison to trend data with respect to composites and overall ratings. For additional detailed analysis on an attribute-by-attribute basis, pelase refer to Section 3 – *Summary Rate Comparison*.

Trending[6]

The ability to assess how your program's Summary Rate Scores have changed over time is important for determining what effects policies or procedures may have on members' satisfaction with various program characteristics. It is through this activity that your program has the ability to track changes in results and to measure the program's successes, ultimately enabling the program to meet its members' needs and expectations more effectively in the future. The following statements summarize your program's Summary Rate trends for composites and ratings.

2010 Versus Fall 2008 Comparisons

- ✓ Composites: When compared to Fall 2008 trend data,
  - The *SoonerPlan Family Planning Program Membership & Sign Up* composite shows no significant change in score when compared to Fall 2008 results.
  - The *Provider Referrals & Complaint Resolution* composite shows no significant change in score when compared to Fall 2008 results.
  - The *Member Health Provider – Access & Experience* composite shows no significant changes in score when compared to Fall 2008 results.
  - The *Medication & Pharmacy* composite (Q20) shows no significant change in score when compared to Fall 2008 results.
  - The *Birth Control, Lab Tests, STDs, and & Pap Test* composite shows no significant change in score when compared to Fall 2008 results.
  - The *Information about SoonerPlan Program and Benefits* composite shows no significant change in score when compared to Fall 2008 results.
  - The *Overall Satisfaction with SoonerPlan* composite (Q8) shows no signficant change in score when compared to Fall 2008 results.
  - The *Overall Satisfaction with Health Provider* composite (Q18) shows no significant change in score when compared to Fall 2008 results.

[6] Please use caution when interpreting trend data as there were several significant survey tool modifications made in Fall 2008 and continued in 2010.

Demographics
The SoonerPlan Family Planning Program Member Satisfaction Survey includes the following demographic categories:

- ✓ Age (Q33)
- ✓ Gender (Q34)
- ✓ Education (Q35)
- ✓ Race/Ethnicity (Q36 & Q37)

The summary below details the demographic categories that vary significantly when compared to trend data.

- ✓ <u>Trending</u>
    - Although there was a significant decrease in the 35-50 age category, there were no other significant differences in the demographic categories when compared to the Fall 2008 demographics.

2. Project Overview

Background

APS Healthcare, Inc. selected and contracted with The Myers Group (TMG) to conduct the 2010 SoonerPlan Family Planning Program Member Satisfaction Survey for the Oklahoma Health Care Authority. The SoonerPlan Family Planning Program is specifically designed to provide uninsured men and women with family planning services. The SoonerPlan Family Planning Program Member Satisfaction Survey was designed to capture member perceptions and determine the extent to which they are satisfied with the program.

This report summarizes results derived from the SoonerPlan Family Planning Program Member Satisfaction Survey as applied to a random sample of SoonerPlan program members, and presents the findings by program service area (composite) and each individual question (attribute). The survey consists of 37 questions, one of which is open-ended, and covers the following topics:

- SoonerPlan Family Planning Program Membership & Sign Up
- Provider Referrals & Complaint Resolution
- Member's Health Provider – Access & Experience
- Medication & Pharmacy
- Birth Control, Lab Tests, STDs, and Pap Test
- Information about SoonerPlan Program and Benefits
- Overall Satisfaction with SoonerPlan
- Overall Satisfaction with Health Provider

For comparison purposes, results are presented in the form of Summary Rate Scores[7], which are generally defined as the percent of respondents who selected the most positive response option(s).

Methodology and Response Rate

APS Healthcare and the Oklahoma Health Care Authority supplied a complete database of 10,260 SoonerPlan Family Planning Program members[8], from which TMG selected a random sample of 1,750 members to be surveyed.

TMG utilized a one-wave mail with phone follow-up protocol to administer the survey from November 2009 to January 2010. Spanish enticement text was provided on the reverse side of the cover letter, instructing Spanish-speaking members to call a 1-800 number to complete the survey with a Spanish-speaking interviewer. A phone interview with bilingual interviewers was conducted for members who had not returned a mail survey. A minimum of three and a maximum of six call attempts were made to all members in the phone sample. A total of 502 (215 mail and 287 phone) were completed. Of these 502 respondents, 460 responded "Yes" to Q1, indicating that they were now in the SoonerPlan Family Planning Program or that they were in SoonerPlan within the last 12 months. After adjusting for ineligible members, your survey response rate is 40.5%.

A response rate is only calculated for those members who were eligible and able to respond. A total of 510 surveys were deemed ineligible. The table on the following page shows the number

[7] Summary Rate Scores are defined by TMG to facilitate comparisons.
[8] Please note that SoonerPlan Family Planning database eligibility criteria were determined by APS Healthcare, Inc. and the Oklahoma Health Care Authority.

of program members in the sample that fell into each of the various ineligible disposition categories.

Survey Methodology	Ineligible Disposition	N
Phone Component	Deceased	0
	Language Barrier[9]	1
	Mentally/Physically Incapacitated	3
	No Eligible Respondent[10]	25
	Wrong Number	181
	Fax/Pager/Modem/Data Line	7
	Not in Service	284
	Number Changed	9
	TOTAL INELIGIBLE SURVEYS	**510**

Ineligible surveys are subtracted from the sample size when computing a response rate as shown below:

$$\frac{\text{Completed surveys}}{\text{Sample size} - \text{Ineligible surveys}} = \text{Response rate}$$

Using the final figures from SoonerPlan Family Planning Program Member Satisfaction Survey, the numerator and denominator used to compute your response rate are presented below:

$$\frac{215\ (\text{Mail}) + 287\ (\text{Phone})}{1{,}750\ (\text{Sample}) - 510\ (\text{Ineligible})} = \frac{502}{1{,}240} = 40.5\%$$

A total of 502 respondents completed the survey yielding a response rate of 40.5%.

Sampling Error

All sample surveys are subject to sampling error; that is, the extent to which the results differ from what would be obtained if every eligible member were surveyed. The size of the sampling error largely depends on the percentage distribution of each question and the number of members surveyed. For information on how to estimate sampling error based upon your sample size, please see the Technical Notes.

[9] An ineligible disposition of "Language Barrier" is assigned when a member indicates that they would like the SoonerPlan Family Planning Program survey administered in a different language aside from English or Spanish.
[10] An ineligible disposition of "No Eligible Respondent" is assigned when a member indicates that they are not a member of the SoonerPlan Family Planning Program.

Respondent Profile

The characteristics of respondents surveyed should be representative of the SoonerPlan Family Planning Program population. Page 2A shows the percentage of respondents by the following member demographics:

- Age
- Gender
- Education
- Race/Ethnicity

Page 2B displays the demographic proportions for the SoonerPlan Family Planning Program compared to previous results. To help you identify how your program's population differs from trend data, significant differences are highlighted. Significant differences are determined by a z-test. (*See Technical Notes for more information on this topic*.)

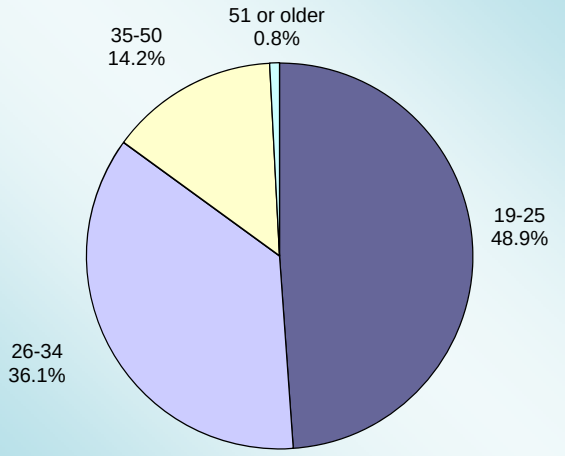
Charts 2A – 2B

Profile of Survey Respondents
Member Demographics

Oklahoma Health Care Authority
SoonerPlan Family Planning Program Member Satisfaction Survey

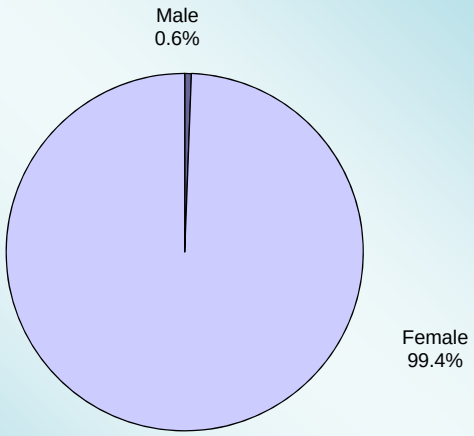
502 Total Respondents
460 Total Respondents Answering 'Yes' to Q1

AGE (Q33)



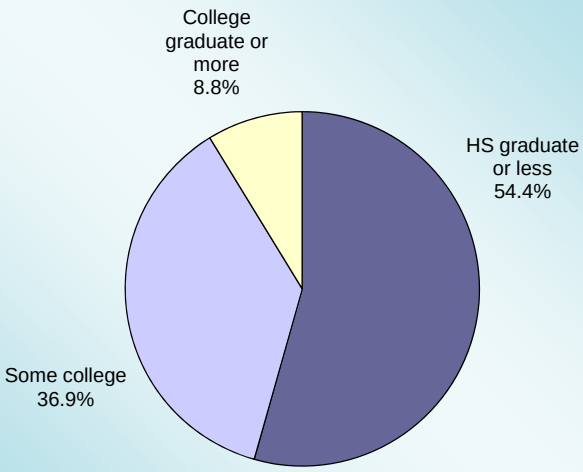
n = 487

GENDER (Q34)



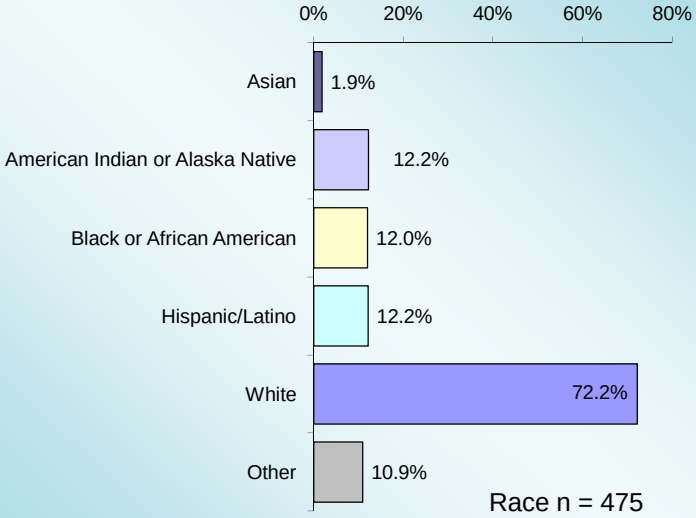
n = 493

EDUCATION (Q35)



n = 480

RACE/ETHNICITY (Q36 & Q37)*



Race n = 475
Ethnicity n = 477

* Race/Ethnicity figures will not equal 100% because they are separate questions. "Other" includes Native Hawaiian or Other Pacific Islander and respondents who answered "Other."

Profile of Survey Respondents

Oklahoma Health Care Authority

Demographic Trending

SoonerPlan Family Planning Program Member Satisfaction Survey

502 Total Respondents

460 Total Respondents Answering 'Yes' to Q1

Demographic	Category	n	2010	n	Fall 2008	n	Spring 2008	Significant Difference*	
								2010 to Fall 2008	2010 to Spring 2008
Age (Q33)	**19-25**	487	48.9%	454	44.1%	160	40.0%	**Not significant**	**Not significant**
	26-34		36.1%		33.5%		38.8%	**Not significant**	**Not significant**
	35-50		14.2%		21.8%		20.6%	**Sig. decrease**	**Not significant**
	51 or older		0.8%		0.7%		0.6%	**Unable to Test**	**Unable to Test**
Gender (Q34)	**Male**	493	0.6%	463	0.9%	239	2.9%	**Unable to Test**	**Unable to Test**
	Female		99.4%		99.1%		97.1%	**Unable to Test**	**Unable to Test**
Education (Q35)	**HS graduate or less**	480	54.4%	459	49.2%	232	48.7%	**Not significant**	**Not significant**
	Some college		36.9%		42.3%		38.8%	**Not significant**	**Not significant**
	College graduate or more		8.8%		8.5%		12.5%	**Not significant**	**Not significant**
Race/Ethnicity (Q36 & Q37) ** §	**Asian**	475	1.9%	449	1.8%	264	0.9%	**Not significant**	**Unable to Test**
	American Indian or Alaska Native		12.2%		10.9%		12.3%	**Not significant**	**Not significant**
	Black or African American		12.0%		11.8%		10.6%	**Not significant**	**Not significant**
	Hispanic/Latino		12.2%		10.3%		10.0%	**Not significant**	**Not significant**
	White		72.2%		73.7%		76.2%	**Not significant**	**Not significant**
	Other		10.9%		8.7%		12.3%	**Not significant**	**Not significant**

** Significance Testing - "Sig. increase" denotes the result that would be found if a hypothesis test were conducted to determine if the current year percentage is higher when compared to the previous survey administration period. 'Sig. decrease' denotes the result that would be found if a hypothesis test were conducted to determine if the current year percentage is lower for when compared to the previous survey administration period. "Not Significant" denotes that there was insufficient support to conclude that there was a significant difference between the percentages. "Unable to Test" denotes that there was insufficient sample size to conduct the statistical test. All significance testing is performed at the 95% significance level.*

*** The sum of responses for Race may be greater than 100% as respondents are able to choose multiple response options. "Other" includes Native Hawaiian or Other Pacific Islander and respondents who answered "Other."*

§ In Spring 2008, respondent eligibility to answer Q36 was based upon their answer to Q10, "In the last 12 months how many different health providers did you see for SoonerPlan services?" Only those respondents who answered '1' or more to Q10, were able to provide a response to Q36. Given the aforementioned, caution should be exercised when making comparisons.

3. Summary Rate Comparison

The charts and graphs on the following pages outline SoonerPlan's Summary Rate Scores for the various composites and attributes defined by the 2010 SoonerPlan Family Planning Program Member Satisfaction Survey in comparison to:

- ✓ Fall 2008 and Spring 2008 Attributes and Composites
- ✓ Fall 2008 and Spring 2008 Attributes and Composites (Graphical Comparison)

Only respondents who answered "Yes" to Question 1, which indicates current or past enrollment in the SoonerPlan Family Planning Program, are included in these analyses. Results are presented by Summary Rate Scores. Summary Rate Scores, defined by TMG to facilitate comparisons, generally represent the combined percentage of the most positive response option(s) for each question. Composite scores are calculated by taking the average Summary Rate of those attributes within each section.

It is important to note that there were several significant survey tool modifications made in Fall 2008 and were carried over for the 2010 survey administration. In addition, SoonerPlan members were identified for the 2010 survey administration through examination of claims paid from SoonerPlan funds; by comparison, previous survey administrations depended upon samples drawn from eligibility rolls, without regard to whether SoonerPlan services had been accessed. As such, caution is advised when interpreting trend data.

Focus should be given to those attributes and composites that show significant changes in Summary Rates. Significance testing determines if an observed difference is too large to have occurred by chance alone and is provided wherever applicable on the comparison pages. Please see the Technical Notes for more information on Significance Testing.

- ✓ ***Significant increase*** denotes the result that would be found if a statistical test were conducted to determine if the percentage is notably higher and not due to chance alone.
- ✓ ***Significant decrease*** denotes the result that would be found if a statistical test were conducted to determine if the percentage is notably lower and not due to chance alone.
- ✓ ***Unable to Test*** denotes that there is an insufficient sample size to conduct a hypothesis test.

Charts 3A – 3B

Trend Comparisons

Composites and Attributes

Oklahoma Health Care Authority

SoonerPlan Family Planning Program Member Satisfaction Survey

502 Total Respondents

460 Total Respondents Answering 'Yes' to Q1

Composite/Attribute	Summary Rate Definition	Oklahoma Health Care Authority Valid n and Summary Rate Score*						Significance Testing***	
		2010		Fall 2008		Spring 2008		Fall 2008 to 2010	Spring 2008 to 2010
SoonerPlan Family Planning Program Membership & Sign Up			**82.2%**		**86.2%**		**80.3%**	**Not significant**	**Not significant**
Q3. How much of a problem, if any, did you have getting signed up for the SoonerPlan Program?	**Not a problem**	457	93.4%	432	94.7%	260	90.8%	Not significant	Not significant
Q4. Think about any time that you may have spoken on the phone with SoonerPlan staff. How helpful were they?	**Very helpful**	210	71.0%	237	77.6%	139	69.8%	Not significant	Not significant
Provider Referrals & Complaint Resolution			**64.5%**		**64.9%**		**72.8%**	**Not significant**	**Not significant**
Q6. How satisfied were you with SoonerPlan's help when they referred you to a health provider? (If 'Yes' to Q5)	**Very satisfied**	138	74.6%	145	76.6%	89	73.0%	Not significant	Not significant
Q7. If you had to call and complain about SoonerPlan, how respectful was the staff?	**Very respectful**	46	54.3%	75	53.3%	40	72.5%	Not significant	Not significant
Member Health Provider - Access & Experience			**86.6%**		**88.0%**		**88.5%**	**Not significant**	**Not significant**
Q12. How long did you usually have to wait between making an appointment and getting to see the health provider? (If 1 or more in Q10)	**21 days or less**	308	89.3%	300	90.0%	165	87.9%	Not significant	Not significant
Q13. How often did this health provider explain things in a way you could understand? (If 1 or more in Q10)	**Always/Usually**	315	93.0%	308	92.5%	164	90.2%	Not significant	Not significant
Q14. How often did this health provider show respect for what you had to say? (If 1 or more in Q10)		312	91.7%	305	94.4%	165	95.2%	Not significant	Not significant
Q15. How often did this health provider spend enough time with you? (If 1 or more in Q10)		314	88.2%	305	91.5%	162	92.6%	Not significant	Not significant
Q16. During your visits with this health provider, did he or she tell you there was more than one choice for your treatment or health care? (If 1 or more in Q10)	**Yes**	292	63.0%	296	65.2%	159	70.4%	Not significant	Not significant
Q17. Did this health provider talk to you about the pros and cons of each choice for your treatment or health care? (If 1 or more in Q10 and 'Yes' to Q16)		179	94.4%	191	94.2%	110	94.5%	Not significant	Not significant
Medication & Pharmacy									
Q20. How much of a problem, if any, did you have with getting medicine at a store or pharmacy? (If 1 or more in Q10 and 'Yes' to Q19)	**Had no problem**	169	88.8%	127	87.4%	100	84.0%	Not significant	Not significant
Birth Control, Lab Tests, STDs, & Pap Test			**87.9%**		**83.7%**		**77.5%**	**Not significant**	**Sig. Increase**
Q21. During your visit with a SoonerPlan health provider, did you get information about birth control? (If 1 or more in Q10)	**Yes**	311	92.9%	308	87.7%	159	83.6%	Sig. increase	Sig. Increase
Q22. Did you get birth control supplies during your visit? (If 1 or more in Q10)		312	81.7%	310	75.8%	157	70.1%	Not significant	Sig. Increase
Q23. Did you have lab tests (such as a Pap test, urine test, or blood test)? (If 1 or more in Q10)		315	88.6%	309	83.8%	157	77.7%	Not significant	Sig. Increase
Q24. Did you get information about preventing the spread of sexually transmitted diseases? (If 1 or more in Q10)		314	82.2%	309	79.9%	153	69.3%	Not significant	Sig. Increase
Q25. Pap tests are used to check for cervical cancer. Did a health provider talk to you about having a Pap test every year? (Females only) (If 1 or more in Q10)**		309	94.2%	305	91.5%	157	86.6%	Not significant	Sig. Increase
Information about SoonerPlan Program and Benefits			**65.1%**		**62.9%**		**NA**	**Not significant**	**NA**
Q29. How helpful was the information that you were mailed? (If 'Yes' to Q28)	**Very helpful**	188	63.3%	158	58.2%	NA	NA	Not significant	NA
Q30. Did you know that SoonerPlan covers only family planning services?	**Yes**	440	85.9%	431	81.9%	NA	NA	Not significant	NA
Q31. Did you know that SoonerPlan and SoonerCare Choice are not the same program?		442	63.1%	424	59.4%	NA	NA	Not significant	NA
Q32. Did you know that you can call a toll-free phone number (800-987-7767) and ask someone if your benefits are limited to family planning services?		476	48.1%	453	51.9%	NA	NA	Not significant	NA
Overall Satisfaction with SoonerPlan									
Q8. Overall, how satisfied were you with SoonerPlan?	**Very satisfied**	443	79.9%	413	79.7%	246	73.6%	Not significant	Not significant
Overall Satisfaction with Health Providers									
Q18. How would you rate this health provider overall? Use any number from 0 to 10, where 0 is the worst health provider possible and 10 is the best health provider possible. (If 1 or more in Q10)	**8-10**	317	79.5%	308	78.9%	162	75.9%	Not significant	Not significant

** Summary Rate Scores are defined by TMG and generally represent the most positive response option(s).*

*** Please note that respondent eligibility for Q25 is based upon information related to the member's gender provided in the SoonerCare Family Planning Program database.*

Note: Please use caution when interpreting Spring 2008 trend data as there were several significant survey tool modifications made in Fall 2008 and continued in 2010.

**** Significance Testing - "Sig. increase" denotes the result that would be found if a hypothesis test were conducted to determine if the current year percentage is higher when compared to the previous survey administration period. 'Sig. decrease' denotes the result that would be found if a hypothesis test were conducted to determine if the current year percentage is lower for when compared to the previous survey administration period. "Not Significant" denotes that there was insufficient support to conclude that there was a significant difference between the percentages. "Unable to Test" denotes that there was insufficient sample size to conduct the statistical test. All significance testing is performed at the 95% significance level.*

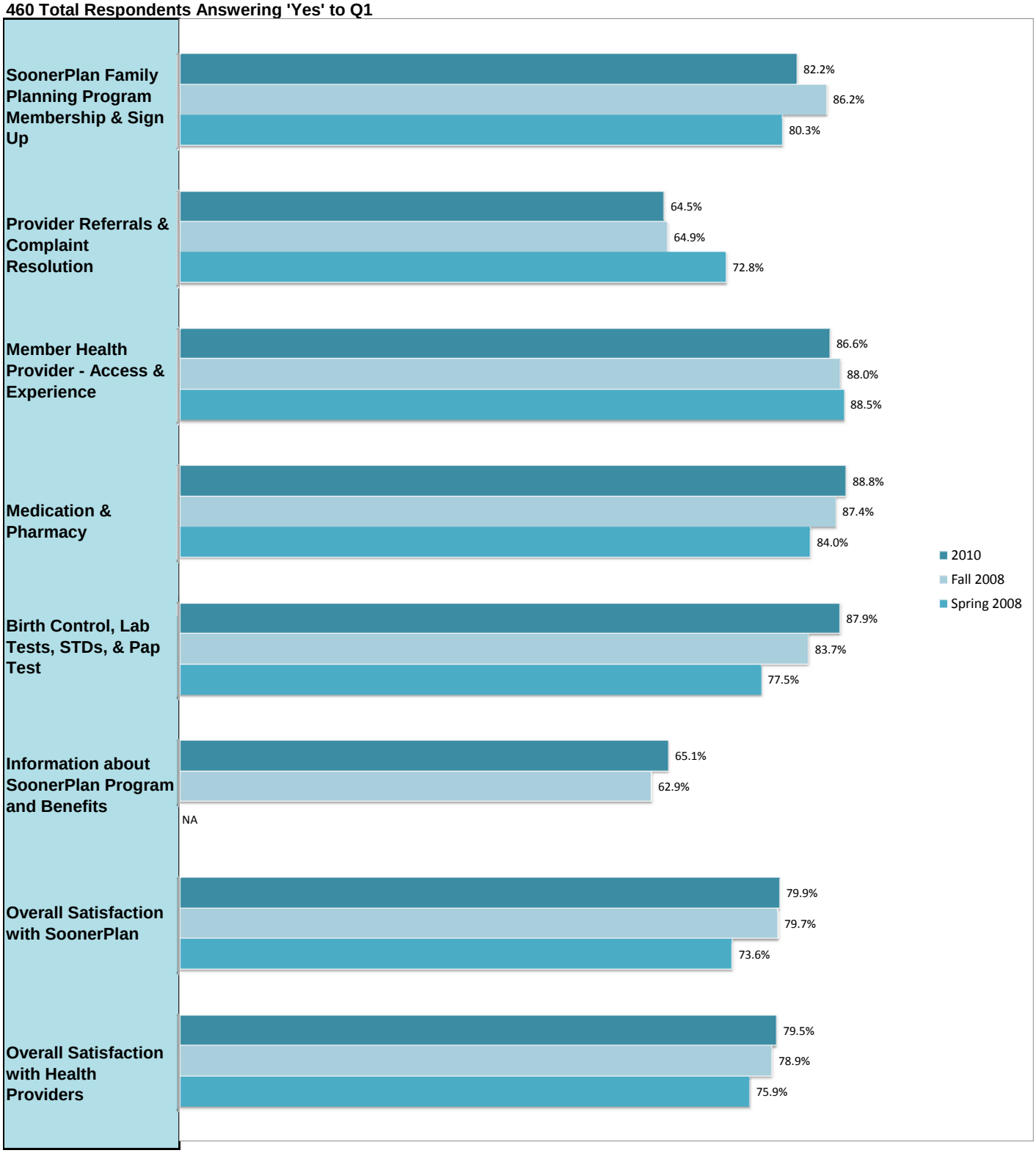
Trend Comparisons

Oklahoma Health Care Authority

Composites

SoonerPlan Family Planning Program Member Satisfaction Survey

502 Total Respondents
460 Total Respondents Answering 'Yes' to Q1



Note: Please use caution when interpreting Spring 2008 trend data as there were several significant survey tool modifications made in Fall 2008 and continued in 2010.

4. Question Summaries

The proportion of respondents who fall into each response category for all questions is shown on pages 4A – 4J. Each question addresses the member's rating of the various services provided by the SoonerPlan Family Planning Program. The question summary pages are broken down into several sections, which are described below:

Valid n and Category Responses
The Valid n represents the number of respondents who answered each question. This number may be lower than the total number of respondents who completed the survey because respondents chose not to answer the question. The Category Response section provides the percentage of respondents who selected each response option.

Summary Rate Scores
The Summary Rate Scores section provides trend comparisons of the program's Summary Rate Scores.[11] Summary Rate Scores generally represent the combined percentage of the most positive response option(s) for each question and are shaded gray.

Significance Testing
On each page, the Summary Rate Scores are compared to the other set of scores specified. Significance testing determines if an observed difference is too large to have occurred by chance along. Focus should be given to those attributes that show significant changes in satisfaction scores.

Charts 4A – 4J

[11] Please use caution when interpreting trend data as there were several significant survey tool modifications made in Fall 2008 and continued in 2010.

Question Summaries

SoonerPlan Family Planning Program Membership & Sign Up

Oklahoma Health Care Authority

SoonerPlan Family Planning Program Member Satisfaction Survey

502 Total Respondents

460 Total Respondents Answering 'Yes' to Q1

Survey Item	Valid n	Category Responses	Summary Rate**			Significance Testing***	
			2010	Fall 2008	Spring 2008	Fall 2008 to 2010	Spring 2008 to 2010
Q1. Our records show that you are now in the SoonerPlan Family Planning Program or you were in SoonerPlan within the last 12 months. Is that right?*	471	Yes: 97.7%; No: 2.3%	**97.7%**	94.2%	97.4%	**Sig. increase**	**Not significant**
Q2. How did you learn about the SoonerPlan Family Planning Program?	450	The Internet: 0.9%; Other media: 0.4%; Friends or family: 14.0%; Flyers in a doctor's office or clinic: 4.7%; A health provider like a doctor or nurse: 15.8%; The state or county Health Department: 56.4%; Other****: 7.8%	**NA**	NA	NA	**NA**	**NA**
Q3. How much of a problem, if any, did you have getting signed up for the SoonerPlan Program?	457	A big problem: 1.8%; A small problem: 4.8%; Not a problem: 93.4%	**93.4%**	94.7%	90.8%	**Not significant**	**Not significant**
Q4. Think about any time that you may have spoken on the phone with SoonerPlan staff. How helpful were they?	210	Not at all helpful: 4.8%; Somewhat helpful: 24.3%; Very helpful: 71.0%; Have not spoken to anyone on the phone from SoonerPlan: n = 249	**71.0%**	77.6%	69.8%	**Not significant**	**Not signficant**

** To continue the SoonerPlan Family Planning Program Member Satisfaction Survey, respondents must answer 'Yes' to Q1. Respondents who answer 'No' or do not provide an answer to this question are instructed to answer the demographic questions (Q32 - Q37) at the end of the survey tool.*

*** Summary Rate Scores are the sum of the most favorable response options (those options shaded gray).*

**** Significance Testing - "Sig. decrease" denotes the results that were found when hypothesis tests were conducted to determine if the percentage is lower. "Sig. increase" denotes the results that were found when hypothesis tests were conducted to determine if the percentage is higher. "Unable to Test" denotes that there was insufficient sample size to conduct the statistical test. All significance testing is performed at the 95% significance level.*

***** The SoonerPlan Family Planning Program Member Satisfaction Survey tool allows those respondents who selected the response option "Other" to provide further explanation. For more information, please refer to the Comments portion (Section 10) of this report.*

Question Summaries

Provider Referrals, Complaint Resolution, & Overall Satisfaction with SoonerPlan

Oklahoma Health Care Authority

SoonerPlan Family Planning Program Member Satisfaction Survey

502 Total Respondents

460 Total Respondents Answering 'Yes' to Q1

Survey Item	Valid n	Category Responses				Summary Rate*			Significance Testing**	
						2010	Fall 2008	Spring 2008	Fall 2008 to 2010	Spring 2008 to 2010
Q5. A health provider is a doctor, physician assistant, nurse practitioner or nurse you saw for SoonerPlan Family Planning services. Did SoonerPlan refer you to a health provider?	453	Yes 30.9%	No 69.1%			**30.9%**	34.6%	35.6%	**Not significant**	**Not significant**
Q6. How satisfied were you with SoonerPlan's help when they referred you to a health provider? (If 'Yes' to Q5)	138	Not at all satisfied 2.9%	Somewhat satisfied 22.5%	Very satisfied 74.6%		**74.6%**	76.6%	73.0%	**Not significant**	**Not significant**
Q7. If you had to call and complain about SoonerPlan, how respectful was the staff?	46	Not at all respectful 8.7%	Somewhat respectful 37.0%	Very respectful 54.3%	Have not called to complain n = 412	**54.3%**	53.3%	72.5%	**Not significant**	**Not significant**
Q8. Overall, how satisfied were you with SoonerPlan?	443	Not at all satisfied 0.9%	Somewhat satisfied 19.2%	Very satisfied 79.9%		**79.9%**	79.7%	73.6%	**Not significant**	**Not significant**

** Summary Rate Scores are the sum of the most favorable response options (those options shaded gray).*

*** Significance Testing - "Sig. decrease" denotes the results that were found when hypothesis tests were conducted to determine if the percentage is lower. "Sig. increase" denotes the results that were found when hypothesis tests were conducted to determine if the percentage is higher. "Unable to Test" denotes that there was insufficient sample size to conduct the statistical test. All significance testing is performed at the 95% significance level.*

Note: Please use caution when interpreting Spring 2008 trend data as there were several significant survey tool modifications made in Fall 2008 and continued in 2010.

Question Summaries
Provider Visitation

Oklahoma Health Care Authority

SoonerPlan Family Planning Program Member Satisfaction Survey

502 Total Respondents

460 Total Respondents Answering 'Yes' to Q1

Survey Item *The next questions are about your health care as part of the SoonerPlan Family Planning Program. A health provider is a doctor, physician assistance, nurse practitioner or nurse. You may have seen more than one health provider for SoonerPlan services.*	Valid n	Category Responses					Summary Rate*			Significance Testing**	
							2010	Fall 2008	Spring 2008	Fall 2008 to 2010	Spring 2008 to 2010
Q10. In the last 12 months how many different health providers did you see for SoonerPlan services?	454	None 28.0%	1 51.8%	2 17.2%	3 2.0%	More than 3 1.1%	**72.0%**	78.5%	70.3%	**Sig. decrease**	**Not significant**
Q11. In the last 12 months, how many visits to health providers did you have that were directly related to the SoonerPlan Family Planning Program? (If 1 or more in Q10)	307	1-2 63.8%	3-4 24.8%	5-6 7.2%	6 or more 4.2%		**NA**	NA	NA	**NA**	**NA**

** Summary Rate Scores are the sum of the most favorable response options (those options shaded gray).*

*** Significance Testing - "Sig. decrease" denotes the results that were found when hypothesis tests were conducted to determine if the percentage is lower. "Sig. increase" denotes the results that were found when hypothesis tests were conducted to determine if the percentage is higher. "Unable to Test" denotes that there was insufficient sample size to conduct the statistical test. All significance testing is performed at the 95% significance level.*

Note: Please use caution when interpreting Spring 2008 trend data as there were several significant survey tool modifications made in Fall 2008 and continued in 2010.

Question Summaries

Member Health Provider - Access & Experience

Oklahoma Health Care Authority

SoonerPlan Family Planning Program Member Satisfaction Survey

502 Total Respondents

460 Total Respondents Answering 'Yes' to Q1

Survey Item *For the next set of questions, think about the health provider you have seen the most often for SoonerPlan services.*	Valid n	Category Responses					Summary Rate*			Significance Testing**	
							2010	Fall 2008	Spring 2008	Fall 2008 to 2010	Spring 2008 to 2010
Q12. How long did you usually have to wait between making an appointment and getting to see the health provider? (If 1 or more in Q10)	308	13 days 39.6%	47 days 26.9%	814 days 18.2%	1521 days 4.5%	More than 21 days 10.7%	**89.3%**	90.0%	87.9%	**Not significant**	**Not significant**
Q13. How often did this health provider explain things in a way you could understand? (If 1 or more in Q10)	315	Never 1.0%	Sometimes 6.0%	Usually 17.8%	Always 75.2%		**93.0%**	92.5%	90.2%	**Not significant**	**Not significant**
Q14. How often did this health provider show respect for what you had to say? (If 1 or more in Q10)	312	Never 0.6%	Sometimes 7.7%	Usually 13.5%	Always 78.2%		**91.7%**	94.4%	95.2%	**Not significant**	**Not significant**
Q15. How often did this health provider spend enough time with you? (If 1 or more in Q10)	314	Never 2.9%	Sometimes 8.9%	Usually 21.7%	Always 66.6%		**88.2%**	91.5%	92.6%	**Not significant**	**Not significant**
Q16. During your visits with this health provider, did he or she tell you there was more than one choice for your treatment or health care? (If 1 or more in Q10)	292	Yes 63.0%	No 37.0%				**63.0%**	65.2%	70.4%	**Not significant**	**Not significant**

** Summary Rate Scores are the sum of the most favorable response options (those options shaded gray).*

*** Significance Testing - "Sig. decrease" denotes the results that were found when hypothesis tests were conducted to determine if the percentage is lower. "Sig. increase" denotes the results that were found when hypothesis tests were conducted to determine if the percentage is higher. "Unable to Test" denotes that there was insufficient sample size to conduct the statistical test. All significance testing is performed at the 95% significance level.*

Note: Please use caution when interpreting Spring 2008 trend data as there were several significant survey tool modifications made in Fall 2008 and continued in 2010.

502 Total Respondents

460 Total Respondents Answering 'Yes' to Q1

Survey Item *For the next set of questions, think about the health provider you have seen the most often for SoonerPlan services.*	Valid n	Category Responses			Summary Rate*			Significance Testing**	
					2010	Fall 2008	Spring 2008	Fall 2008 to 2010	Spring 2008 to 2010
Q17. Did this health provider talk to you about the pros and cons of each choice for your treatment or health care? (If 1 or more in Q10 and 'Yes' to Q16)	179	Yes 94.4%	No 5.6%		**94.4%**	94.2%	94.5%	**Not significant**	**Not significant**
Q18. How would you rate this health provider overall? Use any number from 0 to 10, where 0 is the worst health provider possible and 10 is the best health provider possible. (If 1 or more in Q10)	317	0-3 2.5%	4-7 18.0%	8-10 79.5%	**79.5%**	78.9%	75.9%	**Not significant**	**Not significant**

** Summary Rate Scores are the sum of the most favorable response options (those options shaded gray).*

*** Significance Testing - "Sig. decrease" denotes the results that were found when hypothesis tests were conducted to determine if the percentage is lower. "Sig. increase" denotes the results that were found when hypothesis tests were conducted to determine if the percentage is higher. "Unable to Test" denotes that there was insufficient sample size to conduct the statistical test. All significance testing is performed at the 95% significance level.*

Note: Please use caution when interpreting Spring 2008 trend data as there were several significant survey tool modifications made in Fall 2008 and continued in 2010.

Question Summaries

Medication & Pharmacy

Oklahoma Health Care Authority

SoonerPlan Family Planning Program Member Satisfaction Survey

502 Total Respondents

460 Total Respondents Answering 'Yes' to Q1

Survey Item *The SoonerPlan Family Planning Program covers certain prescription medicines. The next questions refer to these medicines.*	Valid n	Category Responses			Summary Rate*			Significance Testing**	
					2010	Fall 2008	Spring 2008	Fall 2008 to 2010	Spring 2008 to 2010
Q19. Did your SoonerPlan health provider write any prescriptions for you to get medicine at a store or pharmacy? (If 1 or more in Q10)	312	Yes 54.5%	No 45.5%		**54.5%**	41.7%	56.2%	**Sig. increase**	**Not significant.**
Q20. How much of a problem, if any, did you have with getting medicine at a store or pharmacy? (If 1 or more in Q10 and 'Yes' to Q19)	169	Had a big problem getting medicine 3.0%	Had a small problem getting medicine 8.3%	Had no problem getting medicine 88.8%	**88.8%**	87.4%	84.0%	**Not significant**	**Not significant**

** Summary Rate Scores are the sum of the most favorable response options (those options shaded gray).*

*** Significance Testing - "Sig. decrease" denotes the results that were found when hypothesis tests were conducted to determine if the percentage is lower. "Sig. increase" denotes the results that were found when hypothesis tests were conducted to determine if the percentage is higher. "Unable to Test" denotes that there was insufficient sample size to conduct the statistical test. All significance testing is performed at the 95% significance level.*

Note: Please use caution when interpreting Spring 2008 trend data as there were several significant survey tool modifications made in Fall 2008 and continued in 2010.

Question Summaries

Birth Control, Lab Tests, STDs, Pregnancy, & Pap Test

Oklahoma Health Care Authority

SoonerPlan Family Planning Program Member Satisfaction Survey

502 Total Respondents

460 Total Respondents Answering 'Yes' to Q1

Survey Item *Please answer the next set of questions about your experience with any health providers (doctors, nurses, etc.) in the SoonerPlan Family Planning Program.*	Valid n	Category Responses		Summary Rate*			Significance Testing***	
				2010	Fall 2008	Spring 2008	Fall 2008 to 2010	Spring 2008 to 2010
Q21. During your visit with a SoonerPlan health provider, did you get information about birth control? (If 1 or more in Q10)	311	Yes 92.9%	No 7.1%	**92.9%**	87.7%	83.6%	**Sig. increase**	**Sig. Increase**
Q22. Did you get birth control supplies during your visit? (If 1 or more in Q10)	312	Yes 81.7%	No 18.3%	**81.7%**	75.8%	70.1%	**Not significant**	**Sig. Increase**
Q23. Did you have lab tests (such as a Pap test, urine test, or blood test)? (If 1 or more in Q10)	315	Yes 88.6%	No 11.4%	**88.6%**	83.8%	77.7%	**Not significant**	**Sig. Increase**
Q24. Did you get information about preventing the spread of sexually transmitted diseases? (If 1 or more in Q10)	314	Yes 82.2%	No 17.8%	**82.2%**	79.9%	69.3%	**Not significant**	**Sig. Increase**
Q25. Pap tests are used to check for cervical cancer. Did a health provider talk to you about having a Pap test every year? (Females only) (If 1 or more in Q10)**	309	Yes 94.2%	No 5.8%	**94.2%**	91.5%	86.6%	**Not significant**	**Sig. Increase**

** Summary Rate Scores are the sum of the most favorable response options (those options shaded gray).*

*** Please note that respondent eligibility for Q25 is based upon information related to the member's gender provided in the SoonerPlan Family Planning Program database.*

**** Significance Testing - "Sig. decrease" denotes the results that were found when hypothesis tests were conducted to determine if the percentage is lower. "Sig. increase" denotes the results that were found when hypothesis tests were conducted to determine if the percentage is higher. "Unable to Test" denotes that there was insufficient sample size to conduct the statistical test. All significance testing is performed at the 95% significance level.*

Note: Please use caution when interpreting Spring 2008 trend data as there were several significant survey tool modifications made in Fall 2008 and continued in 2010.

502 Total Respondents

460 Total Respondents Answering 'Yes' to Q1

Survey Item *Please answer the next set of questions about your experience with any health providers (doctors, nurses, etc.) in the SoonerPlan Family Planning Program.*	Valid n	Category Responses			Summary Rate*			Significance Testing***	
					2010	Fall 2008	Spring 2008	Fall 2008 to 2010	Spring 2008 to 2010
Q26. Have you given birth within the last 12 months? (Females only)**	444	Yes 12.6%	No 87.4%		**12.6%**	12.8%	10.1%	**Not significant**	**Not significant**
Q27. Are you pregnant now? (Females only)**	444	Yes 3.8%	No 94.1%	Unsure 2.0%	**3.8%**	2.1%	4.6%	**Not significant**	**Not significant**

** Summary Rate Scores are the sum of the most favorable response options (those options shaded gray).*

*** Please note that respondent eligibility for Q26 & Q27 is based upon information related to the member's gender provided in the SoonerPlan Family Planning Program database.*

**** Significance Testing - "Sig. decrease" denotes the results that were found when hypothesis tests were conducted to determine if the percentage is lower. "Sig. increase" denotes the results that were found when hypothesis tests were conducted to determine if the percentage is higher. "Unable to Test" denotes that there was insufficient sample size to conduct the statistical test. All significance testing is performed at the 95% significance level.*

Note: Please use caution when interpreting Spring 2008 trend data as there were several significant survey tool modifications made in Fall 2008 and continued in 2010.

502 Total Respondents

460 Total Respondents Answering 'Yes' to Q1

Survey Item	Valid n	Category Responses	Summary Rate*			Significance Testing**	
			2010	Fall 2008	Spring 2008	Fall 2008 to 2010	Spring 2008 to 2010
Q28. Have you received any letters or information in the mail about your SoonerPlan benefits?	436	Yes: 50.5%; No: 49.5%	**50.5%**	41.0%	NA	**Sig. increase**	**NA**
Q29. How helpful was the information that you were mailed? (If 'Yes' to Q28)	188	Not at all helpful: 2.1%; Somewhat helpful: 34.6%; Very helpful: 63.3%; Have not read it yet: n = 24	**63.3%**	58.2%	NA	**Not significant**	**NA**
The phrase "family planning services" refers to a limited set of medical services. Some of these family planning services involve testing for pregnancy or sexually transmitted diseases, and medicine to keep pregnancy from occurring.							
Q30. Did you know that SoonerPlan covers only family planning services?	440	Yes: 85.9%; No: 14.1%	**85.9%**	81.9%	NA	**Not significant**	**NA**
Q31. Did you know that SoonerPlan and SoonerCare Choice are not the same program?	442	Yes: 63.1%; No: 36.9%	**63.1%**	59.4%	NA	**Not significant**	**NA**
Q32. Did you know that you can call a toll-free phone number (800-987-7767) and ask someone if your benefits are limited to family planning services?	476	Yes: 48.1%; No: 51.9%	**48.1%**	51.9%	NA	**Not significant**	**NA**

** Summary Rate Scores are the sum of the most favorable response options (those options shaded gray).*

*** Significance Testing - "Sig. decrease" denotes the results that were found when hypothesis tests were conducted to determine if the percentage is lower. "Sig. increase" denotes the results that were found when hypothesis tests were conducted to determine if the percentage is higher. "Unable to Test" denotes that there was insufficient sample size to conduct the statistical test. All significance testing is performed at the 95% significance level.*

502 Total Respondents

460 Total Respondents Answering 'Yes' to Q1

Survey Item	Valid n	Category Responses							
Q33. What is your age? (All Respondents)	487	19-20 7.4%	21-25 41.5%	26-29 21.4%	30-34 14.8%	35-39 7.6%	40-44 2.7%	45-50 3.9%	51 or older 0.8%
Q33. What is your age? (Repondents answering "Yes" to Q1)	445	19-20 7.4%	21-25 41.3%	26-29 22.0%	30-34 14.6%	35-39 7.4%	40-44 2.7%	45-50 4.0%	51 or older 0.4%
Q34. Are you male or female? (All Respondents)	493	Male 0.6%	Female 99.4%						
Q34. Are you male or female? (Repondents answering "Yes" to Q1)	451	Male 0.4%	Female 99.6%						
Q35. What is the highest grade or level of school that you have completed? (All Respondents)	480	8th grade or less 2.5%	Some high school, but did not graduate 9.0%	High school graduate or GED 42.9%	Some college or a 2-year degree 36.9%	4-year college graduate 7.5%	More than a 4-year college degree 1.3%		
Q35. What is the highest grade or level of school that you have completed? (Repondents answering "Yes" to Q1)	440	8th grade or less 2.5%	Some high school, but did not graduate 9.3%	High school graduate or GED 42.0%	Some college or a 2-year degree 37.3%	4-year college graduate 7.5%	More than a 4-year college degree 1.4%		
Q36. Are you of Hispanic or Latino origin or descent? (All Respondents)	477	Yes 12.2%	No 87.8%						
Q36. Are you of Hispanic or Latino origin or descent? (Repondents answering "Yes" to Q1)	438	Yes 12.3%	No 87.7%						
Q37. What is your race? (Please mark one or more) (All Respondents)*	475	Asian 1.9%	American Indian or Alaska Native 12.2%	Black or African American 12.0%	Native Hawaiian or other Pacific Islander 2.3%	White 72.2%	Other 8.6%		
Q37. What is your race? (Please mark one or more)(Repondents answering "Yes" to Q1)*	433	Asian 1.8%	American Indian or Alaska Native 11.8%	Black or African American 11.3%	Native Hawaiian or other Pacific Islander 2.3%	White 73.2%	Other 8.1%		

** The sum of responses for Race may be greater than 100% as respondents are able to choose multiple response options.*

5. Segmentation Analysis

Reviewing measures across different demographic categories may highlight a program's ability to meet the needs of a varied population. The SoonerPlan Family Planning Program Member Satisfaction survey asks questions about member demographics, facilitating a market segmentation of SoonerPlan members. Composites and attributes are listed with the corresponding Summary Rate definitions, Valid n's, and Summary Rate Scores for each segmented group on Pages 5A – 5E.

Segmentation analysis is provided across the following:

- Medium by Which You Learned About the Program (Q2)
- Age (Q33)
- Gender (Q34)
- Education (Q35)
- Race & Ethnicity (Q36 & Q37)

The percentages represent the Summary Rate Score for each segment of the demographic category. For example, in the table below, the Summary Rate Score for overall satisfaction with SoonerPlan is the percentage of respondents who selected "Very satisfied." The interpretation of this example would be, "Of those respondents who are male, 100.0% rated their overall satisfaction with SoonerPlan as 'Very satisfied,' while 79.4% of females rated their overall satisfaction with SoonerPlan as 'Very satisfied.'"

SoonerPlan Family Planning Program	Male	Female
Q8. Overall, how satisfied were you with SoonerPlan?	100.0%	79.4%

Please note that the range is also provided to assist you in identifying how Summary Rate Scores for specific survey attributes may differ between demographic segments. The larger the number, the greater the difference in Summary Rate Scores between demographic segments for any given composite or attribute.

Caution is recommended when making comparisons between segments with a small Valid n (less than 30), as the results may not be representative of the population.

Charts 5A – 5E

Segmentation Analysis

Medium by Which You Learned About the Program (Q2)

502 Total Respondents

460 Total Respondents Answering 'Yes' to Q1

Medium by Which You Learned About the Program (Q2)	Summary Rate Definition	Internet		Other media		Family or friends		Flyers in a doctor's office or clinic		Health provider (I.e. doctor or nurse)		State or County Health Department		Other		Range***
Composite/Attribute		Valid n*	SRS**	Valid n*	SRS**	Valid n*	SRS**	Valid n*	SRS**	Valid n*	SRS**	Valid n*	SRS**	Valid n*	SRS**	
Q3. How much of a problem, if any, did you have getting signed up for the SoonerPlan Program?	Not a problem	4	100.0%	2	100.0%	63	92.1%	21	95.2%	70	91.4%	252	93.3%	35	97.1%	3.8%
Q4. Think about any time that you may have spoken on the phone with SoonerPlan staff. How helpful were they?	Very helpful	4	25.0%	2	100.0%	37	59.5%	9	55.6%	34	82.4%	109	72.5%	11	81.8%	26.8%
Q5. A health provider is a doctor, physician assistant, nurse practitioner or nurse you saw for SoonerPlan Family Planning services. Did SoonerPlan refer you to a health provider?	Yes	4	25.0%	2	50.0%	61	45.9%	21	28.6%	70	25.7%	252	29.8%	34	26.5%	20.2%
Q6. How satisfied were you with SoonerPlan's help when they referred you to a health provider? (If 'Yes' to Q5)	Very satisfied	1	100.0%	1	100.0%	28	71.4%	6	83.3%	18	55.6%	73	79.5%	9	77.8%	27.8%
Q7. If you had to call and complain about SoonerPlan, how respectful was the staff?	Very respectful	0	0.0%	1	100.0%	11	45.5%	0	0.0%	9	33.3%	22	59.1%	3	100.0%	59.1%
Q8. Overall, how satisfied were you with SoonerPlan?	Very satisfied	3	100.0%	2	100.0%	62	87.1%	21	85.7%	70	75.7%	241	78.8%	35	77.1%	11.4%
Q10. In the last 12 months how many different health providers did you see for SoonerPlan services?	One or more	4	100.0%	2	100.0%	63	68.3%	21	81.0%	71	77.5%	248	69.8%	35	74.3%	12.7%
Q12. How long did you usually have to wait between making an appointment and getting to see the health provider? (If 1 or more in Q10)	Within 21 days	3	100.0%	2	100.0%	41	95.1%	17	82.4%	53	84.9%	161	90.1%	24	83.3%	12.8%
Q13. How often did this health provider explain things in a way you could understand? (If 1 or more in Q10)	Always/ Usually	3	100.0%	2	100.0%	43	86.0%	17	82.4%	54	94.4%	166	94.6%	24	95.8%	12.2%
Q14. How often did this health provider show respect for what you had to say? (If 1 or more in Q10)		3	100.0%	2	100.0%	43	83.7%	17	94.1%	52	96.2%	163	91.4%	25	92.0%	12.4%
Q15. How often did this health provider spend enough time with you? (If 1 or more in Q10)		3	100.0%	2	100.0%	42	85.7%	17	88.2%	51	86.3%	166	88.6%	26	88.5%	2.8%
Q16. During your visits with this health provider, did he or she tell you there was more than one choice for your treatment or health care? (If 1 or more in Q10)	Yes	3	100.0%	2	50.0%	43	69.8%	17	64.7%	45	57.8%	155	64.5%	21	52.4%	12.0%
Q17. Did this health provider talk to you about the pros and cons of each choice for your treatment or health care? (If 1 or more in Q10 and 'Yes' to Q16)		3	100.0%	1	100.0%	29	93.1%	10	90.0%	25	100.0%	99	92.9%	10	100.0%	10.0%
Q18. How would you rate this health provider overall? Use any number from 0 to 10, where 0 is the worst health provider possible and 10 is the best health provider possible. (If 1 or more in Q10)	8-10	3	100.0%	2	50.0%	43	74.4%	17	76.5%	53	77.4%	167	80.2%	26	88.5%	5.8%
Q19. Did your SoonerPlan health provider write any prescriptions for you to get medicine at a store or pharmacy? (If 1 or more in Q10)	Yes	3	100.0%	2	100.0%	42	66.7%	17	47.1%	51	72.5%	165	43.0%	26	65.4%	29.5%
Q20. How much of a problem, if any, did you have with getting medicine at a store or pharmacy? (If 1 or more in Q10 and 'Yes' to Q19)	Had no problem	3	100.0%	2	50.0%	28	100.0%	8	87.5%	37	86.5%	71	84.5%	17	94.1%	15.5%
Q21. During your visit with a SoonerPlan health provider, did you get information about birth control? (If 1 or more in Q10)	Yes	3	100.0%	2	50.0%	43	90.7%	17	88.2%	51	96.1%	163	93.3%	26	92.3%	7.8%
Q22. Did you get birth control supplies during your visit? (If 1 or more in Q10)		3	100.0%	2	50.0%	42	73.8%	17	76.5%	51	88.2%	164	83.5%	26	73.1%	14.4%
Q23. Did you have lab tests (such as a Pap test, urine test, or blood test)? (If 1 or more in Q10)		3	100.0%	1	100.0%	42	83.3%	17	76.5%	52	86.5%	167	91.6%	26	88.5%	15.1%
Q24. Did you get information about preventing the spread of sexually transmitted diseases? (If 1 or more in Q10)		3	66.7%	2	50.0%	41	85.4%	17	94.1%	53	84.9%	165	80.6%	26	73.1%	13.5%
Q25. Pap tests are used to check for cervical cancer. Did a health provider talk to you about having a Pap test every year? (Females only) (If 1 or more in Q10)****		3	100.0%	2	100.0%	40	95.0%	17	100.0%	52	94.2%	163	92.6%	26	96.2%	7.4%
Q26. Have you given birth within the last 12 months? (Females only)****		3	33.3%	2	50.0%	60	13.3%	21	0.0%	68	14.7%	246	11.4%	35	17.1%	14.7%
Q27. Are you pregnant now? (Females only)****		3	0.0%	2	0.0%	60	5.0%	21	9.5%	68	2.9%	247	3.2%	35	5.7%	6.6%

** Valid n refers to total number of respondents answering the item within the subgroup under the column heading.*
*** SRS (Summary Rate Scores) are the sum of the most favorable response options.*
**** Range - percentage point difference between Summary Rate percentages shown. The larger the number, the greater the difference in Summary Rates between segment groups for any given item.* ***Due to small segmentation sample size, "Internet," "Other media," and "Other" are not included in range calculations.***
***** Please note that respondent eligibility for Q25, Q26, & Q27 is based upon information related to the member's gender provided in the SoonerPlan Family Planning Program database.*

Continued on the following page.

Segmentation Analysis

Medium by Which You Learned About the Program (Q2)

502 Total Respondents

460 Total Respondents Answering 'Yes' to Q1

Medium by Which You Learned About the Program (Q2)	Summary Rate Definition	Internet		Other media		Family or friends		Flyers in a doctor's office or clinic		Health provider (I.e. doctor or nurse)		State or County Health Department		Other		Range***
Composite/Attribute		Valid n*	SRS**	Valid n*	SRS**	Valid n*	SRS**	Valid n*	SRS**	Valid n*	SRS**	Valid n*	SRS**	Valid n*	SRS**	
Q28. Have you received any letters or information in the mail about your SoonerPlan benefits?	**Yes**	3	33.3%	1	0.0%	59	55.9%	21	52.4%	67	58.2%	244	49.2%	33	36.4%	9.0%
Q29. How helpful was the information that you were mailed? (If 'Yes' to Q28)	**Very helpful**	1	0.0%	0	0.0%	30	76.7%	10	80.0%	33	63.6%	101	57.4%	10	70.0%	22.6%
Q30. Did you know that SoonerPlan covers only family planning services?	**Yes**	3	100.0%	2	50.0%	58	82.8%	21	81.0%	69	92.8%	245	86.1%	34	79.4%	11.8%
Q31. Did you know that SoonerPlan and SoonerCare Choice are not the same program?		3	66.7%	2	50.0%	59	54.2%	21	57.1%	69	66.7%	245	62.9%	35	71.4%	12.4%
Q32. Did you know that you can call a toll-free phone number (800-987-7767) and ask someone if your benefits are limited to family planning services?		3	33.3%	2	0.0%	59	54.2%	21	42.9%	66	54.5%	243	46.5%	33	51.5%	11.7%
Composites																
SoonerPlan Family Planning Program Membership & Sign Up	**Varies**		62.5%		**100.0%**		75.8%		75.4%		86.9%		82.9%		89.5%	11.5%
Provider Referrals & Complaint Resolution			§		**100.0%**		58.4%		§		44.4%		69.3%		88.9%	24.8%
Member Health Provider - Access & Experience			**100.0%**		91.7%		85.6%		83.6%		86.6%		87.0%		85.3%	3.4%
Medication & Pharmacy			**100.0%**		50.0%		**100.0%**		87.5%		86.5%		84.5%		94.1%	15.5%
Birth Control, Lab Tests, STDs, & Pap Test			**93.3%**		70.0%		85.6%		87.1%		90.0%		88.3%		84.6%	4.4%
Information about SoonerPlan Program and Benefits			50.0%		§		67.0%		65.2%		**69.4%**		63.2%		68.1%	6.2%
Overall Satisfaction with SoonerPlan			**100.0%**		**100.0%**		87.1%		85.7%		75.7%		78.8%		77.1%	11.4%
Overall Satisfaction with Health Providers			**100.0%**		50.0%		74.4%		76.5%		77.4%		80.2%		88.5%	5.8%

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*** SRS (Summary Rate Scores) are the sum of the most favorable response options.*

**** Range - percentage point difference between Summary Rate percentages shown. The larger the number, the greater the difference in Summary Rates between segment groups for any given item.* ***Due to small segmentation sample size, "Internet," "Other media," and "Other" are not included in range calculations.***

§ At least one attribute within this composite has a valid n of zero. As such, a composite score was not calculated.

Green *indicates highest Summary Rate Score for that composite.* **Red** *indicates lowest Summary Rate Score for that composite.*

Segmentation Analysis
Age (Q33)

Oklahoma Health Care Authority

SoonerPlan Family Planning Program Member Satisfaction Survey

502 Total Respondents

460 Total Respondents Answering 'Yes' to Q1

Age (Q33)	Summary Rate Definition	19-25		26-34		35-50		51 or older		Range***
Composite/Attribute		Valid n*	SRS**	Valid n*	SRS**	Valid n*	SRS**	Valid n*	SRS**	
Q3. How much of a problem, if any, did you have getting signed up for the SoonerPlan Program?	Not a problem	216	93.5%	162	90.7%	62	98.4%	2	100.0%	7.6%
Q4. Think about any time that you may have spoken on the phone with SoonerPlan staff. How helpful were they?	Very helpful	93	68.8%	78	75.6%	31	64.5%	0	0.0%	11.1%
Q5. A health provider is a doctor, physician assistant, nurse practitioner or nurse you saw for SoonerPlan Family Planning services. Did SoonerPlan refer you to a health provider?	Yes	213	27.2%	163	31.3%	63	34.9%	1	100.0%	7.7%
Q6. How satisfied were you with SoonerPlan's help when they referred you to a health provider? (If 'Yes' to Q5)	Very satisfied	57	61.4%	50	78.0%	22	90.9%	1	100.0%	29.5%
Q7. If you had to call and complain about SoonerPlan, how respectful was the staff?	Very respectful	22	59.1%	15	40.0%	8	75.0%	0	0.0%	35.0%
Q8. Overall, how satisfied were you with SoonerPlan?	Very satisfied	207	75.8%	159	83.0%	60	80.0%	2	100.0%	7.2%
Q10. In the last 12 months how many different health providers did you see for SoonerPlan services?	One or more	213	71.4%	162	70.4%	63	73.0%	2	50.0%	2.6%
Q12. How long did you usually have to wait between making an appointment and getting to see the health provider? (If 1 or more in Q10)	Within 21 days	140	90.0%	111	86.5%	46	91.3%	1	100.0%	4.8%
Q13. How often did this health provider explain things in a way you could understand? (If 1 or more in Q10)	Always/ Usually	149	91.3%	112	94.6%	45	93.3%	1	100.0%	3.4%
Q14. How often did this health provider show respect for what you had to say? (If 1 or more in Q10)		147	90.5%	112	92.0%	45	93.3%	1	100.0%	2.9%
Q15. How often did this health provider spend enough time with you? (If 1 or more in Q10)		148	85.8%	112	90.2%	46	89.1%	1	100.0%	4.4%
Q16. During your visits with this health provider, did he or she tell you there was more than one choice for your treatment or health care? (If 1 or more in Q10)	Yes	143	65.7%	103	61.2%	40	60.0%	1	100.0%	5.7%
Q17. Did this health provider talk to you about the pros and cons of each choice for your treatment or health care? (If 1 or more in Q10 and 'Yes' to Q16)		91	94.5%	63	92.1%	22	100.0%	1	100.0%	7.9%
Q18. How would you rate this health provider overall? Use any number from 0 to 10, where 0 is the worst health provider possible and 10 is the best health provider possible. (If 1 or more in Q10)	8-10	150	78.0%	113	77.0%	46	89.1%	1	100.0%	12.1%
Q19. Did your SoonerPlan health provider write any prescriptions for you to get medicine at a store or pharmacy? (If 1 or more in Q10)	Yes	149	55.0%	110	57.3%	45	53.3%	1	0.0%	3.9%
Q20. How much of a problem, if any, did you have with getting medicine at a store or pharmacy? (If 1 or more in Q10 and 'Yes' to Q19)	Had no problem	82	89.0%	63	87.3%	23	91.3%	0	0.0%	4.0%
Q21. During your visit with a SoonerPlan health provider, did you get information about birth control? (If 1 or more in Q10)	Yes	149	94.0%	109	94.5%	45	86.7%	1	0.0%	7.8%
Q22. Did you get birth control supplies during your visit? (If 1 or more in Q10)		148	84.5%	110	80.9%	46	71.7%	1	100.0%	12.7%
Q23. Did you have lab tests (such as a Pap test, urine test, or blood test)? (If 1 or more in Q10)		149	91.3%	113	88.5%	46	78.3%	1	100.0%	13.0%
Q24. Did you get information about preventing the spread of sexually transmitted diseases? (If 1 or more in Q10)		151	90.1%	111	78.4%	45	64.4%	1	100.0%	25.6%
Q25. Pap tests are used to check for cervical cancer. Did a health provider talk to you about having a Pap test every year? (Females only) (If 1 or more in Q10)****		147	93.9%	112	96.4%	44	88.6%	1	100.0%	7.8%
Q26. Have you given birth within the last 12 months? (Females only)****		213	19.2%	162	9.3%	62	0.0%	2	0.0%	19.2%
Q27. Are you pregnant now? (Females only)****		213	5.2%	162	3.1%	62	1.6%	2	0.0%	3.6%

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**** Range - percentage point difference between Summary Rate percentages shown. The larger the number, the greater the difference in Summary Rates between segment groups for any given item.* ***Due to small segmentation sample size, "51 or older" is not included in range calculations.***

***** Please note that respondent eligibility for Q25, Q26, & Q27 is based upon information related to the member's gender provided in the SoonerPlan Family Planning Program database.*

Continued on the following page.

Segmentation Analysis
Age (Q33)

Oklahoma Health Care Authority

SoonerPlan Family Planning Program Member Satisfaction Survey

502 Total Respondents

460 Total Respondents Answering 'Yes' to Q1

Age (Q33)	Summary Rate Definition	19-25		26-34		35-50		51 or older		Range***
Composite/Attribute		Valid n*	SRS**	Valid n*	SRS**	Valid n*	SRS**	Valid n*	SRS**	
Q28. Have you received any letters or information in the mail about your SoonerPlan benefits?	Yes	211	46.4%	159	55.3%	61	47.5%	2	100.0%	8.9%
Q29. How helpful was the information that you were mailed? (If 'Yes' to Q28)	Very helpful	82	61.0%	79	65.8%	25	60.0%	1	100.0%	5.8%
Q30. Did you know that SoonerPlan covers only family planning services?	Yes	211	87.7%	162	85.2%	63	81.0%	2	100.0%	6.7%
Q31. Did you know that SoonerPlan and SoonerCare Choice are not the same program?		212	64.6%	162	64.2%	63	54.0%	2	50.0%	10.7%
Q32. Did you know that you can call a toll-free phone number (800-987-7767) and ask someone if your benefits are limited to family planning services?		229	50.2%	173	50.9%	68	36.8%	4	0.0%	14.1%
Composites										
SoonerPlan Family Planning Program Membership & Sign Up	Varies		81.2%		83.2%		81.5%		§	2.0%
Provider Referrals & Complaint Resolution			60.2%		59.0%		83.0%		§	24.0%
Member Health Provider - Access & Experience			86.3%		86.1%		87.9%		100.0%	1.8%
Medication & Pharmacy			89.0%		87.3%		91.3%		§	4.0%
Birth Control, Lab Tests, STDs, & Pap Test			90.7%		87.7%		77.9%		80.0%	12.8%
Information about SoonerPlan Program and Benefits			65.9%		66.5%		57.9%		62.5%	8.6%
Overall Satisfaction with SoonerPlan			75.8%		83.0%		80.0%		100.0%	7.2%
Overall Satisfaction with Health Providers			78.0%		77.0%		89.1%		100.0%	12.1%

** Valid n refers to total number of respondents answering the item within the subgroup under the column heading.*

*** SRS (Summary Rate Scores) are the sum of the most favorable response options.*

**** Range - percentage point difference between Summary Rate percentages shown. The larger the number, the greater the difference in Summary Rates between segment groups for any given item.* ***Due to small segmentation sample size, "51 or older" is not included in range calculations.***

§ At least one attribute within this composite has a valid n of zero. As such, a composite score was not calculated.

Green *indicates highest Summary Rate Score for that composite.* **Red** *indicates lowest Summary Rate Score for that composite.*

502 Total Respondents
460 Total Respondents Answering 'Yes' to Q1

Gender (Q34)	Summary Rate Definition	Male		Female		Range***
Composite/Attribute		Valid n*	SRS**	Valid n*	SRS**	
Q3. How much of a problem, if any, did you have getting signed up for the SoonerPlan Program?	Not a problem	2	100.0%	446	93.3%	NA
Q4. Think about any time that you may have spoken on the phone with SoonerPlan staff. How helpful were they?	Very helpful	0	0.0%	205	70.2%	NA
Q5. A health provider is a doctor, physician assistant, nurse practitioner or nurse you saw for SoonerPlan Family Planning services. Did SoonerPlan refer you to a health provider?	Yes	2	0.0%	442	30.5%	NA
Q6. How satisfied were you with SoonerPlan's help when they referred you to a health provider? (If 'Yes' to Q5)	Very satisfied	0	0.0%	133	73.7%	NA
Q7. If you had to call and complain about SoonerPlan, how respectful was the staff?	Very respectful	0	0.0%	45	55.6%	NA
Q8. Overall, how satisfied were you with SoonerPlan?	Very satisfied	2	100.0%	432	79.4%	NA
Q10. In the last 12 months how many different health providers did you see for SoonerPlan services?	One or more	2	100.0%	444	71.4%	NA
Q12. How long did you usually have to wait between making an appointment and getting to see the health provider? (If 1 or more in Q10)	Within 21 days	2	100.0%	301	89.0%	NA
Q13. How often did this health provider explain things in a way you could understand? (If 1 or more in Q10)	Always/ Usually	2	100.0%	310	92.9%	NA
Q14. How often did this health provider show respect for what you had to say? (If 1 or more in Q10)		2	100.0%	309	91.6%	NA
Q15. How often did this health provider spend enough time with you? (If 1 or more in Q10)		2	100.0%	311	88.1%	NA
Q16. During your visits with this health provider, did he or she tell you there was more than one choice for your treatment or health care? (If 1 or more in Q10)	Yes	2	0.0%	289	63.3%	NA
Q17. Did this health provider talk to you about the pros and cons of each choice for your treatment or health care? (If 1 or more in Q10 and 'Yes' to Q16)		0	0.0%	178	94.4%	NA
Q18. How would you rate this health provider overall? Use any number from 0 to 10, where 0 is the worst health provider possible and 10 is the best health provider possible. (If 1 or more in Q10)	8-10	2	50.0%	314	79.6%	NA
Q19. Did your SoonerPlan health provider write any prescriptions for you to get medicine at a store or pharmacy? (If 1 or more in Q10)	Yes	2	50.0%	309	54.7%	NA
Q20. How much of a problem, if any, did you have with getting medicine at a store or pharmacy? (If 1 or more in Q10 and 'Yes' to Q19)	Had no problem	1	100.0%	168	88.7%	NA
Q21. During your visit with a SoonerPlan health provider, did you get information about birth control? (If 1 or more in Q10)	Yes	2	50.0%	308	93.2%	NA
Q22. Did you get birth control supplies during your visit? (If 1 or more in Q10)		2	0.0%	309	82.2%	NA
Q23. Did you have lab tests (such as a Pap test, urine test, or blood test)? (If 1 or more in Q10)		2	50.0%	312	88.8%	NA
Q24. Did you get information about preventing the spread of sexually transmitted diseases? (If 1 or more in Q10)		2	50.0%	311	82.3%	NA
Q25. Pap tests are used to check for cervical cancer. Did a health provider talk to you about having a Pap test every year? (Females only) (If 1 or more in Q10)****		NA	NA	308	94.2%	NA
Q26. Have you given birth within the last 12 months? (Females only)****		NA	NA	443	12.6%	NA
Q27. Are you pregnant now? (Females only)****		NA	NA	443	3.8%	NA

** Valid n refers to total number of respondents answering the item within the subgroup under the column heading.*

*** SRS (Summary Rate Scores) are the sum of the most favorable response options.*

**** Range - Not included due to the small sample size of certain segments.*

***** Please note that respondent eligibility for Q25, Q26, & Q27 is based upon information related to the member's gender provided in the SoonerPlan Family Planning Program database.*

Continued on the following page.

502 Total Respondents
460 Total Respondents Answering 'Yes' to Q1

Gender (Q34)	Summary Rate Definition	Male		Female		Range***
Composite/Attribute		Valid n*	SRS**	Valid n*	SRS**	
Q28. Have you received any letters or information in the mail about your SoonerPlan benefits?	Yes	2	50.0%	433	50.3%	NA
Q29. How helpful was the information that you were mailed? (If 'Yes' to Q28)	Very helpful	1	100.0%	186	62.9%	NA
Q30. Did you know that SoonerPlan covers only family planning services?	Yes	2	0.0%	437	86.3%	NA
Q31. Did you know that SoonerPlan and SoonerCare Choice are not the same program?		2	0.0%	439	63.3%	NA
Q32. Did you know that you can call a toll-free phone number (800-987-7767) and ask someone if your benefits are limited to family planning services?		3	33.3%	472	48.1%	NA
Composites						
SoonerPlan Family Planning Program Membership & Sign Up	Varies		§		**81.8%**	NA
Provider Referrals & Complaint Resolution			§		**64.6%**	NA
Member Health Provider - Access & Experience			§		**86.6%**	NA
Medication & Pharmacy			**100.0%**		**88.7%**	NA
Birth Control, Lab Tests, STDs, & Pap Test			NA		**88.1%**	NA
Information about SoonerPlan Program and Benefits			**33.3%**		**65.1%**	NA
Overall Satisfaction with SoonerPlan			**100.0%**		**79.4%**	NA
Overall Satisfaction with Health Providers			**50.0%**		**79.6%**	NA

** Valid n refers to total number of respondents answering the item within the subgroup under the column heading.*

*** SRS (Summary Rate Scores) are the sum of the most favorable response options.*

**** Range - Not included due to the small sample size of certain segments.*

§ At least one attribute within this composite has a valid n of zero. As such, a composite score was not calculated.

Green *indicates highest Summary Rate Score for that composite.* **Red** *indicates lowest Summary Rate Score for that composite.*

502 Total Respondents
460 Total Respondents Answering 'Yes' to Q1

Education (Q35)	Summary Rate Definition	High school graduate or less		Some college or more		Range***
Composite/Attribute		Valid n*	SRS**	Valid n*	SRS**	
Q3. How much of a problem, if any, did you have getting signed up for the SoonerPlan Program?	Not a problem	236	94.1%	202	92.1%	2.0%
Q4. Think about any time that you may have spoken on the phone with SoonerPlan staff. How helpful were they?	Very helpful	105	71.4%	95	69.5%	2.0%
Q5. A health provider is a doctor, physician assistant, nurse practitioner or nurse you saw for SoonerPlan Family Planning services. Did SoonerPlan refer you to a health provider?	Yes	234	34.2%	201	25.4%	8.8%
Q6. How satisfied were you with SoonerPlan's help when they referred you to a health provider? (If 'Yes' to Q5)	Very satisfied	78	73.1%	51	74.5%	1.4%
Q7. If you had to call and complain about SoonerPlan, how respectful was the staff?	Very respectful	25	64.0%	19	42.1%	21.9%
Q8. Overall, how satisfied were you with SoonerPlan?	Very satisfied	229	81.2%	194	76.8%	4.4%
Q10. In the last 12 months how many different health providers did you see for SoonerPlan services?	One or more	232	66.4%	203	77.3%	11.0%
Q12. How long did you usually have to wait between making an appointment and getting to see the health provider? (If 1 or more in Q10)	Within 21 days	147	91.2%	149	86.6%	4.6%
Q13. How often did this health provider explain things in a way you could understand? (If 1 or more in Q10)	Always/ Usually	152	92.1%	153	93.5%	1.4%
Q14. How often did this health provider show respect for what you had to say? (If 1 or more in Q10)		151	92.7%	152	90.1%	2.6%
Q15. How often did this health provider spend enough time with you? (If 1 or more in Q10)		150	88.0%	155	87.7%	0.3%
Q16. During your visits with this health provider, did he or she tell you there was more than one choice for your treatment or health care? (If 1 or more in Q10)	Yes	142	64.8%	144	62.5%	2.3%
Q17. Did this health provider talk to you about the pros and cons of each choice for your treatment or health care? (If 1 or more in Q10 and 'Yes' to Q16)		89	93.3%	88	95.5%	2.2%
Q18. How would you rate this health provider overall? Use any number from 0 to 10, where 0 is the worst health provider possible and 10 is the best health provider possible. (If 1 or more in Q10)	8-10	154	81.2%	155	77.4%	3.7%
Q19. Did your SoonerPlan health provider write any prescriptions for you to get medicine at a store or pharmacy? (If 1 or more in Q10)	Yes	152	48.0%	152	63.2%	15.1%
Q20. How much of a problem, if any, did you have with getting medicine at a store or pharmacy? (If 1 or more in Q10 and 'Yes' to Q19)	Had no problem	72	90.3%	96	87.5%	2.8%
Q21. During your visit with a SoonerPlan health provider, did you get information about birth control? (If 1 or more in Q10)	Yes	150	92.0%	153	93.5%	1.5%
Q22. Did you get birth control supplies during your visit? (If 1 or more in Q10)		153	82.4%	151	80.1%	2.2%
Q23. Did you have lab tests (such as a Pap test, urine test, or blood test)? (If 1 or more in Q10)		153	89.5%	155	87.1%	2.4%
Q24. Did you get information about preventing the spread of sexually transmitted diseases? (If 1 or more in Q10)		152	84.2%	155	80.6%	3.6%
Q25. Pap tests are used to check for cervical cancer. Did a health provider talk to you about having a Pap test every year? (Females only) (If 1 or more in Q10)****		152	94.7%	151	93.4%	1.4%
Q26. Have you given birth within the last 12 months? (Females only)****		234	15.8%	201	9.5%	6.4%
Q27. Are you pregnant now? (Females only)****		235	3.8%	200	4.0%	0.2%

** Valid n refers to total number of respondents answering the item within the subgroup under the column heading.*

*** SRS (Summary Rate Scores) are the sum of the most favorable response options.*

**** Range - percentage point difference between Summary Rate percentages shown. The larger the number, the greater the difference in Summary Rates between segment groups for any given item.*

***** Please note that respondent eligibility for Q25, Q26, & Q27 is based upon information related to the member's gender provided in the SoonerPlan Family Planning Program database.*

Continued on the following page.

502 Total Respondents
460 Total Respondents Answering 'Yes' to Q1

Education (Q35)	Summary Rate Definition	High school graduate or less		Some college or more		Range***
Composite/Attribute		Valid n*	SRS**	Valid n*	SRS**	
Q28. Have you received any letters or information in the mail about your SoonerPlan benefits?	Yes	234	49.6%	195	51.3%	1.7%
Q29. How helpful was the information that you were mailed? (If 'Yes' to Q28)	Very helpful	101	74.3%	85	49.4%	24.8%
Q30. Did you know that SoonerPlan covers only family planning services?	Yes	235	82.6%	199	89.4%	6.9%
Q31. Did you know that SoonerPlan and SoonerCare Choice are not the same program?		233	58.4%	201	67.7%	9.3%
Q32. Did you know that you can call a toll-free phone number (800-987-7767) and ask someone if your benefits are limited to family planning services?		256	48.4%	212	47.6%	0.8%
Composites						
SoonerPlan Family Planning Program Membership & Sign Up	Varies		**82.7%**		**80.8%**	2.0%
Provider Referrals & Complaint Resolution			**68.5%**		**58.3%**	10.2%
Member Health Provider - Access & Experience			**87.0%**		**86.0%**	1.0%
Medication & Pharmacy			**90.3%**		**87.5%**	2.8%
Birth Control, Lab Tests, STDs, & Pap Test			**88.6%**		**86.9%**	1.6%
Information about SoonerPlan Program and Benefits			**65.9%**		**63.5%**	2.4%
Overall Satisfaction with SoonerPlan			**81.2%**		**76.8%**	4.4%
Overall Satisfaction with Health Providers			**81.2%**		**77.4%**	3.7%

** Valid n refers to total number of respondents answering the item within the subgroup under the column heading.*

*** SRS (Summary Rate Scores) are the sum of the most favorable response options.*

**** Range - percentage point difference between Summary Rate percentages shown. The larger the number, the greater the difference in Summary Rates between segment groups for any given item.*

Green *indicates highest Summary Rate Score for that composite.* **Red** *indicates lowest Summary Rate Score for that composite.*

502 Total Respondents
460 Total Respondents Answering 'Yes' to Q1

Race & Ethnicity (Q36 & Q37)	Summary Rate Definition	Asian		American Indian or Alaska Native		Black or African American		Hispanic/ Latino		White		Other***		Range****
Composite/Attribute		Valid n*	SRS**	Valid n*	SRS**	Valid n*	SRS**	Valid n*	SRS**	Valid n*	SRS**	Valid n*	SRS**	
Q3. How much of a problem, if any, did you have getting signed up for the SoonerPlan Program?	Not a problem	8	87.5%	51	92.2%	49	91.8%	54	92.6%	315	93.0%	43	93.0%	1.2%
Q4. Think about any time that you may have spoken on the phone with SoonerPlan staff. How helpful were they?	Very helpful	5	80.0%	25	60.0%	24	62.5%	21	71.4%	146	71.2%	22	68.2%	11.4%
Q5. A health provider is a doctor, physician assistant, nurse practitioner or nurse you saw for SoonerPlan Family Planning services. Did SoonerPlan refer you to a health provider?	Yes	8	25.0%	49	40.8%	47	31.9%	51	33.3%	312	28.5%	42	45.2%	16.7%
Q6. How satisfied were you with SoonerPlan's help when they referred you to a health provider? (If 'Yes' to Q5)	Very satisfied	2	50.0%	20	75.0%	14	64.3%	17	76.5%	88	73.9%	19	73.7%	12.2%
Q7. If you had to call and complain about SoonerPlan, how respectful was the staff?	Very respectful	0	0.0%	5	80.0%	4	75.0%	5	40.0%	36	55.6%	8	50.0%	40.0%
Q8. Overall, how satisfied were you with SoonerPlan?	Very satisfied	8	87.5%	50	80.0%	47	78.7%	54	83.3%	305	78.7%	42	83.3%	4.6%
Q10. In the last 12 months how many different health providers did you see for SoonerPlan services?	One or more	8	100.0%	51	76.5%	49	69.4%	52	73.1%	313	71.2%	42	83.3%	13.9%
Q12. How long did you usually have to wait between making an appointment and getting to see the health provider? (If 1 or more in Q10)	Within 21 days	7	100.0%	38	81.6%	32	90.6%	36	83.3%	215	90.2%	32	84.4%	9.0%
Q13. How often did this health provider explain things in a way you could understand? (If 1 or more in Q10)	Always/ Usually	8	87.5%	39	94.9%	33	90.9%	36	86.1%	219	93.6%	34	94.1%	8.8%
Q14. How often did this health provider show respect for what you had to say? (If 1 or more in Q10)		7	85.7%	38	92.1%	32	90.6%	37	89.2%	219	90.4%	35	88.6%	3.5%
Q15. How often did this health provider spend enough time with you? (If 1 or more in Q10)		8	87.5%	39	92.3%	33	84.8%	38	86.8%	218	86.7%	35	91.4%	7.5%
Q16. During your visits with this health provider, did he or she tell you there was more than one choice for your treatment or health care? (If 1 or more in Q10)	Yes	5	60.0%	36	50.0%	28	57.1%	36	66.7%	202	66.8%	33	72.7%	22.7%
Q17. Did this health provider talk to you about the pros and cons of each choice for your treatment or health care? (If 1 or more in Q10 and 'Yes' to Q16)		3	100.0%	17	94.1%	15	100.0%	22	95.5%	132	94.7%	23	91.3%	8.7%
Q18. How would you rate this health provider overall? Use any number from 0 to 10, where 0 is the worst health provider possible and 10 is the best health provider possible. (If 1 or more in Q10)	8-10	8	87.5%	39	66.7%	34	67.6%	38	84.2%	220	80.5%	35	82.9%	17.5%
Q19. Did your SoonerPlan health provider write any prescriptions for you to get medicine at a store or pharmacy? (If 1 or more in Q10)	Yes	8	37.5%	39	48.7%	34	73.5%	37	45.9%	216	55.6%	34	61.8%	27.6%
Q20. How much of a problem, if any, did you have with getting medicine at a store or pharmacy? (If 1 or more in Q10 and 'Yes' to Q19)	Had no problem	3	100.0%	19	84.2%	25	84.0%	17	76.5%	120	90.0%	21	66.7%	23.3%
Q21. During your visit with a SoonerPlan health provider, did you get information about birth control? (If 1 or more in Q10)	Yes	8	100.0%	38	89.5%	33	87.9%	37	97.3%	217	93.5%	34	88.2%	9.4%
Q22. Did you get birth control supplies during your visit? (If 1 or more in Q10)		8	100.0%	37	64.9%	34	82.4%	36	77.8%	216	84.3%	34	73.5%	19.4%
Q23. Did you have lab tests (such as a Pap test, urine test, or blood test)? (If 1 or more in Q10)		8	87.5%	39	76.9%	33	84.8%	38	94.7%	219	88.6%	35	91.4%	17.8%
Q24. Did you get information about preventing the spread of sexually transmitted diseases? (If 1 or more in Q10)		8	75.0%	38	81.6%	33	87.9%	38	84.2%	218	81.7%	35	68.6%	19.3%
Q25. Pap tests are used to check for cervical cancer. Did a health provider talk to you about having a Pap test every year? (Females only) (If 1 or more in Q10)*****		8	100.0%	36	97.2%	32	90.6%	37	94.6%	215	94.9%	35	85.7%	11.5%
Q26. Have you given birth within the last 12 months? (Females only)*****		8	37.5%	50	14.0%	49	10.2%	54	20.4%	310	13.2%	44	11.4%	10.2%
Q27. Are you pregnant now? (Females only)*****		8	0.0%	50	12.0%	49	6.1%	54	1.9%	310	3.2%	44	2.3%	10.1%

** Valid n refers to total number of respondents answering the item within the subgroup under the column heading.*

*** SRS (Summary Rate Scores) are the sum of the most favorable response options.*

**** "Other" includes Native Hawaiian or Other Pacific Islander and respondents who answered "Other."*

***** Range - percentage point difference between Summary Rate percentages shown. The larger the number, the greater the difference in Summary Rates between segment groups for any given item.* ***Due to small segmentation sample size, "Asian" is not included in range calculations.***

****** Please note that respondent eligibility for Q25, Q26, & Q27 is based upon information related to the member's gender provided in the SoonerPlan Family Planning Program database.*

Continued on the following page.

Segmentation Analysis
Race & Ethnicity (Q36 & Q37)

Oklahoma Health Care Authority

SoonerPlan Family Planning Program Member Satisfaction Survey

502 Total Respondents

460 Total Respondents Answering 'Yes' to Q1

Race & Ethnicity (Q36 & Q37)	Summary Rate Definition	Asian		American Indian or Alaska Native		Black or African American		Hispanic/ Latino		White		Other***		Range****
Composite/Attribute		Valid n*	SRS**	Valid n*	SRS**	Valid n*	SRS**	Valid n*	SRS**	Valid n*	SRS**	Valid n*	SRS**	
Q28. Have you received any letters or information in the mail about your SoonerPlan benefits?	**Yes**	8	50.0%	48	50.0%	49	65.3%	53	39.6%	307	47.9%	42	59.5%	25.7%
Q29. How helpful was the information that you were mailed? (If 'Yes' to Q28)	**Very helpful**	4	25.0%	20	70.0%	27	59.3%	18	77.8%	126	59.5%	22	77.3%	18.5%
Q30. Did you know that SoonerPlan covers only family planning services?	**Yes**	7	71.4%	50	80.0%	47	76.6%	54	88.9%	311	88.1%	43	83.7%	12.3%
Q31. Did you know that SoonerPlan and SoonerCare Choice are not the same program?		8	75.0%	50	56.0%	49	63.3%	54	57.4%	310	65.2%	43	62.8%	9.2%
Q32. Did you know that you can call a toll-free phone number (800-987-7767) and ask someone if your benefits are limited to family planning services?		9	44.4%	54	48.1%	56	44.6%	56	48.2%	332	47.3%	47	44.7%	3.6%
Composites														
SoonerPlan Family Planning Program Membership & Sign Up	**Varies**		**83.8%**		76.1%		77.2%		82.0%		82.1%		80.6%	6.0%
Provider Referrals & Complaint Resolution			§		**77.5%**		69.6%		58.2%		64.7%		61.8%	19.3%
Member Health Provider - Access & Experience			86.8%		84.2%		85.7%		84.6%		87.1%		**87.1%**	2.9%
Medication & Pharmacy			**100.0%**		84.2%		84.0%		76.5%		90.0%		66.7%	23.3%
Birth Control, Lab Tests, STDs, & Pap Test			**92.5%**		82.0%		86.7%		89.7%		88.6%		81.5%	8.2%
Information about SoonerPlan Program and Benefits			54.0%		63.5%		60.9%		**68.1%**		65.0%		67.1%	7.1%
Overall Satisfaction with SoonerPlan			**87.5%**		80.0%		78.7%		83.3%		78.7%		83.3%	4.6%
Overall Satisfaction with Health Providers			**87.5%**		66.7%		67.6%		84.2%		80.5%		82.9%	17.5%

** Valid n refers to total number of respondents answering the item within the subgroup under the column heading.*

*** SRS (Summary Rate Scores) are the sum of the most favorable response options.*

**** "Other" includes Native Hawaiian or Other Pacific Islander and respondents who answered "Other."*

***** Range - percentage point difference between Summary Rate percentages shown. The larger the number, the greater the difference in Summary Rates between segment groups for any given item.* ***Due to small segmentation sample size, "Asian" is not included in range calculations.***

§ At least one attribute within this composite has a valid n of zero. As such, a composite score was not calculated.

Green *indicates highest Summary Rate Score for that composite.* **Red** *indicates lowest Summary Rate Score for that composite.*

6. Correlation Analysis

Reviewing the relationship between individual questions included in a program's survey tool and the overall satisfaction attribute can assist a program in identifying those attributes that are strongly related to overall satisfaction among SoonerPlan Family Planning Program participants.

A Bivariate Pearson correlation analysis was run to test the relation that family planning program survey attributes have with the responses to each of the following rating questions:

- ✓ Q8. Overall, how satisfied were you with SoonerPlan?
- ✓ Q18. How would you rate this health provider overall?

The correlation analyses conducted determine which attributes are more significantly associated with family planning program satisfaction among survey respondents. The strength of the correlation is given by the correlation coefficient. A correlation coefficient of 1 is a perfect positive correlation and a coefficient of 0 is no correlation. As the correlation coefficient increases, so does the strength of the correlation. Those attributes that have the highest correlations are considered to be the most predictive of overall satisfaction.

Please note that not every survey attribute is applicable for use within a correlation analysis. For instance, those questions with categorical response options ("The Internet," "Other media," "Friends or family," etc.) as well as dichotomous questions ("Yes" or "No") cannot be included in the formula for analysis.

Attributes that have a moderate to strong association with Overall Satisfaction with SoonerPlan (Q8) have a correlation coefficient greater than or equal to 0.325, while attributes that have a strong association with Overall Satisfaction with Provider (Q18) have a correlation coefficient greater than or equal to 0.550.

Overall Satisfaction with SoonerPlan (Q8)

Q#	Attribute	Correlation Coefficient
Q7	If you had to call and complain about SoonerPlan, how respectful was the staff?	0.361
Q4	Think about any time that you may have spoken on the phone with SoonerPlan staff. How helpful were they?	0.341

Based on these results, the level of respect shown to members who called to complain and the helpfulness of the SoonerPlan Staff via phone, are important to overall satisfaction with SoonerPlan. One of the two attributes identified (Q4) was also correlated with overall satisfaction with SoonerPlan in Fall 2008 and Spring 2008.

Overall Satisfaction with Member's Provider (Q18)

Q#	Attribute	Correlation Coefficient
Q15	How often did this health provider spend enough time with you?	0.635
Q14	How often did this health provider show respect for what you had to say?	0.557

Based on these results, the level of respect the health provider has for what the member has to say and the amount of time the health provider spends with the member is critical to overall satisfaction with the member's provider. Both of the attributes identified were also highly correlated with overall satisfaction with SoonerPlan in Fall 2008.

The correlation analysis presented on Pages 6A through 6B lists each applicable attribute and its corresponding Pearson Correlation Coefficient. In addition, Summary Rate Scores for the SoonerPlan Family Planning Program are provided alongside each corresponding correlation coefficient so that you are able to see how the program performs for each attribute. Those attributes identified as having a moderate to strong association to an overall satisfaction attribute are highlighted yellow.

Charts 6A – 6B

Correlation Analysis

Attribute Correlations to Satisfaction with SoonerPlan (Q8)

Oklahoma Health Care Authority

SoonerPlan Family Planning Program Member Satisfaction Survey

502 Total Respondents

460 Total Respondents Answering 'Yes' to Q1

Attributes	Correlation Coefficient**	Summary Rate*
SoonerPlan Family Planning Program Membership & Sign Up		
Q3. How much of a problem, if any, did you have getting signed up for the SoonerPlan Program?	0.164	93.4%
Q4. Think about any time that you may have spoken on the phone with SoonerPlan staff. How helpful were they?	**0.341**	71.0%
Provider Referrals & Complaint Resolution		
Q6. How satisfied were you with SoonerPlan's help when they referred you to a health provider? (If 'Yes' to Q5)	0.273	74.6%
Q7. If you had to call and complain about SoonerPlan, how respectful was the staff?	**0.361**	54.3%
Member Health Provider - Access & Experience		
Q12. How long did you usually have to wait between making an appointment and getting to see the health provider? (If 1 or more in Q10)	0.100	89.3%
Q13. How often did this health provider explain things in a way you could understand? (If 1 or more in Q10)	0.231	93.0%
Q14. How often did this health provider show respect for what you had to say? (If 1 or more in Q10)	0.121	91.7%
Q15. How often did this health provider spend enough time with you? (If 1 or more in Q10)	0.190	88.2%
Q18. How would you rate this health provider overall? Use any number from 0 to 10, where 0 is the worst health provider possible and 10 is the best health provider possible. (If 1 or more in Q10)	0.286	79.5%
Medication & Pharmacy		
Q20. How much of a problem, if any, did you have with getting medicine at a store or pharmacy? (If 1 or more in Q10 and 'Yes' to Q19)	0.136	88.8%
Information about SoonerPlan Program and Benefits		
Q29. How helpful was the information that you were mailed? (If 'Yes' to Q28)	0.226	63.3%

** Summary Rate Scores are the sum of the most favorable response options.*

*** As the correlation coefficient approaches a value of 1.000 the association of the attribute with overall satisfaction is increased. Refer to the Technical Notes for a thorough explanation of the Correlation Coefficient.*

Those coefficients greater than or equal to 0.325 are highlighted in yellow for review.

Correlation Analysis

Attribute Correlations to Overall Satisfaction with Provider (Q18)

Oklahoma Health Care Authority

SoonerPlan Family Planning Program Member Satisfaction Survey

502 Total Respondents

460 Total Respondents Answering 'Yes' to Q1

Attributes	Correlation Coefficient**	Summary Rate*
Provider Visitation		
Q10. In the last 12 months how many different health providers did you see for SoonerPlan services?	0.178	72.0%
Member Health Provider - Access & Experience		
Q12. How long did you usually have to wait between making an appointment and getting to see the health provider? (If 1 or more in Q10)	0.217	89.3%
Q13. How often did this health provider explain things in a way you could understand? (If 1 or more in Q10)	0.447	93.0%
Q14. How often did this health provider show respect for what you had to say? (If 1 or more in Q10)	**0.557**	91.7%
Q15. How often did this health provider spend enough time with you? (If 1 or more in Q10)	**0.635**	88.2%

** Summary Rate Scores are the sum of the most favorable response options.*

*** As the correlation coefficient approaches a value of 1.000 the association of the attribute with overall satisfaction is increased. Refer to the Technical Notes for a thorough explanation of the Correlation Coefficient.*

Those coefficients greater than or equal to 0.550 are highlighted in yellow for review.

7. Technical Notes

Presented alphabetically by subject area

Attributes
These are questions that relate to a specific service area or composite as defined by TMG.

Composite Categories
The SoonerPlan Family Planning Program Member Satisfaction Survey contains the following composite categories: SoonerPlan Family Planning Program Membership & Sign Up; Provider Referrals & Complaint Resolution; Member's Health Provider – Access & Experience; Medication & Pharmacy; Birth Control, Lab Tests, STDs, & Pap Test; Information about SoonerPlan Program and Benefits; Overall Satisfaction with SoonerPlan; and Overall Satisfaction with Health Provider. Each composite category represents an overall aspect of SoonerPlan Family Planning Program services and/or qualities and is comprised of similar questions. For each composite, an overall score is computed. The composite score is the average of the Summary Rate Scores of the questions comprising a composite.

Correlation Analysis
Those attributes that are strongly associated with higher scores are identified using correlation analysis. These numbers reported alongside each significant attribute are Pearson correlation coefficients. These coefficients indicate the strength of the linear relationship between the attribute and the overall satisfaction variables (Q8 and Q18). These scores can range from –1 (perfect negative correlation) to +1 (perfect positive correlation). As the value moves closer to –1 or +1 the correlation is higher, and as the value moves closer to 0 there is less of a correlation.

Correlation Coefficient
The correlation coefficient, also know as the Pearson's product moment correlation coefficient, is a statistical measure of how closely two variables or measures are related to each other. The coefficient, usually reported as an *r* value, is used to measure the strength of the linear association between each attribute and the overall satisfaction variables (Q8 and Q18). Please see *Correlation Analysis* for more information.

Response Rate
From a sample of 1,750 SoonerPlan Family Planning Program members, a one-wave mail with phone follow-up protocol was used to administer the survey. A total of 510 surveys were returned as ineligible (deceased, language barrier, mentally/physically incapacitated, wrong number, fax/pager/modem/data line, not in service, disconnected, number changed, and no eligible respondent).

The formula for determining the Response rate is as follows:

$$\frac{\text{Completed surveys}}{\text{Sample size} - \text{Ineligible surveys}} = \text{Response rate}$$

Rounding of Numerical and Percentage Data
For many survey questions, you will often see response distribution percentages listed that do not add to exactly 100%. In some cases, they may add to 99.9%, and in others, to 100.1%. This tends to cause some concern, as it gives the appearance of a valid response being

omitted, or even counted twice. The following explanation is provided as a means to understanding how rounding affects the percentages shown in the report.

The key to understanding how rounding affects listed percentages is knowing that the survey question's entire valid response set is being accounted for. That is, although the percentages don't add to exactly 100%, the entire response set is represented in the percentages shown.

In many cases, dividing a number of responses by the total number of valid responses provides a percentage that will go out to an infinite number of decimal places. An example of this is dividing 1 by 3; no matter how many decimal places this quotient is taken out to, it will always be a continuous string of '3's. As a result, we see the following when adding each of the item response percentages:

Response 1:	n = 1	.3	.33	.333	.3333
Response 2:	n = 1	.3	.33	.333	.3333
Response 3:	n = 1	.3	.33	.333	.3333
	3	.9	.99	.999	.9999

It is evident that no matter how many decimal places we take our quotient out to, we will never be able to add the results to exactly 1 (or 100%), even though all 3 responses are included in the percentage calculation.

Through consultation with a number of our clients, The Myers Group has determined that using a single decimal place in the reporting of percentages provides an adequate level of detail. Typically, when percentages are calculated in our report applications, all decimal places are computed, but only the first decimal place is actually shown. As such, adding rounded single-digit decimals may not equal to 100%. If the same figures were taken out an additional decimal place, however, they might then add to exactly 100%. Or, as the example above shows, they may never equal an even 100%.

Finally, when rounding, TMG employs the standard practice of rounding down any number from 1 to 4, and rounding up any number from 5 to 9.

Sampling Error

Sampling error can be thought of as the extent to which survey results may differ from what would be obtained if every eligible member in the sample had been surveyed. The size of such error depends largely on the percentage distributions (i.e., the number of respondents selecting each answer category) and the number of members surveyed. The more disproportionate the percentage distributions or the larger the sample size, the smaller the error.

The following tables may be used in estimating approximate sampling error. The first table shows the range (plus or minus the figure shown) within which the population percentage could be expected to lay 95* out of 100 times a sample of that size and percentage distribution would be selected. The second table shows the range (plus or minus the figure shown) within which the population percentage could be expected to lay 90** out of 100 times a sample of that size and percentage distribution would be selected.

Valid Responses	Percentage Distribution				
	50/50	60/40	70/30	80/20	90/10
50	13.9	13.6	12.7	11.1	8.3
100	9.8	9.6	9.0	7.8	5.9
200	6.9	6.8	6.4	5.5	4.2
300	5.7	5.5	5.2	4.5	3.4
400	4.9	4.8	4.5	3.9	2.9
500	4.4	4.3	4.0	3.5	2.6
750	3.6	3.5	3.3	2.9	2.1
850	3.4	3.3	3.1	2.7	2.0

* 95% confidence interval

Valid Responses	Percentage Distribution				
	50/50	60/40	70/30	80/20	90/10
50	11.6	11.4	10.7	9.3	7.0
100	8.2	8.1	7.5	6.6	4.9
200	5.8	5.7	5.3	4.7	3.5
300	4.7	4.7	4.4	3.8	2.8
400	4.1	4.0	3.8	3.3	2.5
500	3.7	3.6	3.4	2.9	2.2
750	3.0	2.9	2.8	2.4	1.8
850	2.8	2.8	2.6	2.3	1.7

**90% confidence interval

The sampling error table is used in the following manner. Assume that "overall satisfaction with the program" received a Summary Rate Score of seventy percent (70.0%) from a sample of 500 valid responses. For a 95% confidence interval, look at the table where the sample size of 500 intersects the percentage distribution of 70/30. The margin of error for this sample size is four percentage points (4.0%). Therefore, on average, in 95 out of 100 similar samples, the 95% confidence interval (e.g., 66.0% to 74.0%) will span the true unknown population percentage.

Statistical Significance

A statistically significant hypothesis testing result means that—based on the sample(s), conditions/assumptions, and level of significance—there is sufficient evidence to conclude the alternate hypothesis. For example, when testing to see if there is a difference between last year's population Summary Rate Score and this year's population Summary Rate Score—statistical significance would mean that there is sufficient evidence for the statement that the population Summary Rate Scores are different.

Summary Rate Scores

In general, Summary Rate Scores represent the percentage of respondents who chose the most favorable response option(s). However, not every Summary Rate can be considered a favorable response option and may be considered neutral at best. These are created for summative and comparison purposes, and can be used for trend data in the future, or can act

as a snapshot of responses. In addition, not all questions are assigned a Summary Rate Score by TMG.

Survey Administration Protocol
TMG utilized a one-wave mail with phone follow-up protocol to administer the survey from November 2009 to January 2010. A total of 502 surveys (215 mail and 287 phone) were completed. Of these 465 respondents, 435 responded "Yes" to Q1, indicating that they were now in the SoonerPlan Family Planning Program or that they were in SoonerPlan within the last 12 months. The protocol is outlined in the chart below.

Survey Administration Tasks	Date
First questionnaire is sent to each member.	11/25/2009
Telephone calls by CATI (compute-assisted telephone interviews) are conducted for non-respondents.	12/29/2009
Data collection ends.	1/13/2010

Valid n
The term Valid n is used to show the number of respondents giving a valid response to a particular question. It gives information only on the question it refers to and no others. Valid responses are those that actually rate an attribute. The difference in value between the Valid n and the total number of respondents completing the survey is a result of removing invalid responses and respondents submitting a survey but not answering that particular question.

Z-Test
To test for true differences in population score(s), statistical inference methods are applied. In particular, hypothesis testing is done to draw conclusions about differences in scores between a population and a set constant (e.g., a Summary Rate versus The Myers Group Book of Business score) or between different populations (e.g., a Summary Rate for this year versus a Summary Rate for last year). The hypothesis of no difference is rejected if the absolute value of the test statistic exceeds a critical value corresponding to a level of significance. The test statistic used depends on which of these types of hypothesis tests are performed.

When checking for a statistically significant difference between a Summary Rate for a population and a set constant score—with various conditions/assumptions—TMG uses the statistic test that follows:

$$z = \frac{\hat{p} - p_0}{\sqrt{\frac{p_0 q_0}{n}}}$$

$\hat{p}$ = Summary Rate from the sample
p_0 = Set constant score for comparison
q_0 = 1 – (Set constant score) = $(1 - p_0)$
n = Sample size

For hypothesis testing of composites, n equals the maximum denominator of the composite questions. With a large sample size (generally n>30, technically $np_0 \geq 5$ and $nq_0 \geq 5$), the z-statistic has a distribution that can be treated as the standard normal distribution. Thus, the hypothesis that the population "Summary Rate" equals the set constant score, p_0, is rejected at

a 0.05 level of significance when the absolute value of the z-statistic exceeds 1.96 (obtained from cumulative standard normal distribution table).

The second hypothesis-testing situation involves testing for statistically significant differences between two population percents (or proportions), e.g., two population Summary Rates. When comparing the population percentages (or proportions)—with various conditions/ assumptions—the appropriate test statistic is the z-statistic as follows:

$$z = \frac{\hat{p}_1 - \hat{p}_2}{\sqrt{\hat{p}\hat{q}\left(\frac{1}{n_1} + \frac{1}{n_2}\right)}}$$

$\hat{p}_1$ = Summary Rate from the 1st sample

$\hat{p}_2$ = Summary Rate from the 2nd sample

n_1 = Size of the sample from the 1st population

n_2 = Size of the sample from the 2nd population

$\hat{p}$ = Pooled Summary Rate, $\hat{p} = \frac{n_1\hat{p}_1 + n_2\hat{p}_2}{n_1 + n_2}$

$\hat{q}$ = 1 – (Pooled Summary Rate)

For hypothesis testing of composites, n equals the maximum denominator of the composite questions. With large sample sizes ($n_1\hat{p}_1 \geq 5$, $n_1(1-\hat{p}_1) \geq 5$, $n_2\hat{p}_2 \geq 5$, and $n_2(1-\hat{p}_2) \geq 5$) the z-statistic has a distribution that can be treated as the standard normal distribution. Thus, the hypothesis that the populations under comparison have equal population Summary Rates is rejected at a 0.05 level of significance when the absolute value of the z-statistic exceeds 1.96 (obtained from cumulative standard normal distribution table).

8. Sample Survey Tool

Thank You

Please return the completed survey in the postage-paid envelope to:

Attn: Survey Processing Department
2351 Henry Clower Boulevard, Suite C
Snellville, GA 30078-3107
Toll-Free: 1-877-901-8432

For Internal Purposes Only: 97314

SoonerPlan Family Planning Program Survey

The purpose of this survey is to learn your opinions about the SoonerPlan Family Planning Program and the health care services you received through SoonerPlan.

1. Our records show that you are now in the SoonerPlan Family Planning Program or you were in SoonerPlan within the last 12 months. Is that right?
   - ☐1 Yes . . . . . **Go to Question 2**
   - ☐2 No . . . . . **Go to Question 32**

2. How did you learn about the SoonerPlan Family Planning Program?
   - ☐1 The Internet
   - ☐2 Other media
   - ☐3 Friends or family
   - ☐4 Flyers in a doctor's office or clinic
   - ☐5 A health provider like a doctor or nurse
   - ☐6 The state or county Health Department
   - ☐7 Other: _____

3. How much of a problem, if any, did you have getting signed up for the SoonerPlan Program?
   - ☐1 A big problem
   - ☐2 A small problem
   - ☐3 Not a problem

4. Think about any time that you may have spoken on the phone with SoonerPlan staff. How helpful were they?
   - ☐1 Not at all helpful
   - ☐2 Somewhat helpful
   - ☐3 Very helpful
   - ☐4 Have not spoken to anyone on the phone from SoonerPlan

5. A **health provider** is a doctor, physician assistant, nurse practitioner or nurse you saw for SoonerPlan Family Planning services. Did SoonerPlan refer you to a health provider?
   - ☐1 Yes . . . . . **Go to Question 6**
   - ☐2 No . . . . . **Go to Question 7**

6. How satisfied were you with SoonerPlan's help when they referred you to a health provider?
   - ☐1 Not at all satisfied
   - ☐2 Somewhat satisfied
   - ☐3 Very satisfied

7. If you had to call and complain about SoonerPlan, how respectful was the staff?
   - ☐1 Have not called to complain
   - ☐2 Not at all respectful
   - ☐3 Somewhat respectful
   - ☐4 Very respectful

8. Overall, how satisfied were you with SoonerPlan?
   - ☐1 Not at all satisfied
   - ☐2 Somewhat satisfied
   - ☐3 Very satisfied

9. Is there anything you would change about SoonerPlan?

   _____
   _____
   _____

*The next questions are about your health care as part of the SoonerPlan Family Planning Program. A **health provider** is a doctor, physician assistant, nurse practitioner or nurse. You may have seen more than one health provider for SoonerPlan services.*

10. In the last 12 months, how many different health providers did you see for SoonerPlan services?
    - ☐0 None . . . . . **Go to Question 26**
    - ☐1 1 . . . . . **Go to Question 11**
    - ☐2 2 . . . . . **Go to Question 11**
    - ☐3 3 . . . . . **Go to Question 11**
    - ☐4 More than 3 . . . . . **Go to Question 11**

11. In the last 12 months, how many **visits** to health providers did you have that were directly related to the SoonerPlan Family Planning Program?
    - ☐1 1-2
    - ☐2 3-4
    - ☐3 5-6
    - ☐4 6 or more

For the next set of questions, think about the health provider you have seen the most often for SoonerPlan services.

12. How long did you usually have to wait between making an appointment and getting to see the health provider?
    - ☐1 1-3 days
    - ☐2 4-7 days
    - ☐3 8-14 days
    - ☐4 15-21 days
    - ☐5 More than 21 days

13. How often did this health provider explain things in a way that you could understand?
    - ☐1 Never
    - ☐2 Sometimes
    - ☐3 Usually
    - ☐4 Always

Please continue inside ➢➢➢

14. How often did this health provider show respect for what you had to say?

- ☐1 Never
- ☐2 Sometimes
- ☐3 Usually
- ☐4 Always

15. How often did this health provider spend enough time with you?

- ☐1 Never
- ☐2 Sometimes
- ☐3 Usually
- ☐4 Always

16. During your visits with this health provider, did he or she tell you there was more than one choice for your treatment or health care?

- ☐1 Yes . . . . . **Go to Question 17**
- ☐2 No . . . . . **Go to Question 18**

17. Did this health provider talk to you about the pros and cons of the choice(s) for your treatment or health care?

- ☐1 Yes
- ☐2 No

18. How would you rate this health provider overall? Use any number from 0 to 10, where 0 is the worst health provider possible and 10 is the best health provider possible.

Worst health provider possible — **Best** health provider possible

0	1	2	3	4	5	6	7	8	9	10
☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐

The SoonerPlan Family Planning Program covers certain prescription medicines. The next questions refer to these medicines.

19. Did your SoonerPlan health providers write any prescriptions for you to get medicine at a store or pharmacy?

- ☐1 Yes . . . . . **Go to Question 20**
- ☐2 No . . . . . **Go to Question 21**

20. How much of a problem, if any, did you have with getting medicine at a store or pharmacy?

- ☐1 Had a big problem getting medicine
- ☐2 Had a small problem getting medicine
- ☐3 Had no problem getting medicine

Please answer the next set of questions about your experience with any health providers (doctors, nurses, etc.) in the SoonerPlan Family Planning Program.

21. During your visit with a SoonerPlan health provider, did you get information about birth control?

- ☐1 Yes
- ☐2 No

22. Did you get birth control supplies during your visit?

- ☐1 Yes
- ☐2 No

23. Did you have lab tests *(such as a Pap test, urine test, or blood test)*?

- ☐1 Yes
- ☐2 No

24. Did you get information about preventing the spread of sexually transmitted diseases?

- ☐1 Yes
- ☐2 No

25. *(Females only)* Pap tests are used to check for cervical cancer. Did a health provider talk to you about having a Pap test every year?

- ☐1 Yes
- ☐2 No

26. *(Females only)* Have you given birth within the last 12 months?

- ☐1 Yes
- ☐2 No

27. *(Females only)* Are you pregnant now?

- ☐1 Yes
- ☐2 No
- ☐3 Unsure

28. Have you received any letters or information in the mail about your SoonerPlan benefits?

- ☐1 Yes . . . . . **Go to Question 29**
- ☐2 No . . . . . **Go to Question 30**

29. How helpful was the information that you were mailed?

- ☐1 Not at all helpful
- ☐2 Somewhat helpful
- ☐3 Very helpful
- ☐4 Have not read it yet

30. The phrase "family planning services" refers to a limited set of medical services. Some of these family planning services involve testing for pregnancy or sexually transmitted diseases, and medicine to keep pregnancy from occurring.

Did you know that SoonerPlan covers only family planning services?

- ☐1 Yes
- ☐2 No

31. Did you know that SoonerPlan and SoonerCare Choice are not the same program?

- ☐1 Yes
- ☐2 No

32. Did you know that you can call a toll-free phone number (800-987-7767) and ask someone if your benefits are limited to family planning services?

- ☐1 Yes
- ☐2 No

33. What is your age?

- ☐1 19-20
- ☐2 21-25
- ☐3 26-29
- ☐4 30-34
- ☐5 35-39
- ☐6 40-44
- ☐7 45-50
- ☐8 51 or older

34. Are you male or female?

- ☐1 Male
- ☐2 Female

35. What is the highest grade or level of school that you have completed?

- ☐1 8th grade or less
- ☐2 Some high school, but did not graduate
- ☐3 High school graduate or GED
- ☐4 Some college or a 2-year degree
- ☐5 4-year college graduate
- ☐6 More than a 4-year college degree

36. Are you of Hispanic or Latino origin or descent?

- ☐1 Yes
- ☐2 No

37. What is your race? *(Please mark one or more)*

- ☐A Asian
- ☐B American Indian or Alaska Native
- ☐C Black or African American
- ☐D Native Hawaiian or other Pacific Islander
- ☐E White
- ☐F Other

9. Glossary of Terms

Attributes are the questions that relate to a specific service area or composite.

Composites are the mean of the Summary Rate Scores of attributes within a given service.

Correlation Coefficient is a statistical measure of how closely two variables or measures are related to each other. Coefficients are usually reported as *r* values.

Significance testing is a test to determine if an observed difference is too large to have occurred by chance alone.

Summary Rate Scores are single statistics generated for a survey question. In general, Summary Rate Rates represent the percentage of respondents who chose the most favorable response option(s).

10. Comments

The SoonerPlan Family Planning Program Member Satisfaction survey tool included two questions with an open-ended component in which respondents could share additional information not addressed in the questions and response options throughout the rest of the survey tool.

Open-ended responses for the following survey questions are presented on Charts 10A through 10B in this section:

- ✓ Q2. How did you learn about the SoonerPlan Family Planning Program?
- ✓ Q9. Is there anything you would change about SoonerPlan?

Survey respondents who selected the open-ended response option component, "Other," in response to Question 2 were able to comment on exactly how they came to learn about the SoonerPlan Family Planning Program. Respondents were instructed to skip[12] Question 2 if they answered "No" to Question 1 (Our records show that you're now in the SoonerPlan Family Planning Program or you were in SoonerPlan within the last 12 months?) or if they did not provide a response to Question 1. Based upon the aforementioned skip pattern, 460 respondents were eligible to respond to Question 2. Out of the 460 respondents that indicated how they learned about the SoonerPlan Family Planning Program (Q1), 35 members selected the "Other" response option.[13] An additional 12 members who were not eligible for Question 2 based upon their answer to Question 1 left open-ended comments also. Comments for Question 2 are indexed by the following survey questions and member demographics:

- ✓ Now in SoonerPlan or was in SoonerPlan within the last 12 months (Q1)
- ✓ Overall Satisfaction with SoonerPlan (Q8)
- ✓ Age (Q33)
- ✓ Gender (Q34)
- ✓ Level of Education (Q35)

Please note that the comments associated with the aforementioned questions are sorted by Overall Satisfaction with SoonerPlan (Q8) and are in order from most satisfied to least satisfied.

Question 9 allowed respondents to give their opinion on how they would improve the SoonerPlan program. Similarly, respondents were instructed to skip Question 9 if they answered "No" to Question 1 (Our records show that you're now in the SoonerPlan Family Planning Program or you were in SoonerPlan within the last 12 months?) or if they did not provide a response to Question 1. Based upon the aforementioned skip pattern, 460 respondents were eligible to respond to Question 9. A total of 102 members provided TMG with a verbatim comment. An additional 10 members who were not eligible for Question 9 based upon their answer to Question 1 left open-ended comments also. Open-ended comments are indexed by the following survey questions and member demographics:

[12] Skip patterns were incorporated into the SoonerPlan Family Planning Member Satisfaction survey tool so that those members who had not had experience with a certain topic on the survey would refrain from answering questions related to said topic and would "skip" to the next applicable set of questions.
[13] Please note that only 29 out of those 35 members who selected the "Other" open-ended response option for Question 2 provided TMG with a verbatim comment.

- ✓ Now in SoonerPlan or was in SoonerPlan within the last 12 months (Q1)
- ✓ Overall Satisfaction with SoonerPlan (Q8)
- ✓ Age (Q33)
- ✓ Gender (Q34)
- ✓ Level of Education (Q35)

All comments are sorted by Overall Satisfaction with SoonerPlan (Q8) and are in order from most satisfied to least satisfied.

Chart 10A: How did you learn about the program? (Q2)

Chart 10B: Is there anything you would change about SoonerPlan? (Q9)

Q2. How did you learn about the SoonerPlan Family Planning Program? (Other)

In Program:	Yes	Through a Sooner handbook.
Overall Satisfaction with SoonerPlan:	Very satisfied	
Age:	26-29	
Gender:	Female	
Level of Education:	High school graduate or GED	

In Program:	Yes	DHS
Overall Satisfaction with SoonerPlan:	Very satisfied	
Age:	19-20	
Gender:	Female	
Level of Education:	Some college or a 2-year degree	

In Program:	Yes	Planned Parenthood
Overall Satisfaction with SoonerPlan:	Very satisfied	
Age:	19-20	
Gender:	Female	
Level of Education:	Some college or a 2-year degree	

In Program:	Yes	Myself
Overall Satisfaction with SoonerPlan:	Very satisfied	
Age:	26-29	
Gender:	Female	
Level of Education:	4-year college graduate	

In Program:	Yes	My social worker.
Overall Satisfaction with SoonerPlan:	Very satisfied	
Age:	51 or older	
Gender:	Female	
Level of Education:	Some college or a 2-year degree	

Q2. How did you learn about the SoonerPlan Family Planning Program? (Other)

In Program:	Yes	Doctor's office.
Overall Satisfaction with SoonerPlan:	Very satisfied	
Age:	26-29	
Gender:	Female	
Level of Education:	Some college or a 2-year degree	

In Program:	Yes	When I was pregnant.
Overall Satisfaction with SoonerPlan:	Very satisfied	
Age:	No answer	
Gender:	Female	
Level of Education:	No answer	

In Program:	Yes	High school counselor.
Overall Satisfaction with SoonerPlan:	Very satisfied	
Age:	19-20	
Gender:	Female	
Level of Education:	Some college or a 2-year degree	

In Program:	Yes	Clinic
Overall Satisfaction with SoonerPlan:	Very satisfied	
Age:	30-34	
Gender:	Female	
Level of Education:	High school graduate or GED	

In Program:	Yes	Indian Health Center
Overall Satisfaction with SoonerPlan:	Very satisfied	
Age:	35-39	
Gender:	Female	
Level of Education:	Some college or a 2-year degree	

Q2. How did you learn about the SoonerPlan Family Planning Program? (Other)

In Program:	Yes	Planned Parenthood
Overall Satisfaction with SoonerPlan:	Very satisfied	
Age:	21-25	
Gender:	Female	
Level of Education:	High school graduate or GED	

In Program:	Yes	School
Overall Satisfaction with SoonerPlan:	Very satisfied	
Age:	19-20	
Gender:	Female	
Level of Education:	Some college or a 2-year degree	

In Program:	Yes	DHS
Overall Satisfaction with SoonerPlan:	Very satisfied	
Age:	35-39	
Gender:	Female	
Level of Education:	Some college or a 2-year degree	

In Program:	Yes	When I was pregnant.
Overall Satisfaction with SoonerPlan:	Very satisfied	
Age:	21-25	
Gender:	Female	
Level of Education:	4-year college graduate	

In Program:	Yes	Healthy Start program.
Overall Satisfaction with SoonerPlan:	Very satisfied	
Age:	26-29	
Gender:	Female	
Level of Education:	High school graduate or GED	

Q2. How did you learn about the SoonerPlan Family Planning Program? (Other)

In Program:	Yes	My mother.
Overall Satisfaction with SoonerPlan:	Very satisfied	
Age:	21-25	
Gender:	Female	
Level of Education:	High school graduate or GED	

In Program:	Yes	Salina Indian Clinic
Overall Satisfaction with SoonerPlan:	Very satisfied	
Age:	45-50	
Gender:	Female	
Level of Education:	Some high school, but did not graduate	

In Program:	Yes	Planned Parenthood
Overall Satisfaction with SoonerPlan:	Very satisfied	
Age:	26-29	
Gender:	Female	
Level of Education:	Some college or a 2-year degree	

In Program:	Yes	I used it in the past.
Overall Satisfaction with SoonerPlan:	Very satisfied	
Age:	40-44	
Gender:	Female	
Level of Education:	High school graduate or GED	

In Program:	Yes	DHS
Overall Satisfaction with SoonerPlan:	Very satisfied	
Age:	26-29	
Gender:	Female	
Level of Education:	High school graduate or GED	

Q2. How did you learn about the SoonerPlan Family Planning Program? (Other)

In Program:	Yes	Through my son's health plan.
Overall Satisfaction with SoonerPlan:	Very satisfied	
Age:	30-34	
Gender:	Female	
Level of Education:	Some college or a 2-year degree	

In Program:	Yes	Case worker.
Overall Satisfaction with SoonerPlan:	Very satisfied	
Age:	26-29	
Gender:	Female	
Level of Education:	Some college or a 2-year degree	

In Program:	Yes	Birth control.
Overall Satisfaction with SoonerPlan:	Very satisfied	
Age:	30-34	
Gender:	Female	
Level of Education:	High school graduate or GED	

In Program:	Yes	DHS
Overall Satisfaction with SoonerPlan:	Very satisfied	
Age:	26-29	
Gender:	Female	
Level of Education:	4-year college graduate	

In Program:	Yes	DHS
Overall Satisfaction with SoonerPlan:	Very satisfied	
Age:	35-39	
Gender:	Female	
Level of Education:	Some high school, but did not graduate	

Q2. How did you learn about the SoonerPlan Family Planning Program? (Other)

In Program:	Yes	Case worker.
Overall Satisfaction with SoonerPlan:	Somewhat satisfied	
Age:	19-20	
Gender:	Female	
Level of Education:	High school graduate or GED	

In Program:	Yes	The hospital.
Overall Satisfaction with SoonerPlan:	Somewhat satisfied	
Age:	21-25	
Gender:	Female	
Level of Education:	High school graduate or GED	

In Program:	Yes	DHS
Overall Satisfaction with SoonerPlan:	Somewhat satisfied	
Age:	40-44	
Gender:	Female	
Level of Education:	4-year college graduate	

In Program:	Yes	I was on food stamps.
Overall Satisfaction with SoonerPlan:	Somewhat satisfied	
Age:	21-25	
Gender:	Female	
Level of Education:	Some high school, but did not graduate	

In Program:	Yes	My kids are in the plan.
Overall Satisfaction with SoonerPlan:	Somewhat satisfied	
Age:	30-34	
Gender:	Female	
Level of Education:	High school graduate or GED	

Q2. How did you learn about the SoonerPlan Family Planning Program? (Other)

In Program:	Yes	DHS
Overall Satisfaction with SoonerPlan:	Somewhat satisfied	
Age:	21-25	
Gender:	Female	
Level of Education:	High school graduate or GED	

In Program:	Yes	DHS
Overall Satisfaction with SoonerPlan:	Somewhat satisfied	
Age:	40-44	
Gender:	Female	
Level of Education:	High school graduate or GED	

In Program:	Yes	DHS
Overall Satisfaction with SoonerPlan:	Not at all satisfied	
Age:	26-29	
Gender:	Female	
Level of Education:	Some college or a 2-year degree	

In Program:	No answer	I have children on the SoonerPlan.
Overall Satisfaction with SoonerPlan:	Appropriately skipped	
Age:	26-29	
Gender:	Male	
Level of Education:	Some college or a 2-year degree	

In Program:	No	Indian Clinic
Overall Satisfaction with SoonerPlan:	Appropriately skipped	
Age:	21-25	
Gender:	Female	
Level of Education:	Some college or a 2-year degree	

Q9. Is there anything you would change about SoonerPlan?

In Program:	Yes	More benefits for people that don't have any insurance.
Overall Satisfaction with SoonerPlan:	Very satisfied	
Age:	40-44	
Gender:	Female	
Level of Education:	High school graduate or GED	

In Program:	Yes	I did get a provider but he is no longer in practice.
Overall Satisfaction with SoonerPlan:	Very satisfied	
Age:	21-25	
Gender:	Female	
Level of Education:	No answer	

In Program:	Yes	Getting more prescriptions filled and getting more over the counter medicine.
Overall Satisfaction with SoonerPlan:	Very satisfied	
Age:	30-34	
Gender:	Female	
Level of Education:	High school graduate or GED	

In Program:	Yes	Maybe to base the service on the level of income and offer more than just family planning services.
Overall Satisfaction with SoonerPlan:	Very satisfied	
Age:	26-29	
Gender:	Female	
Level of Education:	Some college or a 2-year degree	

In Program:	Yes	Make it easier to make referrals to other doctors.
Overall Satisfaction with SoonerPlan:	Very satisfied	
Age:	30-34	
Gender:	Female	
Level of Education:	Some college or a 2-year degree	

Q9. Is there anything you would change about SoonerPlan?

In Program: Yes
Overall Satisfaction with SoonerPlan: Very satisfied
Age: 21-25
Gender: Female
Level of Education: Some college or a 2-year degree

I would like to see a female doctor. The male doctor made me feel uncomfortable. I would change my appointment around to get a female. I like the idea of a woman. Also, another thing that bothers me is that the only place I can get my prescriptions is at K-Mart and they are kind of rude.

In Program: Yes
Overall Satisfaction with SoonerPlan: Very satisfied
Age: 30-34
Gender: Female
Level of Education: High school graduate or GED

When I call to ask a question the only person that can answer is my case worker. Isn't there anyone else to answer any answers?

In Program: Yes
Overall Satisfaction with SoonerPlan: Very satisfied
Age: 30-34
Gender: Female
Level of Education: Some college or a 2-year degree

The only time my daughter uses it is when she gets her check-up.

In Program: Yes
Overall Satisfaction with SoonerPlan: Very satisfied
Age: 21-25
Gender: Female
Level of Education: Some college or a 2-year degree

I need to know where I can go that is covered by SoonerPlan.

In Program: Yes
Overall Satisfaction with SoonerPlan: Very satisfied
Age: 30-34
Gender: Female
Level of Education: High school graduate or GED

Did not send the five month renewal. Now, I have medical bills I cannot pay.

Q9. Is there anything you would change about SoonerPlan?

In Program:	Yes	Coverage for a counseling session.
Overall Satisfaction with SoonerPlan:	Very satisfied	
Age:	21-25	
Gender:	Female	
Level of Education:	4-year college graduate	

In Program:	Yes	More check-ups.
Overall Satisfaction with SoonerPlan:	Very satisfied	
Age:	21-25	
Gender:	Female	
Level of Education:	Some college or a 2-year degree	

In Program:	Yes	I wish it was for all medical reasons not only family planning.
Overall Satisfaction with SoonerPlan:	Very satisfied	
Age:	21-25	
Gender:	Female	
Level of Education:	High school graduate or GED	

In Program:	Yes	If a female issue arises, SoonerPlan would cover, or help cover, if no other insurance.
Overall Satisfaction with SoonerPlan:	Very satisfied	
Age:	21-25	
Gender:	Female	
Level of Education:	Some college or a 2-year degree	

In Program:	Yes	Would like to have annual pap smear test covered.
Overall Satisfaction with SoonerPlan:	Very satisfied	
Age:	21-25	
Gender:	Female	
Level of Education:	High school graduate or GED	

Q9. Is there anything you would change about SoonerPlan?

In Program:	Yes	I would change a lot of things, and I think I should receive information on the limited amount of things they provide.
Overall Satisfaction with SoonerPlan:	Very satisfied	
Age:	26-29	
Gender:	Female	
Level of Education:	Some college or a 2-year degree	

In Program:	Yes	Make STD testing easier and cheaper.
Overall Satisfaction with SoonerPlan:	Very satisfied	
Age:	21-25	
Gender:	Female	
Level of Education:	High school graduate or GED	

In Program:	Yes	More qualifications.
Overall Satisfaction with SoonerPlan:	Very satisfied	
Age:	21-25	
Gender:	Female	
Level of Education:	High school graduate or GED	

In Program:	Yes	Not having to do paperwork every year. Sometimes there is not enough time to fill it out.
Overall Satisfaction with SoonerPlan:	Very satisfied	
Age:	35-39	
Gender:	Female	
Level of Education:	Some college or a 2-year degree	

In Program:	Yes	Wish I could get medical insurance for those rare times I need an antibiotic.
Overall Satisfaction with SoonerPlan:	Very satisfied	
Age:	26-29	
Gender:	Female	
Level of Education:	4-year college graduate	

Q9. Is there anything you would change about SoonerPlan?

In Program:	Yes	I wish we qualified for Medicare and dental.
Overall Satisfaction with SoonerPlan:	Very satisfied	
Age:	26-29	
Gender:	Female	
Level of Education:	High school graduate or GED	

In Program:	Yes	I will like to be able to get regular insurance because I can't get it because I'm not 21 or have income.
Overall Satisfaction with SoonerPlan:	Very satisfied	
Age:	21-25	
Gender:	Female	
Level of Education:	Some high school, but did not graduate	

In Program:	Yes	I wish they could help adults more.
Overall Satisfaction with SoonerPlan:	Very satisfied	
Age:	35-39	
Gender:	Female	
Level of Education:	High school graduate or GED	

In Program:	Yes	Is there someway they could get dental care for adults over 21?
Overall Satisfaction with SoonerPlan:	Very satisfied	
Age:	21-25	
Gender:	Female	
Level of Education:	High school graduate or GED	

In Program:	Yes	I would like to get medical for myself.
Overall Satisfaction with SoonerPlan:	Very satisfied	
Age:	30-34	
Gender:	Female	
Level of Education:	Some high school, but did not graduate	

Q9. Is there anything you would change about SoonerPlan?

In Program:	Yes	They need to be a little bit more lenient. I heard they were going to start taking away people's oxygen tanks and things like that.
Overall Satisfaction with SoonerPlan:	Very satisfied	
Age:	26-29	
Gender:	Female	
Level of Education:	Some high school, but did not graduate	

In Program:	Yes	They would not give me the patch and I was pretty angry about that.
Overall Satisfaction with SoonerPlan:	Very satisfied	
Age:	30-34	
Gender:	Female	
Level of Education:	8th grade or less	

In Program:	Yes	They are having trouble with my birth control. There's only so many birth control medicines that they are allowed to give out.
Overall Satisfaction with SoonerPlan:	Very satisfied	
Age:	26-29	
Gender:	Female	
Level of Education:	High school graduate or GED	

In Program:	Yes	Just the prescriptions.
Overall Satisfaction with SoonerPlan:	Very satisfied	
Age:	45-50	
Gender:	Female	
Level of Education:	8th grade or less	

In Program:	Yes	Cover more illnesses.
Overall Satisfaction with SoonerPlan:	Very satisfied	
Age:	21-25	
Gender:	Female	
Level of Education:	High school graduate or GED	

Q9. Is there anything you would change about SoonerPlan?

In Program:	Yes	The age limit on tubal ligations and dental visits.
Overall Satisfaction with SoonerPlan:	Very satisfied	
Age:	26-29	
Gender:	Female	
Level of Education:	High school graduate or GED	

In Program:	Yes	I would love to see more OB/GYN doctors who accept SoonerCare.
Overall Satisfaction with SoonerPlan:	Very satisfied	
Age:	21-25	
Gender:	Female	
Level of Education:	Some college or a 2-year degree	

In Program:	Yes	I wish they would cover more than just birth. I haven't received my card.
Overall Satisfaction with SoonerPlan:	Very satisfied	
Age:	No answer	
Gender:	Female	
Level of Education:	No answer	

In Program:	Yes	More information on services offered.
Overall Satisfaction with SoonerPlan:	Very satisfied	
Age:	30-34	
Gender:	Female	
Level of Education:	High school graduate or GED	

In Program:	Yes	It should be easier for girls under the age of 18 to get signed up, especially if they are mothers already.
Overall Satisfaction with SoonerPlan:	Very satisfied	
Age:	30-34	
Gender:	Female	
Level of Education:	No answer	

Q9. Is there anything you would change about SoonerPlan?

In Program:	Yes	Would like it to offer more healthcare services.
Overall Satisfaction with SoonerPlan:	Very satisfied	
Age:	30-34	
Gender:	Female	
Level of Education:	More than a 4-year college graduate	

In Program:	Yes	Just the income requirement. I think it is too low.
Overall Satisfaction with SoonerPlan:	Very satisfied	
Age:	21-25	
Gender:	Female	
Level of Education:	Some college or a 2-year degree	

In Program:	Yes	I don't have any problems, but I would like to have more dental care.
Overall Satisfaction with SoonerPlan:	Very satisfied	
Age:	26-29	
Gender:	Female	
Level of Education:	Some college or a 2-year degree	

In Program:	Yes	Add dental that would be great.
Overall Satisfaction with SoonerPlan:	Very satisfied	
Age:	26-29	
Gender:	Female	
Level of Education:	High school graduate or GED	

In Program:	Yes	More coverage for adults.
Overall Satisfaction with SoonerPlan:	Very satisfied	
Age:	30-34	
Gender:	Female	
Level of Education:	Some college or a 2-year degree	

Q9. Is there anything you would change about SoonerPlan?

In Program:	Yes	Not having to carry a card around would be nice.
Overall Satisfaction with SoonerPlan:	Very satisfied	
Age:	45-50	
Gender:	Female	
Level of Education:	4-year college graduate	

In Program:	Yes	To provide treatment for UTI infections since they are so common in women and can be life threatening if not treated.
Overall Satisfaction with SoonerPlan:	Very satisfied	
Age:	26-29	
Gender:	Female	
Level of Education:	High school graduate or GED	

In Program:	Yes	Make it easier to get sterilized.
Overall Satisfaction with SoonerPlan:	Very satisfied	
Age:	21-25	
Gender:	Female	
Level of Education:	Some high school, but did not graduate	

In Program:	Yes	It should cover regular visits to my primary care physician.
Overall Satisfaction with SoonerPlan:	Very satisfied	
Age:	26-29	
Gender:	Female	
Level of Education:	Some college or a 2-year degree	

In Program:	Yes	You should be able to keep it after your tubes have been tied.
Overall Satisfaction with SoonerPlan:	Very satisfied	
Age:	35-39	
Gender:	Female	
Level of Education:	4-year college graduate	

Q9. Is there anything you would change about SoonerPlan?

In Program:	Yes	Twice I was taken off the plan and did not know why.
Overall Satisfaction with SoonerPlan:	Very satisfied	
Age:	21-25	
Gender:	Female	
Level of Education:	High school graduate or GED	

In Program:	Yes	I would like to see mammograms covered and just most preventive exams covered.
Overall Satisfaction with SoonerPlan:	Very satisfied	
Age:	40-44	
Gender:	Female	
Level of Education:	High school graduate or GED	

In Program:	Yes	More coverage.
Overall Satisfaction with SoonerPlan:	Very satisfied	
Age:	30-34	
Gender:	Female	
Level of Education:	High school graduate or GED	

In Program:	Yes	HMO plan.
Overall Satisfaction with SoonerPlan:	Very satisfied	
Age:	35-39	
Gender:	Female	
Level of Education:	Some college or a 2-year degree	

In Program:	Yes	Just being able to get SoonerCare for myself. There is no help for middle aged people.
Overall Satisfaction with SoonerPlan:	Very satisfied	
Age:	26-29	
Gender:	Female	
Level of Education:	Some college or a 2-year degree	

Q9. Is there anything you would change about SoonerPlan?

In Program:	Yes	Everything would be covered.
Overall Satisfaction with SoonerPlan:	Very satisfied	
Age:	21-25	
Gender:	Female	
Level of Education:	High school graduate or GED	

In Program:	Yes	I just feel like they should know more about the health plan and how it works.
Overall Satisfaction with SoonerPlan:	Somewhat satisfied	
Age:	21-25	
Gender:	Female	
Level of Education:	High school graduate or GED	

In Program:	Yes	To send me my card.
Overall Satisfaction with SoonerPlan:	Somewhat satisfied	
Age:	21-25	
Gender:	Female	
Level of Education:	Some college or a 2-year degree	

In Program:	Yes	I'd like to know why we can't get the Mirena?
Overall Satisfaction with SoonerPlan:	Somewhat satisfied	
Age:	21-25	
Gender:	Female	
Level of Education:	Some college or a 2-year degree	

In Program:	Yes	I just wish that they can pay more for kids that are 18 in college. It is not fair that they pay for girls that are having a baby and not helping the kids that are trying to do something with their life!
Overall Satisfaction with SoonerPlan:	Somewhat satisfied	
Age:	19-20	
Gender:	Female	
Level of Education:	Some college or a 2-year degree	

Q9. Is there anything you would change about SoonerPlan?

In Program:	Yes	I would like for them to cover my eyeglasses.
Overall Satisfaction with SoonerPlan:	Somewhat satisfied	
Age:	21-25	
Gender:	Female	
Level of Education:	High school graduate or GED	

In Program:	Yes	Not covering prescriptions.
Overall Satisfaction with SoonerPlan:	Somewhat satisfied	
Age:	21-25	
Gender:	Female	
Level of Education:	Some college or a 2-year degree	

In Program:	Yes	Stop changing birth control. Every time I go I am on a different brand.
Overall Satisfaction with SoonerPlan:	Somewhat satisfied	
Age:	26-29	
Gender:	Female	
Level of Education:	High school graduate or GED	

In Program:	Yes	A visit to the gynecologist should be allowed for severe problems.
Overall Satisfaction with SoonerPlan:	Somewhat satisfied	
Age:	35-39	
Gender:	Female	
Level of Education:	Some college or a 2-year degree	

In Program:	Yes	The dental and the doctor visits.
Overall Satisfaction with SoonerPlan:	Somewhat satisfied	
Age:	21-25	
Gender:	Female	
Level of Education:	Some college or a 2-year degree	

Q9. Is there anything you would change about SoonerPlan?

In Program:	Yes	Need more doctors that would accept the plan.
Overall Satisfaction with SoonerPlan:	Somewhat satisfied	
Age:	40-44	
Gender:	Female	
Level of Education:	High school graduate or GED	

In Program:	Yes	Have a general plan or go to see an actual doctor.
Overall Satisfaction with SoonerPlan:	Somewhat satisfied	
Age:	26-29	
Gender:	Female	
Level of Education:	Some college or a 2-year degree	

In Program:	Yes	I just wish it covered more.
Overall Satisfaction with SoonerPlan:	Somewhat satisfied	
Age:	21-25	
Gender:	Female	
Level of Education:	High school graduate or GED	

In Program:	Yes	That women who cannot afford insurance could be covered for regular doctor check-ups other than family planning.
Overall Satisfaction with SoonerPlan:	Somewhat satisfied	
Age:	30-34	
Gender:	Female	
Level of Education:	Some college or a 2-year degree	

In Program:	Yes	Not really. Will you notify me when benefits are up?
Overall Satisfaction with SoonerPlan:	Somewhat satisfied	
Age:	21-25	
Gender:	Female	
Level of Education:	Some college or a 2-year degree	

Q9. Is there anything you would change about SoonerPlan?

In Program:	Yes	The option to receive services from another clinic other than my local health department.
Overall Satisfaction with SoonerPlan:	Somewhat satisfied	
Age:	26-29	
Gender:	Female	
Level of Education:	Some high school, but did not graduate	

In Program:	Yes	I wish the quota for doctors was higher. My doctor can't accept SoonerCare because she's at her limit of patients. If I see her it is out of pocket for me.
Overall Satisfaction with SoonerPlan:	Somewhat satisfied	
Age:	26-29	
Gender:	Female	
Level of Education:	Some college or a 2-year degree	

In Program:	Yes	I wish that there was better communication. Everything else is awesome! I just wish there was a better way to get hold of my case worker about the plan. The plan is awesome.
Overall Satisfaction with SoonerPlan:	Somewhat satisfied	
Age:	19-20	
Gender:	Female	
Level of Education:	High school graduate or GED	

In Program:	Yes	They should return phone calls sooner.
Overall Satisfaction with SoonerPlan:	Somewhat satisfied	
Age:	21-25	
Gender:	Female	
Level of Education:	8th grade or less	

In Program:	Yes	Have coverage for all people, not just women and children. My husband has no insurance.
Overall Satisfaction with SoonerPlan:	Somewhat satisfied	
Age:	30-34	
Gender:	Female	
Level of Education:	Some college or a 2-year degree	

Q9. Is there anything you would change about SoonerPlan?

In Program:	Yes	That college students be allowed health, dental, vision, until they graduate.
Overall Satisfaction with SoonerPlan:	Somewhat satisfied	
Age:	21-25	
Gender:	Female	
Level of Education:	Some college or a 2-year degree	

In Program:	Yes	Maintaining dates for shots. We had to do Depo Provera restart three times due to nurses.
Overall Satisfaction with SoonerPlan:	Somewhat satisfied	
Age:	21-25	
Gender:	Female	
Level of Education:	Some college or a 2-year degree	

In Program:	Yes	Accurate information on what is covered and what is not.
Overall Satisfaction with SoonerPlan:	Somewhat satisfied	
Age:	21-25	
Gender:	Female	
Level of Education:	High school graduate or GED	

In Program:	Yes	Would like a dental plan.
Overall Satisfaction with SoonerPlan:	Somewhat satisfied	
Age:	21-25	
Gender:	Female	
Level of Education:	High school graduate or GED	

In Program:	Yes	I would like to know what doctors accept this plan.
Overall Satisfaction with SoonerPlan:	Somewhat satisfied	
Age:	21-25	
Gender:	Female	
Level of Education:	Some college or a 2-year degree	

Q9. Is there anything you would change about SoonerPlan?

In Program:	Yes	I wish that it covered more than just family planning services.
Overall Satisfaction with SoonerPlan:	Somewhat satisfied	
Age:	21-25	
Gender:	Female	
Level of Education:	High school graduate or GED	

In Program:	Yes	I would like to be qualified to see a regular doctor and eye doctor.
Overall Satisfaction with SoonerPlan:	Somewhat satisfied	
Age:	21-25	
Gender:	Female	
Level of Education:	Some college or a 2-year degree	

In Program:	Yes	All prescribed medications should be covered.
Overall Satisfaction with SoonerPlan:	Somewhat satisfied	
Age:	26-29	
Gender:	Female	
Level of Education:	Some college or a 2-year degree	

In Program:	Yes	I really don't have anything to do with them but birth control.
Overall Satisfaction with SoonerPlan:	Somewhat satisfied	
Age:	21-25	
Gender:	Female	
Level of Education:	High school graduate or GED	

In Program:	Yes	Train employees better. Each one has a different answer for the same question.
Overall Satisfaction with SoonerPlan:	Somewhat satisfied	
Age:	45-50	
Gender:	Female	
Level of Education:	Some college or a 2-year degree	

Q9. Is there anything you would change about SoonerPlan?

In Program:	Yes	Allergic to latex. No latex free condoms. Takes a long time to be seen.
Overall Satisfaction with SoonerPlan:	Somewhat satisfied	
Age:	30-34	
Gender:	Female	
Level of Education:	Some college or a 2-year degree	

In Program:	Yes	Entire STD testing, including HIV.
Overall Satisfaction with SoonerPlan:	Somewhat satisfied	
Age:	26-29	
Gender:	Female	
Level of Education:	Some college or a 2-year degree	

In Program:	Yes	I had a lot of issues and problems with the billing for services and I kept getting billed for what should have been covered.
Overall Satisfaction with SoonerPlan:	Somewhat satisfied	
Age:	35-39	
Gender:	Female	
Level of Education:	Some college or a 2-year degree	

In Program:	Yes	Just if they tell me something, they need to come through with it. I am happy with the services and the opportunity they gave to enroll.
Overall Satisfaction with SoonerPlan:	Somewhat satisfied	
Age:	26-29	
Gender:	Female	
Level of Education:	High school graduate or GED	

In Program:	Yes	If I had known I would only be getting family planning medical I would not have turned down my medical at work. Now I don't have medical.
Overall Satisfaction with SoonerPlan:	Somewhat satisfied	
Age:	30-34	
Gender:	Female	
Level of Education:	Some college or a 2-year degree	

Q9. Is there anything you would change about SoonerPlan?

In Program:	Yes	The fact that family planning doesn't help with mental illness.
Overall Satisfaction with SoonerPlan:	Somewhat satisfied	
Age:	19-20	
Gender:	Female	
Level of Education:	Some high school, but did not graduate	

In Program:	Yes	Should include mammograms and medications.
Overall Satisfaction with SoonerPlan:	Somewhat satisfied	
Age:	40-44	
Gender:	Female	
Level of Education:	4-year college graduate	

In Program:	Yes	I feel that family planning is very important, but so is every day health. Maybe extend the services provided.
Overall Satisfaction with SoonerPlan:	Somewhat satisfied	
Age:	26-29	
Gender:	Female	
Level of Education:	High school graduate or GED	

In Program:	Yes	Should have one for people 20 and older that covers health, eyes, dental and other stuff.
Overall Satisfaction with SoonerPlan:	Somewhat satisfied	
Age:	19-20	
Gender:	Female	
Level of Education:	High school graduate or GED	

In Program:	Yes	I would give those who qualified insurance "medical" and extend it to them if there was an emergency. Emergency rooms would also be an option.
Overall Satisfaction with SoonerPlan:	Somewhat satisfied	
Age:	19-20	
Gender:	Female	
Level of Education:	High school graduate or GED	

Q9. Is there anything you would change about SoonerPlan?

In Program:	Yes	Offer more service for women's health care.
Overall Satisfaction with SoonerPlan:	Not at all satisfied	
Age:	26-29	
Gender:	Female	
Level of Education:	High school graduate or GED	

In Program:	Yes	Paying for tests that the doctors has ordered.
Overall Satisfaction with SoonerPlan:	Not at all satisfied	
Age:	26-29	
Gender:	Female	
Level of Education:	Some college or a 2-year degree	

In Program:	Yes	That we should be able to continue to have it even after we have a child. We should have a regular gynecologist rather than going to the health department.
Overall Satisfaction with SoonerPlan:	Not at all satisfied	
Age:	26-29	
Gender:	Female	
Level of Education:	Some college or a 2-year degree	

In Program:	Yes	They do not cover the doctor's visit to get birth control. Lab work is covered or getting the birth control. The fee had to be paid in advance for an annual exam in order for coverage. So lab work is covered but not the doctor's fee?
Overall Satisfaction with SoonerPlan:	Not at all satisfied	
Age:	35-39	
Gender:	Female	
Level of Education:	4-year college graduate	

In Program:	No answer	Getting my medicine or assistance with my Medicare coverage.
Overall Satisfaction with SoonerPlan:	Appropriately skipped	
Age:	51 or older	
Gender:	Female	
Level of Education:	8th grade or less	

Q9. Is there anything you would change about SoonerPlan?

In Program:	No answer	I want them to cover the drugs that are prescribed to me by my doctor.
Overall Satisfaction with SoonerPlan:	Appropriately skipped	
Age:	30-34	
Gender:	Female	
Level of Education:	4-year college graduate	

In Program:	No answer	Wait time on the phone is too long to speak to someone.
Overall Satisfaction with SoonerPlan:	Appropriately skipped	
Age:	26-29	
Gender:	Female	
Level of Education:	Some high school, but did not graduate	

In Program:	No answer	Allow health provider to fill out prescriptions if client needs them very quickly.
Overall Satisfaction with SoonerPlan:	Appropriately skipped	
Age:	35-39	
Gender:	Female	
Level of Education:	High school graduate or GED	

In Program:	No answer	Being able to see a doctor for anything when you are not pregnant.
Overall Satisfaction with SoonerPlan:	Appropriately skipped	
Age:	21-25	
Gender:	Female	
Level of Education:	High school graduate or GED	

In Program:	No	Please update your provider list. I called and got a doctor and waited for two hours only to find out they did not take that coverage.
Overall Satisfaction with SoonerPlan:	Appropriately skipped	
Age:	21-25	
Gender:	Female	
Level of Education:	Some college or a 2-year degree	

Q9. Is there anything you would change about SoonerPlan?

In Program:	No	I would like to talk to the doctor's office or clinic to reduce the waiting time in the waiting room.
Overall Satisfaction with SoonerPlan:	Appropriately skipped	
Age:	35-39	
Gender:	Female	
Level of Education:	Some college or a 2-year degree	

In Program:	No answer	Income requirements.
Overall Satisfaction with SoonerPlan:	Appropriately skipped	
Age:	26-29	
Gender:	Female	
Level of Education:	High school graduate or GED	

In Program:	No	SoonerPlan providers need to communicate everything they need for the application process before appointment.
Overall Satisfaction with SoonerPlan:	Appropriately skipped	
Age:	30-34	
Gender:	Female	
Level of Education:	Some college or a 2-year degree	

In Program:	No answer	More information on services covered.
Overall Satisfaction with SoonerPlan:	Appropriately skipped	
Age:	21-25	
Gender:	Female	
Level of Education:	4-year college graduate	

In Program:	Yes	I don't know how they got my parent's address when in fact I am a college student. They sent the letter from SoonerPlan to my parent's home instead of at my college address and that caused me a great deal of problems with my parents, including being cut off.
Overall Satisfaction with SoonerPlan:	No answer	
Age:	26-29	
Gender:	Female	
Level of Education:	4-year college graduate	

Q9. Is there anything you would change about SoonerPlan?

In Program:	Yes	More doctors in the plan.
Overall Satisfaction with SoonerPlan:	No answer	
Age:	21-25	
Gender:	Female	
Level of Education:	Some college or a 2-year degree	

In Program:	Yes	I would have it cover all women's health issues.
Overall Satisfaction with SoonerPlan:	No answer	
Age:	26-29	
Gender:	Female	
Level of Education:	Some college or a 2-year degree	

In Program:	Yes	I would like to have regular dental visits covered as part of the family plan.
Overall Satisfaction with SoonerPlan:	No answer	
Age:	45-50	
Gender:	Female	
Level of Education:	Some college or a 2-year degree	

In Program:	Yes	I would add gynecologist visits to the plan even if you are not pregnant.
Overall Satisfaction with SoonerPlan:	No answer	
Age:	19-20	
Gender:	Female	
Level of Education:	High school graduate or GED	

In Program:	Yes	Cover more of my medical needs.
Overall Satisfaction with SoonerPlan:	No answer	
Age:	19-20	
Gender:	Female	
Level of Education:	High school graduate or GED	

Q9. Is there anything you would change about SoonerPlan?

In Program:	Yes	Higher price limits on frames for glasses.
Overall Satisfaction with SoonerPlan:	No answer	
Age:	45-50	
Gender:	Female	
Level of Education:	High school graduate or GED	

In Program:	Yes	I would like to know what physicians accept SoonerCare.
Overall Satisfaction with SoonerPlan:	No answer	
Age:	21-25	
Gender:	Female	
Level of Education:	Some college or a 2-year degree	

11. Banner Tables

The tables in the following section show detailed results for each question in your survey. Responses are organized across the banner table by various member demographics. In order to aid you in viewing the data contained in these tables, the following explanation is provided.

The different categories by which the data are "sliced" are presented as column headers. Each category has a set of possible response choices that are listed immediately below the headers. The left-most column in each table is labeled "Total" and shows results for the entire set of valid responses.

On the left side of the page, you will see two row headers: "TOTAL" and "No Answer." "TOTAL" represents how many of the total respondents provided valid answers to the given question. "No Answer" is the number of individuals who did not respond to the question, even though they were eligible to do so.

The reader will notice that, in some cases, a survey response choice shows the number of respondents providing that answer, but with no percentage shown. These response options are considered not-valid responses by standard analytical practice, and are therefore omitted from the percentage calculations. An example banner table is presented below.

EXAMPLE ONLY	TOTAL	Child	Adult
	(A)	(B)	(C)
Total Eligible	433[1]	22	407
Total Valid Responses	429[2] 100.0%	22 100.0%	403 100.0%
No Answer	4[3]	-	4
Yes	198 46.2%	6 27.3%	189 46.9% B[4]
No	231 53.8%	16 72.7 c[5]	214 53.1%

1. For the example question, 433 respondents were eligible to answer. For questions asked of all respondents, this figure will equal the number of complete surveys. In other cases, it will equal the number of appropriate responses to a gate question. Gate questions are those that filter out respondents who would not logically be able to answer follow-up questions. For example, a person who says that they did not call after hours would not be able to answer the after-hours questions, and so they are filtered out of the response set for the rating question.

2. Of those who were eligible to answer this question, 429 provided valid responses.

3. Four respondents – all Adults – who were eligible to answer the question did not provide an answer.

4. Adults provided a significantly higher percentage of “Yes” responses than did the respondents for Children. The “B” below the percentage refers to the group in column B (“Child”) and signifies that the 46.9% is significantly different (higher) than the 27.3%. Because the “B” is capitalized, we know that the difference is significant at the 95% level.

5. “Child” provided a significantly higher percentage of “No” responses. Similar to the previous note, the “c” refers to the group in column C (“Adult”). Because the “c” is lower case, we know that the difference is significant at the 90% confidence level.

Oklahoma Health Care Authority
SoonerPlan Family Planning Program Member Satisfaction Survey (97314)

TABLE OF CONTENTS

Demographics

Page 1.....Q1. Our records show that you are now in the SoonerPlan Family Planning Program or you were in SoonerPlan within the last 12 months. Is that right?

Page 2.....Q2. How did you learn about the SoonerPlan Family Planning Program?

Page 3.....Q3. How much of a problem, if any, did you have getting signed up for the SoonerPlan Program?

Page 4.....Q4. Think about any time that you may have spoken on the phone with SoonerPlan staff. How helpful were they?

Page 5.....Q5. A health provider is a doctor, physician assistant, or nurse you saw for SoonerPlan Family Planning services. Did SoonerPlan refer you to a health provider?

Page 6.....Q6. How satisfied were you with SoonerPlan's help when they referred you to a health provider?

Page 7.....Q7. If you had to call and complain about SoonerPlan, how respectful was the staff?

Page 8.....Q8. Overall, how satisfied were you with SoonerPlan?

Page 9.....Q10. In the last 12 months how many different health providers did you see for SoonerPlan services?

Page 10.....Q11. In the last 12 months, how many visits to health providers did you have that were directly related to the SoonerPlan Family Planning Program?

Page 11.....Q12. How long did you usually have to wait between making an appointment and getting to see the health provider?

Page 12.....Q13. How often did this health provider explain things in a way you could understand?

Page 13.....Q14. How often did this health provider show respect for what you had to say?

Page 14.....Q15. How often did this health provider spend enough time with you?

Page 15.....Q16. During your visits with this health provider, did he or she tell you there was more than one choice for your treatment or health care?

Page 16.....Q17. Did this health provider talk to you about the pros and cons of each choice for your treatment or health care?

Page 17.....Q18. How would you rate this health provider overall? Use any number from 0 to 10, where 0 is the worst health provider possible and 10 is the best health provider possible.

Page 19.....Q19. Did your SoonerPlan health provider write any prescriptions for you to get medicine at a store or pharmacy?

Page 20.....Q20. How much of a problem, if any, did you have with getting medicine at a store or pharmacy?

Page 21.....Q21. During your visit with a SoonerPlan health provider, did you get information about birth control?

Page 22.....Q22. Did you get birth control supplies during your visit?

Page 23.....Q23. Did you have lab tests (such as a Pap test, urine test, or blood test)?

Page 24.....Q24. Did you get information about preventing the spread of sexually transmitted diseases?

Page 25.....Q25. Pap tests are used to check for cervical cancer. Did a health provider talk to you about having a Pap test every year? (Females only)

Page 26.....Q26. Have you given birth within the last 12 months? (Females only)

Page 27.....Q27. Are you pregnant now? (Females only)

Page 28.....Q28. Have you received any letters or information in the mail about your SoonerPlan benefits?

Page 29.....Q29. How helpful was the information that you were mailed?

Page 30.....Q30. Did you know that SoonerPlan covers only family planning services?

Page 31.....Q31. Did you know that SoonerPlan and SoonerCare Choice are not the same program?

Page 32.....Q32. Did you know that you can call a toll-free phone number (800-987-7767) and ask someone if your benefits are limited to family planning services?

Page 33.....Q33. What is your age? (All Respondents)

TABLE OF CONTENTS

Page 34.....Q33. What is your age? (Repondents answering "Yes" to Q1)

Page 35.....Q34. Are you male or female? (All Respondents)

Page 36.....Q34. Are you male or female? (Repondents answering "Yes" to Q1)

Page 37.....Q35. What is the highest grade or level of school that you have completed? (All Respondents)

Page 38.....Q35. What is the highest grade or level of school that you have completed? (Repondents answering "Yes" to Q1)

Page 39.....Q36. Are you of Hispanic or Latino origin or descent? (All Respondents)

Page 40.....Q36. Are you of Hispanic or Latino origin or descent? (Repondents answering "Yes" to Q1)

Page 41.....Q37. What is your race? (Please mark one or more) (All Respondents)

Page 42.....Q37. What is your race? (Please mark one or more)(Repondents answering "Yes" to Q1)

Oklahoma Health Care Authority
SoonerPlan Family Planning Program Member Satisfaction Survey (97314)

Q1. Our records show that you are now in the SoonerPlan Family Planning Program or you were in SoonerPlan within the last 12 months. Is that right?

		MEDIUM BY WHICH YOU LEARNED ABOUT PROGRAM (Q2)							AGE (Q33)				GENDER (Q34)		EDUCATION (Q35)		ETHNICITY (Q36)		RACE (Q37)				
	Total	Inter-net	Other Media	Family/ Friends	Flyers	Provi-der	Health Dept.	Other	19-25	26-34	35-50	51 or Older	Male	Female	HS/ GED/ Less	Some Colg/ Grad+	Hspnc/ Latino	Not Hspnc/ Latino	Asian	Am. Indian/ AK Nat.	Black/ African Am.	White	Other
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)
Total	502	4	2	63	21	71	254	35	238	176	69	4	3	490	261	219	58	419	9	58	57	343	50
Total Answering	471	4	2	63	21	71	254	35	225	165	64	2	2	460	244	206	55	394	9	54	52	323	46
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	31	-	-	-	-	-	-	-	13	11	5	2	1	30	17	13	3	25	-	4	5	20	4
Yes	460	4	2	63	21	71	254	35	217	163	63	2	2	449	237	203	54	384	8	51	49	317	44
	97.7%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	96.4%	98.8%	98.4%	100.0%	100.0%	97.6%	97.1%	98.5%	98.2%	97.5%	88.9%	94.4%	94.2%	98.1%	95.7%
												I	N										
No	11	-	-	-	-	-	-	-	8	2	1	-	-	11	7	3	1	10	1	3	3	6	2
	2.3%								3.6%	1.2%	1.6%			2.4%	2.9%	1.5%	1.8%	2.5%	11.1%	5.6%	5.8%	1.9%	4.3%
Summary Rate - Yes	460	4	2	63	21	71	254	35	217	163	63	2	2	449	237	203	54	384	8	51	49	317	44
	97.7%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	96.4%	98.8%	98.4%	100.0%	100.0%	97.6%	97.1%	98.5%	98.2%	97.5%	88.9%	94.4%	94.2%	98.1%	95.7%
												I	N										

Comparison Groups: BCDEFGH/IJKL/MN/OP/QR/STUVW
Independent Z-Test for Percentages
Upper case letters indicate significance at the 95% level.
Lower case letters indicate significance at the 90% level.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Oklahoma Health Care Authority
SoonerPlan Family Planning Program Member Satisfaction Survey (97314)

Q2. How did you learn about the SoonerPlan Family Planning Program?

		MEDIUM BY WHICH YOU LEARNED ABOUT PROGRAM (Q2)							AGE (Q33)				GENDER (Q34)		EDUCATION (Q35)		ETHNICITY (Q36)		RACE (Q37)				
	Total	Inter-net	Other Media	Family/ Friends	Flyers	Provi-der	Health Dept.	Other	19-25	26-34	35-50	51 or Older	Male	Female	HS/ GED/ Less	Some Colg/ Grad+	Hspnc/ Latino	Not Hspnc/ Latino	Asian	Am. Indian/ AK Nat.	Black/ African Am.	White	Other
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)
Total	460	4	2	63	21	71	254	35	217	163	63	2	2	449	237	203	54	384	8	51	49	317	44
Total Answering	450	4	2	63	21	71	254	35	214	160	61	2	2	439	234	198	54	375	8	50	49	310	44
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	10	-	-	-	-	-	-	-	3	3	2	-	-	10	3	5	-	9	-	1	-	7	-
The Internet	4	4	-	-	-	-	-	-	2	-	1	-	-	3	1	2	2	1	-	-	1	-	2
	0.9%	100.0%							0.9%		1.6%			0.7%	0.4%	1.0%	3.7%	0.3%			2.0%		4.5%
Other media	2	-	2	-	-	-	-	-	1	1	-	-	-	2	1	1	-	2	-	1	-	1	1
	0.4%		100.0%						0.5%	0.6%				0.5%	0.4%	0.5%		0.5%		2.0%		0.3%	2.3%
Friends or family	63	-	-	63	-	-	-	-	35	20	6	-	1	62	27	34	5	55	-	6	7	46	4
	14.0%			100.0%					16.4%	12.5%	9.8%		50.0%	14.1%	11.5%	17.2%	9.3%	14.7%		12.0%	14.3%	14.8%	9.1%
																o							
Flyers in a doctor's office or clinic	21	-	-	-	21	-	-	-	9	7	5	-	-	21	8	13	3	18	-	5	3	14	3
	4.7%				100.0%				4.2%	4.4%	8.2%			4.8%	3.4%	6.6%	5.6%	4.8%		10.0%	6.1%	4.5%	6.8%
A health provider like a doctor or nurse	71	-	-	-	-	71	-	-	30	33	6	-	-	69	36	32	13	53	2	10	11	44	5
	15.8%					100.0%			14.0%	20.6%	9.8%			15.7%	15.4%	16.2%	24.1%	14.1%	25.0%	20.0%	22.4%	14.2%	11.4%
										iK													
The state or county Health Department	254	-	-	-	-	-	254	-	123	86	37	1	1	247	146	97	29	214	5	22	22	184	28
	56.4%						100.0%		57.5%	53.8%	60.7%	50.0%	50.0%	56.3%	62.4%	49.0%	53.7%	57.1%	62.5%	44.0%	44.9%	59.4%	63.6%
															P							Tu	tu
Other	35	-	-	-	-	-	-	35	14	13	6	1	-	35	15	19	2	32	1	6	5	21	1
	7.8%							100.0%	6.5%	8.1%	9.8%	50.0%		8.0%	6.4%	9.6%	3.7%	8.5%	12.5%	12.0%	10.2%	6.8%	2.3%
																				w		w	

Comparison Groups: BCDEFGH/IJKL/MN/OP/QR/STUVW
Independent Z-Test for Percentages
Upper case letters indicate significance at the 95% level.
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Oklahoma Health Care Authority
SoonerPlan Family Planning Program Member Satisfaction Survey (97314)

Q3. How much of a problem, if any, did you have getting signed up for the SoonerPlan Program?

		MEDIUM BY WHICH YOU LEARNED ABOUT PROGRAM (Q2)							AGE (Q33)				GENDER (Q34)		EDUCATION (Q35)		ETHNICITY (Q36)		RACE (Q37)				
	Total	Inter-net	Other Media	Family/ Friends	Flyers	Provi-der	Health Dept.	Other	19-25	26-34	35-50	51 or Older	Male	Female	HS/ GED/ Less	Some Colg/ Grad+	Hspnc/ Latino	Not Hspnc/ Latino	Asian	Am. Indian/ AK Nat.	Black/ African Am.	White	Other
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)
Total	460	4	2	63	21	71	254	35	217	163	63	2	2	449	237	203	54	384	8	51	49	317	44
Total Answering	457	4	2	63	21	70	252	35	216	162	62	2	2	446	236	202	54	382	8	51	49	315	43
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	3	-	-	-	-	1	2	-	1	1	1	-	-	3	1	1	-	2	-	-	-	2	1
A big problem	8	-	-	2	1	1	3	1	4	3	1	-	-	8	3	5	1	7	-	1	3	5	-
	1.8%			3.2%	4.8%	1.4%	1.2%	2.9%	1.9%	1.9%	1.6%			1.8%	1.3%	2.5%	1.9%	1.8%		2.0%	6.1%	1.6%	
A small problem	22	-	-	3	-	5	14	-	10	12	-	-	-	22	11	11	3	19	1	3	1	17	3
	4.8%			4.8%		7.1%	5.6%		4.6%	7.4%				4.9%	4.7%	5.4%	5.6%	5.0%	12.5%	5.9%	2.0%	5.4%	7.0%
Not a problem	427	4	2	58	20	64	235	34	202	147	61	2	2	416	222	186	50	356	7	47	45	293	40
	93.4%	100.0%	100.0%	92.1%	95.2%	91.4%	93.3%	97.1%	93.5%	90.7%	98.4%	100.0%	100.0%	93.3%	94.1%	92.1%	92.6%	93.2%	87.5%	92.2%	91.8%	93.0%	93.0%
		DFG	DFG								IJ	IJ	N										
Summary Rate - Not a problem	427	4	2	58	20	64	235	34	202	147	61	2	2	416	222	186	50	356	7	47	45	293	40
	93.4%	100.0%	100.0%	92.1%	95.2%	91.4%	93.3%	97.1%	93.5%	90.7%	98.4%	100.0%	100.0%	93.3%	94.1%	92.1%	92.6%	93.2%	87.5%	92.2%	91.8%	93.0%	93.0%
		DFG	DFG								IJ	IJ	N										

Comparison Groups: BCDEFGH/IJKL/MN/OP/QR/STUVW
Independent Z-Test for Percentages
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Oklahoma Health Care Authority
SoonerPlan Family Planning Program Member Satisfaction Survey (97314)

Q4. Think about any time that you may have spoken on the phone with SoonerPlan staff. How helpful were they?

		MEDIUM BY WHICH YOU LEARNED ABOUT PROGRAM (Q2)							AGE (Q33)				GENDER (Q34)		EDUCATION (Q35)		ETHNICITY (Q36)		RACE (Q37)				
	Total	Inter-net	Other Media	Family/ Friends	Flyers	Provi-der	Health Dept.	Other	19-25	26-34	35-50	51 or Older	Male	Female	HS/ GED/ Less	Some Colg/ Grad+	Hspnc/ Latino	Not Hspnc/ Latino	Asian	Am. Indian/ AK Nat.	Black/ African Am.	White	Other
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)
Total	460	4	2	63	21	71	254	35	217	163	63	2	2	449	237	203	54	384	8	51	49	317	44
Total Answering	210 100.0%	4 100.0%	2 100.0%	37 100.0%	9 100.0%	34 100.0%	109 100.0%	11 100.0%	93 100.0%	78 100.0%	31 100.0%	-	-	205 100.0%	105 100.0%	95 100.0%	21 100.0%	178 100.0%	5 100.0%	25 100.0%	24 100.0%	146 100.0%	22 100.0%
No Answer	1	-	-	-	-	-	1	-	-	-	1	-	-	1	1	-	-	1	-	-	-	1	-
Not at all helpful	10 4.8%	-	-	5 13.5% fg	-	1 2.9%	4 3.7%	-	3 3.2%	3 3.8%	3 9.7%	-	-	10 4.9%	4 3.8%	5 5.3%	1 4.8%	7 3.9%	-	-	1 4.2%	9 6.2%	-
Somewhat helpful	51 24.3%	3 75.0% DFGH	-	10 27.0%	4 44.4% f	5 14.7%	26 23.9%	2 18.2%	26 28.0%	16 20.5%	8 25.8%	-	-	51 24.9%	26 24.8%	24 25.3%	5 23.8%	43 24.2%	1 20.0%	10 40.0% v	8 33.3%	33 22.6%	7 31.8%
Very helpful	149 71.0%	1 25.0%	2 100.0% BDEFG	22 59.5%	5 55.6%	28 82.4% BD	79 72.5% B	9 81.8% B	64 68.8%	59 75.6%	20 64.5%	-	-	144 70.2%	75 71.4%	66 69.5%	15 71.4%	128 71.9%	4 80.0%	15 60.0%	15 62.5%	104 71.2%	15 68.2%
Have not spoken to anyone on the phone from SoonerPlan	249	-	-	26	12	37	144	24	124	85	31	2	2	243	131	108	33	205	3	26	25	170	22
Summary Rate - Very helpful	149 71.0%	1 25.0%	2 100.0% BDEFG	22 59.5%	5 55.6%	28 82.4% BD	79 72.5% B	9 81.8% B	64 68.8%	59 75.6%	20 64.5%	-	-	144 70.2%	75 71.4%	66 69.5%	15 71.4%	128 71.9%	4 80.0%	15 60.0%	15 62.5%	104 71.2%	15 68.2%

Comparison Groups: BCDEFGH/IJKL/MN/OP/QR/STUVW
Independent Z-Test for Percentages
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Oklahoma Health Care Authority
SoonerPlan Family Planning Program Member Satisfaction Survey (97314)

Q5. A health provider is a doctor, physician assistant, or nurse you saw for SoonerPlan Family Planning services. Did SoonerPlan refer you to a health provider?

		MEDIUM BY WHICH YOU LEARNED ABOUT PROGRAM (Q2)							AGE (Q33)				GENDER (Q34)		EDUCATION (Q35)		ETHNICITY (Q36)		RACE (Q37)				
	Total	Inter-net	Other Media	Family/ Friends	Flyers	Provi-der	Health Dept.	Other	19-25	26-34	35-50	51 or Older	Male	Female	HS/ GED/ Less	Some Colg/ Grad+	Hspnc/ Latino	Not Hspnc/ Latino	Asian	Am. Indian/ AK Nat.	Black/ African Am.	White	Other
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)
Total	460	4	2	63	21	71	254	35	217	163	63	2	2	449	237	203	54	384	8	51	49	317	44
Total Answering	453	4	2	61	21	70	252	34	213	163	63	1	2	442	234	201	51	381	8	49	47	312	42
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	7	-	-	2	-	1	2	1	4	-	-	1	-	7	3	2	3	3	-	2	2	5	2
Yes	140	1	1	28	6	18	75	9	58	51	22	1	-	135	80	51	17	114	2	20	15	89	19
	30.9%	25.0%	50.0%	45.9%	28.6%	25.7%	29.8%	26.5%	27.2%	31.3%	34.9%	100.0%		30.5%	34.2%	25.4%	33.3%	29.9%	25.0%	40.8%	31.9%	28.5%	45.2%
				FGH								IJK			P								V
No	313	3	1	33	15	52	177	25	155	112	41	-	2	307	154	150	34	267	6	29	32	223	23
	69.1%	75.0%	50.0%	54.1%	71.4%	74.3%	70.2%	73.5%	72.8%	68.7%	65.1%		100.0%	69.5%	65.8%	74.6%	66.7%	70.1%	75.0%	59.2%	68.1%	71.5%	54.8%
						D	D	D					N			O						W	
Summary Rate - Yes	140	1	1	28	6	18	75	9	58	51	22	1	-	135	80	51	17	114	2	20	15	89	19
	30.9%	25.0%	50.0%	45.9%	28.6%	25.7%	29.8%	26.5%	27.2%	31.3%	34.9%	100.0%		30.5%	34.2%	25.4%	33.3%	29.9%	25.0%	40.8%	31.9%	28.5%	45.2%
				FGH								IJK			P								V

Comparison Groups: BCDEFGH/IJKL/MN/OP/QR/STUVW
Independent Z-Test for Percentages
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Oklahoma Health Care Authority
SoonerPlan Family Planning Program Member Satisfaction Survey (97314)

Q6. How satisfied were you with SoonerPlan's help when they referred you to a health provider?

		MEDIUM BY WHICH YOU LEARNED ABOUT PROGRAM (Q2)							AGE (Q33)				GENDER (Q34)		EDUCATION (Q35)		ETHNICITY (Q36)		RACE (Q37)				
	Total	Inter-net	Other Media	Family/ Friends	Flyers	Provi-der	Health Dept.	Other	19-25	26-34	35-50	51 or Older	Male	Female	HS/ GED/ Less	Some Colg/ Grad+	Hspnc/ Latino	Not Hspnc/ Latino	Asian	Am. Indian/ AK Nat.	Black/ African Am.	White	Other
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)
Total	140	1	1	28	6	18	75	9	58	51	22	1	-	135	80	51	17	114	2	20	15	89	19
Total Answering	138	1	1	28	6	18	73	9	57	50	22	1	-	133	78	51	17	112	2	20	14	88	19
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	2	-	-	-	-	-	2	-	1	1	-	-	-	2	2	-	-	2	-	-	1	1	-
Not at all satisfied	4	-	-	1	-	1	2	-	4	-	-	-	-	4	3	1	-	4	-	-	1	3	-
	2.9%			3.6%		5.6%	2.7%		7.0%					3.0%	3.8%	2.0%		3.6%			7.1%	3.4%	
Somewhat satisfied	31	-	-	7	1	7	13	2	18	11	2	-	-	31	18	12	4	25	1	5	4	20	5
	22.5%			25.0%	16.7%	38.9%	17.8%	22.2%	31.6%	22.0%	9.1%			23.3%	23.1%	23.5%	23.5%	22.3%	50.0%	25.0%	28.6%	22.7%	26.3%
						g			K														
Very satisfied	103	1	1	20	5	10	58	7	35	39	20	1	-	98	57	38	13	83	1	15	9	65	14
	74.6%	100.0%	100.0%	71.4%	83.3%	55.6%	79.5%	77.8%	61.4%	78.0%	90.9%	100.0%		73.7%	73.1%	74.5%	76.5%	74.1%	50.0%	75.0%	64.3%	73.9%	73.7%
		DFG	DFG				f			i	I	IJ											
Summary Rate - Very satisfied	103	1	1	20	5	10	58	7	35	39	20	1	-	98	57	38	13	83	1	15	9	65	14
	74.6%	100.0%	100.0%	71.4%	83.3%	55.6%	79.5%	77.8%	61.4%	78.0%	90.9%	100.0%		73.7%	73.1%	74.5%	76.5%	74.1%	50.0%	75.0%	64.3%	73.9%	73.7%
		DFG	DFG				f			i	I	IJ											

Comparison Groups: BCDEFGH/IJKL/MN/OP/QR/STUVW
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Oklahoma Health Care Authority
SoonerPlan Family Planning Program Member Satisfaction Survey (97314)

Q7. If you had to call and complain about SoonerPlan, how respectful was the staff?

		MEDIUM BY WHICH YOU LEARNED ABOUT PROGRAM (Q2)							AGE (Q33)				GENDER (Q34)		EDUCATION (Q35)		ETHNICITY (Q36)		RACE (Q37)				
	Total	Inter-net	Other Media	Family/ Friends	Flyers	Provi-der	Health Dept.	Other	19-25	26-34	35-50	51 or Older	Male	Female	HS/ GED/ Less	Some Colg/ Grad+	Hspnc/ Latino	Not Hspnc/ Latino	Asian	Am. Indian/ AK Nat.	Black/ African Am.	White	Other
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)
Total	460	4	2	63	21	71	254	35	217	163	63	2	2	449	237	203	54	384	8	51	49	317	44
Total Answering	46	-	1	11	-	9	22	3	22	15	8	-	-	45	25	19	5	39	-	5	4	36	8
	100.0%		100.0%	100.0%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%			100.0%	100.0%	100.0%	100.0%	100.0%		100.0%	100.0%	100.0%	100.0%
No Answer	2	-	-	-	-	-	2	-	1	-	1	-	-	2	1	1	-	2	-	-	-	2	-
Have not called to complain	412	4	1	52	21	62	230	32	194	148	54	2	2	402	211	183	49	343	8	46	45	279	36
Not at all respectful	4	-	-	2	-	-	2	-	1	1	2	-	-	4	-	4	2	1	-	-	-	2	2
	8.7%			18.2%			9.1%		4.5%	6.7%	25.0%			8.9%		21.1%	40.0% r	2.6%				5.6%	25.0%
Somewhat respectful	17	-	-	4	-	6	7	-	8	8	-	-	-	16	9	7	1	15	-	1	1	14	2
	37.0%			36.4%		66.7% g	31.8%		36.4%	53.3%				35.6%	36.0%	36.8%	20.0%	38.5%		20.0%	25.0%	38.9%	25.0%
Very respectful	25	-	1	5	-	3	13	3	13	6	6	-	-	25	16	8	2	23	-	4	3	20	4
	54.3%		100.0% DFG	45.5%		33.3%	59.1%	100.0% DFG	59.1%	40.0%	75.0% j			55.6%	64.0%	42.1%	40.0%	59.0%		80.0%	75.0%	55.6%	50.0%
Summary Rate - Very respectful	25	-	1	5	-	3	13	3	13	6	6	-	-	25	16	8	2	23	-	4	3	20	4
	54.3%		100.0% DFG	45.5%		33.3%	59.1%	100.0% DFG	59.1%	40.0%	75.0% j			55.6%	64.0%	42.1%	40.0%	59.0%		80.0%	75.0%	55.6%	50.0%

Comparison Groups: BCDEFGH/IJKL/MN/OP/QR/STUVW
Independent Z-Test for Percentages
Upper case letters indicate significance at the 95% level.
Lower case letters indicate significance at the 90% level.
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Oklahoma Health Care Authority
SoonerPlan Family Planning Program Member Satisfaction Survey (97314)

Q8. Overall, how satisfied were you with SoonerPlan?

		MEDIUM BY WHICH YOU LEARNED ABOUT PROGRAM (Q2)							AGE (Q33)				GENDER (Q34)		EDUCATION (Q35)		ETHNICITY (Q36)		RACE (Q37)				
	Total	Inter-net	Other Media	Family/ Friends	Flyers	Provi-der	Health Dept.	Other	19-25	26-34	35-50	51 or Older	Male	Female	HS/ GED/ Less	Some Colg/ Grad+	Hspnc/ Latino	Not Hspnc/ Latino	Asian	Am. Indian/ AK Nat.	Black/ African Am.	White	Other
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)
Total	460	4	2	63	21	71	254	35	217	163	63	2	2	449	237	203	54	384	8	51	49	317	44
Total Answering	443	3	2	62	21	70	241	35	207	159	60	2	2	432	229	194	54	370	8	50	47	305	42
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	17	1	-	1	-	1	13	-	10	4	3	-	-	17	8	9	-	14	-	1	2	12	2
Not at all satisfied	4	-	-	-	-	1	2	1	-	3	1	-	-	4	1	3	-	4	-	-	-	4	-
	0.9%					1.4%	0.8%	2.9%		1.9%	1.7%			0.9%	0.4%	1.5%		1.1%				1.3%	
Somewhat satisfied	85	-	-	8	3	16	49	7	50	24	11	-	-	85	42	42	9	74	1	10	10	61	7
	19.2%			12.9%	14.3%	22.9%	20.3%	20.0%	24.2%	15.1%	18.3%			19.7%	18.3%	21.6%	16.7%	20.0%	12.5%	20.0%	21.3%	20.0%	16.7%
									J														
Very satisfied	354	3	2	54	18	53	190	27	157	132	48	2	2	343	186	149	45	292	7	40	37	240	35
	79.9%	100.0%	100.0%	87.1%	85.7%	75.7%	78.8%	77.1%	75.8%	83.0%	80.0%	100.0%	100.0%	79.4%	81.2%	76.8%	83.3%	78.9%	87.5%	80.0%	78.7%	78.7%	83.3%
		DeFGH	DeFGH	fg						i		IJK	N										
Summary Rate - Very satisfied	354	3	2	54	18	53	190	27	157	132	48	2	2	343	186	149	45	292	7	40	37	240	35
	79.9%	100.0%	100.0%	87.1%	85.7%	75.7%	78.8%	77.1%	75.8%	83.0%	80.0%	100.0%	100.0%	79.4%	81.2%	76.8%	83.3%	78.9%	87.5%	80.0%	78.7%	78.7%	83.3%
		DeFGH	DeFGH	fg						i		IJK	N										

Comparison Groups: BCDEFGH/IJKL/MN/OP/QR/STUVW
Independent Z-Test for Percentages
Upper case letters indicate significance at the 95% level.
Lower case letters indicate significance at the 90% level.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Oklahoma Health Care Authority
SoonerPlan Family Planning Program Member Satisfaction Survey (97314)

Q10. In the last 12 months how many different health providers did you see for SoonerPlan services?

		MEDIUM BY WHICH YOU LEARNED ABOUT PROGRAM (Q2)							AGE (Q33)				GENDER (Q34)		EDUCATION (Q35)		ETHNICITY (Q36)		RACE (Q37)				
	Total	Inter-net	Other Media	Family/ Friends	Flyers	Provi-der	Health Dept.	Other	19-25	26-34	35-50	51 or Older	Male	Female	HS/ GED/ Less	Some Colg/ Grad+	Hspnc/ Latino	Not Hspnc/ Latino	Asian	Am. Indian/ AK Nat.	Black/ African Am.	White	Other
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)
Total	460	4	2	63	21	71	254	35	217	163	63	2	2	449	237	203	54	384	8	51	49	317	44
Total Answering	454	4	2	63	21	71	248	35	213	162	63	2	2	444	232	203	52	381	8	51	49	313	42
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	6	-	-	-	-	-	6	-	4	1	-	-	-	5	5	-	2	3	-	-	-	4	2
None	127	-	-	20	4	16	75	9	61	48	17	1	-	127	78	46	14	109	-	12	15	90	7
	28.0%			31.7%	19.0%	22.5%	30.2%	25.7%	28.6%	29.6%	27.0%	50.0%		28.6%	33.6%	22.7%	26.9%	28.6%		23.5%	30.6%	28.8%	16.7%
															P							w	
1	235	3	1	25	15	38	124	23	112	79	33	1	2	227	109	114	25	199	6	28	22	158	26
	51.8%	75.0%	50.0%	39.7%	71.4%	53.5%	50.0%	65.7%	52.6%	48.8%	52.4%	50.0%	100.0%	51.1%	47.0%	56.2%	48.1%	52.2%	75.0%	54.9%	44.9%	50.5%	61.9%
					DG			Dg					N			o			u				u
2	78	-	-	15	2	15	42	3	34	29	11	-	-	76	39	35	10	62	2	9	9	55	4
	17.2%			23.8%	9.5%	21.1%	16.9%	8.6%	16.0%	17.9%	17.5%			17.1%	16.8%	17.2%	19.2%	16.3%	25.0%	17.6%	18.4%	17.6%	9.5%
				eH		h																	
3	9	-	-	1	-	2	6	-	5	2	2	-	-	9	4	5	2	7	-	1	3	7	3
	2.0%			1.6%		2.8%	2.4%		2.3%	1.2%	3.2%			2.0%	1.7%	2.5%	3.8%	1.8%		2.0%	6.1%	2.2%	7.1%
More than 3	5	1	1	2	-	-	1	-	1	4	-	-	-	5	2	3	1	4	-	1	-	3	2
	1.1%	25.0%	50.0%	3.2%			0.4%		0.5%	2.5%				1.1%	0.9%	1.5%	1.9%	1.0%		2.0%		1.0%	4.8%
Summary Rate - One or more	327	4	2	43	17	55	173	26	152	114	46	1	2	317	154	157	38	272	8	39	34	223	35
	72.0%	100.0%	100.0%	68.3%	81.0%	77.5%	69.8%	74.3%	71.4%	70.4%	73.0%	50.0%	100.0%	71.4%	66.4%	77.3%	73.1%	71.4%	100.0%	76.5%	69.4%	71.2%	83.3%
		DEFGH	DEFGH										N			O			TUVW				v

Comparison Groups: BCDEFGH/IJKL/MN/OP/QR/STUVW
Independent Z-Test for Percentages
Upper case letters indicate significance at the 95% level.
Lower case letters indicate significance at the 90% level.
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Oklahoma Health Care Authority
SoonerPlan Family Planning Program Member Satisfaction Survey (97314)

Q11. In the last 12 months, how many visits to health providers did you have that were directly related to the SoonerPlan Family Planning Program?

		MEDIUM BY WHICH YOU LEARNED ABOUT PROGRAM (Q2)							AGE (Q33)				GENDER (Q34)		EDUCATION (Q35)		ETHNICITY (Q36)		RACE (Q37)				
	Total	Inter-net	Other Media	Family/ Friends	Flyers	Provi-der	Health Dept.	Other	19-25	26-34	35-50	51 or Older	Male	Female	HS/ GED/ Less	Some Colg/ Grad+	Hspnc/ Latino	Not Hspnc/ Latino	Asian	Am. Indian/ AK Nat.	Black/ African Am.	White	Other
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)
Total	327	4	2	43	17	55	173	26	152	114	46	1	2	317	154	157	38	272	8	39	34	223	35
Total Answering	307	3	2	39	17	55	162	22	139	112	45	1	2	299	143	153	35	258	8	34	33	214	33
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	20	1	-	4	-	-	11	4	13	2	1	-	-	18	11	4	3	14	-	5	1	9	2
1-2	196	1	1	22	13	35	100	17	90	70	32	-	2	192	87	105	22	168	7	20	19	134	21
	63.8%	33.3%	50.0%	56.4%	76.5%	63.6%	61.7%	77.3%	64.7%	62.5%	71.1%		100.0%	64.2%	60.8%	68.6%	62.9%	65.1%	87.5%	58.8%	57.6%	62.6%	63.6%
								d					N						TUVw				
3-4	76	2	-	9	2	13	47	3	32	33	7	1	-	74	37	35	9	62	1	10	8	55	8
	24.8%	66.7%		23.1%	11.8%	23.6%	29.0%	13.6%	23.0%	29.5%	15.6%	100.0%		24.7%	25.9%	22.9%	25.7%	24.0%	12.5%	29.4%	24.2%	25.7%	24.2%
		eh					Eh			K		IJK											
5-6	22	-	-	5	2	4	11	-	12	4	4	-	-	21	11	9	4	16	-	3	4	15	3
	7.2%			12.8%	11.8%	7.3%	6.8%		8.6%	3.6%	8.9%			7.0%	7.7%	5.9%	11.4%	6.2%		8.8%	12.1%	7.0%	9.1%
									j														
6 or more	13	-	1	3	-	3	4	2	5	5	2	-	-	12	8	4	-	12	-	1	2	10	1
	4.2%		50.0%	7.7%		5.5%	2.5%	9.1%	3.6%	4.5%	4.4%			4.0%	5.6%	2.6%		4.7%		2.9%	6.1%	4.7%	3.0%

Comparison Groups: BCDEFGH/IJKL/MN/OP/QR/STUVW
Independent Z-Test for Percentages
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Oklahoma Health Care Authority
SoonerPlan Family Planning Program Member Satisfaction Survey (97314)

Q12. How long did you usually have to wait between making an appointment and getting to see the health provider?

		MEDIUM BY WHICH YOU LEARNED ABOUT PROGRAM (Q2)							AGE (Q33)				GENDER (Q34)		EDUCATION (Q35)		ETHNICITY (Q36)		RACE (Q37)				
	Total	Inter-net	Other Media	Family/ Friends	Flyers	Provi-der	Health Dept.	Other	19-25	26-34	35-50	51 or Older	Male	Female	HS/ GED/ Less	Some Colg/ Grad+	Hspnc/ Latino	Not Hspnc/ Latino	Asian	Am. Indian/ AK Nat.	Black/ African Am.	White	Other
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)
Total	327	4	2	43	17	55	173	26	152	114	46	1	2	317	154	157	38	272	8	39	34	223	35
Total Answering	308	3	2	41	17	53	161	24	140	111	46	1	2	301	147	149	36	259	7	38	32	215	32
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	19	1	-	2	-	2	12	2	12	3	-	-	-	16	7	8	2	13	1	1	2	8	3
1-3 days	122	1	1	15	6	20	65	11	53	49	16	1	-	119	65	53	13	102	4	16	13	89	10
	39.6%	33.3%	50.0%	36.6%	35.3%	37.7%	40.4%	45.8%	37.9%	44.1%	34.8%	100.0% IJK		39.5%	44.2%	35.6%	36.1%	39.4%	57.1%	42.1%	40.6%	41.4%	31.2%
4-7 days	83	1	-	14	3	16	46	1	38	26	14	-	1	80	38	39	8	71	3	10	9	56	7
	26.9%	33.3%		34.1% H	17.6%	30.2% H	28.6% H	4.2%	27.1%	23.4%	30.4%		50.0%	26.6%	25.9%	26.2%	22.2%	27.4%	42.9%	26.3%	28.1%	26.0%	21.9%
8-14 days	56	-	1	10	4	6	26	7	26	17	11	-	1	55	25	29	6	48	-	5	5	39	9
	18.2%		50.0%	24.4%	23.5%	11.3%	16.1%	29.2% f	18.6%	15.3%	23.9%		50.0%	18.3%	17.0%	19.5%	16.7%	18.5%		13.2%	15.6%	18.1%	28.1%
15-21 days	14	1	-	-	1	3	8	1	9	4	1	-	-	14	6	8	3	11	-	-	2	10	1
	4.5%	33.3%			5.9%	5.7%	5.0%	4.2%	6.4%	3.6%	2.2%			4.7%	4.1%	5.4%	8.3%	4.2%			6.2%	4.7%	3.1%
More than 21 days	33	-	-	2	3	8	16	4	14	15	4	-	-	33	13	20	6	27	-	7	3	21	5
	10.7%			4.9%	17.6%	15.1% d	9.9%	16.7%	10.0%	13.5%	8.7%			11.0%	8.8%	13.4%	16.7%	10.4%		18.4%	9.4%	9.8%	15.6%
Summary Rate - 21 days or less	275	3	2	39	14	45	145	20	126	96	42	1	2	268	134	129	30	232	7	31	29	194	27
	89.3%	100.0% eFGH	100.0% eFGH	95.1% f	82.4%	84.9%	90.1%	83.3%	90.0%	86.5%	91.3%	100.0% IJK	100.0% N	89.0%	91.2%	86.6%	83.3%	89.6%	100.0% TuVW	81.6%	90.6%	90.2%	84.4%

Comparison Groups: BCDEFGH/IJKL/MN/OP/QR/STUVW
Independent Z-Test for Percentages
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Oklahoma Health Care Authority
SoonerPlan Family Planning Program Member Satisfaction Survey (97314)

Q13. How often did this health provider explain things in a way you could understand?

		MEDIUM BY WHICH YOU LEARNED ABOUT PROGRAM (Q2)							AGE (Q33)				GENDER (Q34)		EDUCATION (Q35)		ETHNICITY (Q36)		RACE (Q37)				
	Total	Inter-net	Other Media	Family/ Friends	Flyers	Provi-der	Health Dept.	Other	19-25	26-34	35-50	51 or Older	Male	Female	HS/ GED/ Less	Some Colg/ Grad+	Hspnc/ Latino	Not Hspnc/ Latino	Asian	Am. Indian/ AK Nat.	Black/ African Am.	White	Other
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)
Total	327	4	2	43	17	55	173	26	152	114	46	1	2	317	154	157	38	272	8	39	34	223	35
Total Answering	315	3	2	43	17	54	166	24	149	112	45	1	2	310	152	153	36	268	8	39	33	219	34
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	12	1	-	-	-	1	7	2	3	2	1	-	-	7	2	4	2	4	-	-	1	4	1
Never	3	-	-	-	1	1	1	-	1	2	-	-	-	3	1	2	-	3	-	-	-	3	-
	1.0%				5.9%	1.9%	0.6%		0.7%	1.8%				1.0%	0.7%	1.3%		1.1%				1.4%	
Sometimes	19	-	-	6	2	2	8	1	12	4	3	-	-	19	11	8	5	13	1	2	3	11	2
	6.0%			14.0%	11.8%	3.7%	4.8%	4.2%	8.1%	3.6%	6.7%			6.1%	7.2%	5.2%	13.9%	4.9%	12.5%	5.1%	9.1%	5.0%	5.9%
				fg																			
Usually	56	-	-	4	2	13	35	2	33	18	4	-	1	54	27	28	7	47	1	9	6	39	6
	17.8%			9.3%	11.8%	24.1%	21.1%	8.3%	22.1%	16.1%	8.9%		50.0%	17.4%	17.8%	18.3%	19.4%	17.5%	12.5%	23.1%	18.2%	17.8%	17.6%
						Dh	DH		K														
Always	237	3	2	33	12	38	122	21	103	88	38	1	1	234	113	115	24	205	6	28	24	166	26
	75.2%	100.0%	100.0%	76.7%	70.6%	70.4%	73.5%	87.5%	69.1%	78.6%	84.4%	100.0%	50.0%	75.5%	74.3%	75.2%	66.7%	76.5%	75.0%	71.8%	72.7%	75.8%	76.5%
		DEFGh	DEFGh					fg		i	I	IJK											
Summary Rate - Usually/ Always	293	3	2	37	14	51	157	23	136	106	42	1	2	288	140	143	31	252	7	37	30	205	32
	93.0%	100.0%	100.0%	86.0%	82.4%	94.4%	94.6%	95.8%	91.3%	94.6%	93.3%	100.0%	100.0%	92.9%	92.1%	93.5%	86.1%	94.0%	87.5%	94.9%	90.9%	93.6%	94.1%
		DefG	DefG									IJk	N										

Comparison Groups: BCDEFGH/IJKL/MN/OP/QR/STUVW
Independent Z-Test for Percentages
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Oklahoma Health Care Authority
SoonerPlan Family Planning Program Member Satisfaction Survey (97314)

Q14. How often did this health provider show respect for what you had to say?

		MEDIUM BY WHICH YOU LEARNED ABOUT PROGRAM (Q2)							AGE (Q33)				GENDER (Q34)		EDUCATION (Q35)		ETHNICITY (Q36)		RACE (Q37)				
	Total	Inter-net	Other Media	Family/ Friends	Flyers	Provi-der	Health Dept.	Other	19-25	26-34	35-50	51 or Older	Male	Female	HS/ GED/ Less	Some Colg/ Grad+	Hspnc/ Latino	Not Hspnc/ Latino	Asian	Am. Indian/ AK Nat.	Black/ African Am.	White	Other
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)
Total	327	4	2	43	17	55	173	26	152	114	46	1	2	317	154	157	38	272	8	39	34	223	35
Total Answering	312	3	2	43	17	52	163	25	147	112	45	1	2	309	151	152	37	265	7	38	32	219	35
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	15	1	-	-	-	3	10	1	5	2	1	-	-	8	3	5	1	7	1	1	2	4	-
Never	2	-	-	1	-	-	1	-	1	1	-	-	-	2	-	2	-	1	-	-	-	2	-
	0.6%			2.3%			0.6%		0.7%	0.9%				0.6%		1.3%		0.4%				0.9%	
Sometimes	24	-	-	6	1	2	13	2	13	8	3	-	-	24	11	13	4	20	1	3	3	19	4
	7.7%			14.0% f	5.9%	3.8%	8.0%	8.0%	8.8%	7.1%	6.7%			7.8%	7.3%	8.6%	10.8%	7.5%	14.3%	7.9%	9.4%	8.7%	11.4%
Usually	42	-	-	1	-	13	22	5	17	17	7	-	-	42	24	17	4	36	1	5	6	32	3
	13.5%			2.3%		25.0% Dg	13.5% D	20.0% D	11.6%	15.2%	15.6%			13.6%	15.9%	11.2%	10.8%	13.6%	14.3%	13.2%	18.8%	14.6%	8.6%
Always	244	3	2	35	16	37	127	18	116	86	35	1	2	241	116	120	29	208	5	30	23	166	28
	78.2%	100.0% DFGH	100.0% DFGH	81.4%	94.1% FGH	71.2%	77.9%	72.0%	78.9%	76.8%	77.8%	100.0% IJK	100.0% N	78.0%	76.8%	78.9%	78.4%	78.5%	71.4%	78.9%	71.9%	75.8%	80.0%
Summary Rate - Usually/ Always	286	3	2	36	16	50	149	23	133	103	42	1	2	283	140	137	33	244	6	35	29	198	31
	91.7%	100.0% DG	100.0% DG	83.7%	94.1%	96.2% D	91.4%	92.0%	90.5%	92.0%	93.3%	100.0% IJk	100.0% N	91.6%	92.7%	90.1%	89.2%	92.1%	85.7%	92.1%	90.6%	90.4%	88.6%

Comparison Groups: BCDEFGH/IJKL/MN/OP/QR/STUVW
Independent Z-Test for Percentages
Upper case letters indicate significance at the 95% level.
Lower case letters indicate significance at the 90% level.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Oklahoma Health Care Authority
SoonerPlan Family Planning Program Member Satisfaction Survey (97314)

Q15. How often did this health provider spend enough time with you?

		MEDIUM BY WHICH YOU LEARNED ABOUT PROGRAM (Q2)							AGE (Q33)				GENDER (Q34)		EDUCATION (Q35)		ETHNICITY (Q36)		RACE (Q37)				
	Total	Inter-net	Other Media	Family/ Friends	Flyers	Provi-der	Health Dept.	Other	19-25	26-34	35-50	51 or Older	Male	Female	HS/ GED/ Less	Some Colg/ Grad+	Hspnc/ Latino	Not Hspnc/ Latino	Asian	Am. Indian/ AK Nat.	Black/ African Am.	White	Other
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)
Total	327	4	2	43	17	55	173	26	152	114	46	1	2	317	154	157	38	272	8	39	34	223	35
Total Answering	314	3	2	42	17	51	166	26	148	112	46	1	2	311	150	155	38	267	8	39	33	218	35
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	13	1	-	1	-	4	7	-	4	2	-	-	-	6	4	2	-	5	-	-	1	5	-
Never	9	-	-	1	1	-	7	-	4	4	1	-	-	9	5	4	2	7	-	2	3	5	-
	2.9%			2.4%	5.9%		4.2%		2.7%	3.6%	2.2%			2.9%	3.3%	2.6%	5.3%	2.6%		5.1%	9.1%	2.3%	
Sometimes	28	-	-	5	1	7	12	3	17	7	4	-	-	28	13	15	3	24	1	1	2	24	3
	8.9%			11.9%	5.9%	13.7%	7.2%	11.5%	11.5%	6.2%	8.7%			9.0%	8.7%	9.7%	7.9%	9.0%	12.5%	2.6%	6.1%	11.0% T	8.6%
Usually	68	1	1	7	2	11	37	7	32	26	8	-	1	67	35	31	10	56	3	11	9	43	10
	21.7%	33.3%	50.0%	16.7%	11.8%	21.6%	22.3%	26.9%	21.6%	23.2%	17.4%		50.0%	21.5%	23.3%	20.0%	26.3%	21.0%	37.5%	28.2%	27.3%	19.7%	28.6%
Always	209	2	1	29	13	33	110	16	95	75	33	1	1	207	97	105	23	180	4	25	19	146	22
	66.6%	66.7%	50.0%	69.0%	76.5%	64.7%	66.3%	61.5%	64.2%	67.0%	71.7%	100.0% IJK	50.0%	66.6%	64.7%	67.7%	60.5%	67.4%	50.0%	64.1%	57.6%	67.0%	62.9%
Summary Rate - Usually/ Always	277	3	2	36	15	44	147	23	127	101	41	1	2	274	132	136	33	236	7	36	28	189	32
	88.2%	100.0% DFGh	100.0% DFGh	85.7%	88.2%	86.3%	88.6%	88.5%	85.8%	90.2%	89.1%	100.0% IJK	100.0% N	88.1%	88.0%	87.7%	86.8%	88.4%	87.5%	92.3%	84.8%	86.7%	91.4%

Comparison Groups: BCDEFGH/IJKL/MN/OP/QR/STUVW
Independent Z-Test for Percentages
Upper case letters indicate significance at the 95% level.
Lower case letters indicate significance at the 90% level.
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Oklahoma Health Care Authority
SoonerPlan Family Planning Program Member Satisfaction Survey (97314)

Q16. During your visits with this health provider, did he or she tell you there was more than one choice for your treatment or health care?

		MEDIUM BY WHICH YOU LEARNED ABOUT PROGRAM (Q2)							AGE (Q33)				GENDER (Q34)		EDUCATION (Q35)		ETHNICITY (Q36)		RACE (Q37)				
	Total	Inter-net	Other Media	Family/ Friends	Flyers	Provi-der	Health Dept.	Other	19-25	26-34	35-50	51 or Older	Male	Female	HS/ GED/ Less	Some Colg/ Grad+	Hspnc/ Latino	Not Hspnc/ Latino	Asian	Am. Indian/ AK Nat.	Black/ African Am.	White	Other
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)
Total	327	4	2	43	17	55	173	26	152	114	46	1	2	317	154	157	38	272	8	39	34	223	35
Total Answering	292	3	2	43	17	45	155	21	143	103	40	1	2	289	142	144	36	249	5	36	28	202	33
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	35	1	-	-	-	10	18	5	9	11	6	-	-	28	12	13	2	23	3	3	6	21	2
Yes	184	3	1	30	11	26	100	11	94	63	24	1	-	183	92	90	24	156	3	18	16	135	24
	63.0%	100.0%	50.0%	69.8%	64.7%	57.8%	64.5%	52.4%	65.7%	61.2%	60.0%	100.0%		63.3%	64.8%	62.5%	66.7%	62.7%	60.0%	50.0%	57.1%	66.8%	72.7%
		DEFGH										IJK										t	T
No	108	-	1	13	6	19	55	10	49	40	16	-	2	106	50	54	12	93	2	18	12	67	9
	37.0%		50.0%	30.2%	35.3%	42.2%	35.5%	47.6%	34.3%	38.8%	40.0%		100.0%	36.7%	35.2%	37.5%	33.3%	37.3%	40.0%	50.0%	42.9%	33.2%	27.3%
													N							vW			
Summary Rate - Yes	184	3	1	30	11	26	100	11	94	63	24	1	-	183	92	90	24	156	3	18	16	135	24
	63.0%	100.0%	50.0%	69.8%	64.7%	57.8%	64.5%	52.4%	65.7%	61.2%	60.0%	100.0%		63.3%	64.8%	62.5%	66.7%	62.7%	60.0%	50.0%	57.1%	66.8%	72.7%
		DEFGH										IJK										t	T

Comparison Groups: BCDEFGH/IJKL/MN/OP/QR/STUVW
Independent Z-Test for Percentages
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Oklahoma Health Care Authority
SoonerPlan Family Planning Program Member Satisfaction Survey (97314)

Q17. Did this health provider talk to you about the pros and cons of each choice for your treatment or health care?

		MEDIUM BY WHICH YOU LEARNED ABOUT PROGRAM (Q2)							AGE (Q33)				GENDER (Q34)		EDUCATION (Q35)		ETHNICITY (Q36)		RACE (Q37)				
	Total	Inter-net	Other Media	Family/ Friends	Flyers	Provi-der	Health Dept.	Other	19-25	26-34	35-50	51 or Older	Male	Female	HS/ GED/ Less	Some Colg/ Grad+	Hspnc/ Latino	Not Hspnc/ Latino	Asian	Am. Indian/ AK Nat.	Black/ African Am.	White	Other
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)
Total	184	3	1	30	11	26	100	11	94	63	24	1	-	183	92	90	24	156	3	18	16	135	24
Total Answering	179	3	1	29	10	25	99	10	91	63	22	1	-	178	89	88	22	153	3	17	15	132	23
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	5	-	-	1	1	1	1	1	3	-	2	-	-	5	3	2	2	3	-	1	1	3	1
Yes	169	3	1	27	9	25	92	10	86	58	22	1	-	168	83	84	21	144	3	16	15	125	21
	94.4%	100.0%	100.0%	93.1%	90.0%	100.0%	92.9%	100.0%	94.5%	92.1%	100.0%	100.0%		94.4%	93.3%	95.5%	95.5%	94.1%	100.0%	94.1%	100.0%	94.7%	91.3%
		G	G			G		G			IJ	IJ							V		V		
No	10	-	-	2	1	-	7	-	5	5	-	-	-	10	6	4	1	9	-	1	-	7	2
	5.6%			6.9%	10.0%		7.1%		5.5%	7.9%				5.6%	6.7%	4.5%	4.5%	5.9%		5.9%		5.3%	8.7%
Summary Rate - Yes	169	3	1	27	9	25	92	10	86	58	22	1	-	168	83	84	21	144	3	16	15	125	21
	94.4%	100.0%	100.0%	93.1%	90.0%	100.0%	92.9%	100.0%	94.5%	92.1%	100.0%	100.0%		94.4%	93.3%	95.5%	95.5%	94.1%	100.0%	94.1%	100.0%	94.7%	91.3%
		G	G			G		G			IJ	IJ							V		V		

Comparison Groups: BCDEFGH/IJKL/MN/OP/QR/STUVW
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Oklahoma Health Care Authority
SoonerPlan Family Planning Program Member Satisfaction Survey (97314)

Q18. How would you rate this health provider overall? Use any number from 0 to 10, where 0 is the worst health provider possible and 10 is the best health provider possible.

		MEDIUM BY WHICH YOU LEARNED ABOUT PROGRAM (Q2)							AGE (Q33)				GENDER (Q34)		EDUCATION (Q35)		ETHNICITY (Q36)		RACE (Q37)				
	Total	Internet	Other Media	Family/ Friends	Flyers	Provider	Health Dept.	Other	19-25	26-34	35-50	51 or Older	Male	Female	HS/ GED/ Less	Some Colg/ Grad+	Hspnc/ Latino	Not Hspnc/ Latino	Asian	Am. Indian/ AK Nat.	Black/ African Am.	White	Other
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)
Total	327	4	2	43	17	55	173	26	152	114	46	1	2	317	154	157	38	272	8	39	34	223	35
Total Answering	317 100.0%	3 100.0%	2 100.0%	43 100.0%	17 100.0%	53 100.0%	167 100.0%	26 100.0%	150 100.0%	113 100.0%	46 100.0%	1 100.0%	2 100.0%	314 100.0%	154 100.0%	155 100.0%	38 100.0%	269 100.0%	8 100.0%	39 100.0%	34 100.0%	220 100.0%	35 100.0%
No Answer	10	1	-	-	-	2	6	-	2	1	-	-	-	3	-	2	-	3	-	-	-	3	-
10 - Best health provider possible	123 38.8%	-	1 50.0%	13 30.2%	6 35.3%	23 43.4%	68 40.7%	8 30.8%	50 33.3%	50 44.2% i	19 41.3%	-	1 50.0%	121 38.5%	71 46.1% P	47 30.3%	17 44.7%	101 37.5%	1 12.5%	13 33.3%	13 38.2% s	82 37.3% S	14 40.0% s
9	67 21.1%	1 33.3%	-	14 32.6% f	4 23.5%	9 17.0%	33 19.8%	6 23.1%	31 20.7%	23 20.4%	11 23.9%	1 100.0% IJK	-	67 21.3%	26 16.9%	40 25.8% o	7 18.4%	58 21.6%	4 50.0% v	9 23.1%	7 20.6%	44 20.0%	10 28.6%
8	62 19.6%	2 66.7% Defg	-	5 11.6%	3 17.6%	9 17.0%	33 19.8%	9 34.6% Df	36 24.0% J	14 12.4%	11 23.9%	-	-	62 19.7%	28 18.2%	33 21.3%	8 21.1%	52 19.3%	2 25.0%	4 10.3%	3 8.8%	51 23.2% TU	5 14.3%
7	22 6.9%	-	-	5 11.6%	-	3 5.7%	13 7.8%	-	12 8.0%	7 6.2%	2 4.3%	-	-	22 7.0%	12 7.8%	9 5.8%	1 2.6%	21 7.8% q	1 12.5%	6 15.4% w	5 14.7% w	14 6.4%	1 2.9%
6	18 5.7%	-	-	2 4.7%	3 17.6%	5 9.4%	5 3.0%	3 11.5%	8 5.3%	9 8.0% k	1 2.2%	-	1 50.0%	17 5.4%	7 4.5%	11 7.1%	2 5.3%	16 5.9%	-	4 10.3%	4 11.8%	12 5.5%	1 2.9%
5	14 4.4%	-	1 50.0%	-	1 5.9%	3 5.7%	9 5.4%	-	6 4.0%	7 6.2%	1 2.2%	-	-	14 4.5%	6 3.9%	8 5.2%	1 2.6%	13 4.8%	-	2 5.1%	1 2.9%	9 4.1%	3 8.6%
4	3 0.9%	-	-	2 4.7%	-	-	1 0.6%	-	1 0.7%	1 0.9%	1 2.2%	-	-	3 1.0%	1 0.6%	2 1.3%	-	3 1.1%	-	-	-	2 0.9%	1 2.9%
3	5 1.6%	-	-	2 4.7%	-	-	3 1.8%	-	3 2.0%	2 1.8%	-	-	-	5 1.6%	2 1.3%	3 1.9%	2 5.3%	2 0.7%	-	1 2.6%	-	4 1.8%	-
2	2 0.6%	-	-	-	-	1 1.9%	1 0.6%	-	2 1.3%	-	-	-	-	2 0.6%	1 0.6%	1 0.6%	-	2 0.7%	-	-	-	2 0.9%	-
1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
0 - Worst health provider possible	1 0.3%	-	-	-	-	-	1 0.6%	-	1 0.7%	-	-	-	-	1 0.3%	-	1 0.6%	-	1 0.4%	-	-	1 2.9%	-	-
Summary - 0-3	8 2.5%	-	-	2 4.7%	-	1 1.9%	5 3.0%	-	6 4.0%	2 1.8%	-	-	-	8 2.5%	3 1.9%	5 3.2%	2 5.3%	5 1.9%	-	1 2.6%	1 2.9%	6 2.7%	-

Comparison Groups: BCDEFGH/IJKL/MN/OP/QR/STUVW
Independent Z-Test for Percentages
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Oklahoma Health Care Authority
SoonerPlan Family Planning Program Member Satisfaction Survey (97314)

Q18. How would you rate this health provider overall? Use any number from 0 to 10, where 0 is the worst health provider possible and 10 is the best health provider possible.

		MEDIUM BY WHICH YOU LEARNED ABOUT PROGRAM (Q2)							AGE (Q33)				GENDER (Q34)		EDUCATION (Q35)		ETHNICITY (Q36)		RACE (Q37)				
	Total	Inter-net	Other Media	Family/ Friends	Flyers	Provi-der	Health Dept.	Other	19-25	26-34	35-50	51 or Older	Male	Female	HS/ GED/ Less	Some Colg/ Grad+	Hspnc/ Latino	Not Hspnc/ Latino	Asian	Am. Indian/ AK Nat.	Black/ African Am.	White	Other
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)
Summary - 4-7	57	-	1	9	4	11	28	3	27	24	5	-	1	56	26	30	4	53	1	12	10	37	6
	18.0%		50.0%	20.9%	23.5%	20.8%	16.8%	11.5%	18.0%	21.2%	10.9%		50.0%	17.8%	16.9%	19.4%	10.5%	19.7%	12.5%	30.8%	29.4%	16.8%	17.1%
										k								q		v			
Summary Rate - 8-10	252	3	1	32	13	41	134	23	117	87	41	1	1	250	125	120	32	211	7	26	23	177	29
	79.5%	100.0%	50.0%	74.4%	76.5%	77.4%	80.2%	88.5%	78.0%	77.0%	89.1%	100.0%	50.0%	79.6%	81.2%	77.4%	84.2%	78.4%	87.5%	66.7%	67.6%	80.5%	82.9%
		DEFGh									iJ	IJK										t	

Comparison Groups: BCDEFGH/IJKL/MN/OP/QR/STUVW
Independent Z-Test for Percentages
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Lower case letters indicate significance at the 90% level.

Oklahoma Health Care Authority
SoonerPlan Family Planning Program Member Satisfaction Survey (97314)

Q19. Did your SoonerPlan health provider write any prescriptions for you to get medicine at a store or pharmacy?

		MEDIUM BY WHICH YOU LEARNED ABOUT PROGRAM (Q2)							AGE (Q33)				GENDER (Q34)		EDUCATION (Q35)		ETHNICITY (Q36)		RACE (Q37)				
	Total	Internet	Other Media	Family/ Friends	Flyers	Provider	Health Dept.	Other	19-25	26-34	35-50	51 or Older	Male	Female	HS/ GED/ Less	Some Colg/ Grad+	Hspnc/ Latino	Not Hspnc/ Latino	Asian	Am. Indian/ AK Nat.	Black/ African Am.	White	Other
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)
Total	327	4	2	43	17	55	173	26	152	114	46	1	2	317	154	157	38	272	8	39	34	223	35
Total Answering	312	3	2	42	17	51	165	26	149	110	45	1	2	309	152	152	37	265	8	39	34	216	34
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	15	1	-	1	-	4	8	-	3	4	1	-	-	8	2	5	1	7	-	-	-	7	1
Yes	170	3	2	28	8	37	71	17	82	63	24	-	1	169	73	96	17	150	3	19	25	120	21
	54.5%	100.0%	100.0%	66.7%	47.1%	72.5%	43.0%	65.4%	55.0%	57.3%	53.3%		50.0%	54.7%	48.0%	63.2%	45.9%	56.6%	37.5%	48.7%	73.5%	55.6%	61.8%
		DEFGH	DEFGH	G		eG		G								O					sTV		
No	142	-	-	14	9	14	94	9	67	47	21	1	1	140	79	56	20	115	5	20	9	96	13
	45.5%			33.3%	52.9%	27.5%	57.0%	34.6%	45.0%	42.7%	46.7%	100.0%	50.0%	45.3%	52.0%	36.8%	54.1%	43.4%	62.5%	51.3%	26.5%	44.4%	38.2%
					f		DFH					IJK			P				u	U		U	
Summary Rate - Yes	170	3	2	28	8	37	71	17	82	63	24	-	1	169	73	96	17	150	3	19	25	120	21
	54.5%	100.0%	100.0%	66.7%	47.1%	72.5%	43.0%	65.4%	55.0%	57.3%	53.3%		50.0%	54.7%	48.0%	63.2%	45.9%	56.6%	37.5%	48.7%	73.5%	55.6%	61.8%
		DEFGH	DEFGH	G		eG		G								O					sTV		

Comparison Groups: BCDEFGH/IJKL/MN/OP/QR/STUVW
Independent Z-Test for Percentages
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Lower case letters indicate significance at the 90% level.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Oklahoma Health Care Authority
SoonerPlan Family Planning Program Member Satisfaction Survey (97314)

Q20. How much of a problem, if any, did you have with getting medicine at a store or pharmacy?

		MEDIUM BY WHICH YOU LEARNED ABOUT PROGRAM (Q2)							AGE (Q33)				GENDER (Q34)		EDUCATION (Q35)		ETHNICITY (Q36)		RACE (Q37)				
	Total	Inter-net	Other Media	Family/ Friends	Flyers	Provi-der	Health Dept.	Other	19-25	26-34	35-50	51 or Older	Male	Female	HS/ GED/ Less	Some Colg/ Grad+	Hspnc/ Latino	Not Hspnc/ Latino	Asian	Am. Indian/ AK Nat.	Black/ African Am.	White	Other
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)
Total	170	3	2	28	8	37	71	17	82	63	24	-	1	169	73	96	17	150	3	19	25	120	21
Total Answering	169	3	2	28	8	37	71	17	82	63	23	-	1	168	72	96	17	149	3	19	25	120	21
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	1	-	-	-	-	-	-	-	-	-	1	-	-	1	1	-	-	1	-	-	-	-	-
Had a big problem getting medicine	5	-	1	-	-	1	2	1	2	2	1	-	-	5	2	3	2	3	-	1	1	1	3
	3.0%		50.0%			2.7%	2.8%	5.9%	2.4%	3.2%	4.3%			3.0%	2.8%	3.1%	11.8%	2.0%		5.3%	4.0%	0.8%	14.3%
																							v
Had a small problem getting medicine	14	-	-	-	1	4	9	-	7	6	1	-	-	14	5	9	2	12	-	2	3	11	4
	8.3%				12.5%	10.8%	12.7%		8.5%	9.5%	4.3%			8.3%	6.9%	9.4%	11.8%	8.1%		10.5%	12.0%	9.2%	19.0%
Had no problem getting medicine	150	3	1	28	7	32	60	16	73	55	21	-	1	149	65	84	13	134	3	16	21	108	14
	88.8%	100.0%	50.0%	100.0%	87.5%	86.5%	84.5%	94.1%	89.0%	87.3%	91.3%		100.0%	88.7%	90.3%	87.5%	76.5%	89.9%	100.0%	84.2%	84.0%	90.0%	66.7%
		FG		FG									N						tUVW			W	
Summary Rate - Had no problem getting medicine	150	3	1	28	7	32	60	16	73	55	21	-	1	149	65	84	13	134	3	16	21	108	14
	88.8%	100.0%	50.0%	100.0%	87.5%	86.5%	84.5%	94.1%	89.0%	87.3%	91.3%		100.0%	88.7%	90.3%	87.5%	76.5%	89.9%	100.0%	84.2%	84.0%	90.0%	66.7%
		FG		FG									N						tUVW			W	

Comparison Groups: BCDEFGH/IJKL/MN/OP/QR/STUVW
Independent Z-Test for Percentages
Upper case letters indicate significance at the 95% level.
Lower case letters indicate significance at the 90% level.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Oklahoma Health Care Authority
SoonerPlan Family Planning Program Member Satisfaction Survey (97314)

Q21. During your visit with a SoonerPlan health provider, did you get information about birth control?

		MEDIUM BY WHICH YOU LEARNED ABOUT PROGRAM (Q2)							AGE (Q33)				GENDER (Q34)		EDUCATION (Q35)		ETHNICITY (Q36)		RACE (Q37)				
	Total	Inter-net	Other Media	Family/ Friends	Flyers	Provi-der	Health Dept.	Other	19-25	26-34	35-50	51 or Older	Male	Female	HS/ GED/ Less	Some Colg/ Grad+	Hspnc/ Latino	Not Hspnc/ Latino	Asian	Am. Indian/ AK Nat.	Black/ African Am.	White	Other
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)
Total	327	4	2	43	17	55	173	26	152	114	46	1	2	317	154	157	38	272	8	39	34	223	35
Total Answering	311	3	2	43	17	51	163	26	149	109	45	1	2	308	150	153	37	265	8	38	33	217	34
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	16	1	-	-	-	4	10	-	3	5	1	-	-	9	4	4	1	7	-	1	1	6	1
Yes	289	3	1	39	15	49	152	24	140	103	39	-	1	287	138	143	36	244	8	34	29	203	30
	92.9%	100.0%	50.0%	90.7%	88.2%	96.1%	93.3%	92.3%	94.0%	94.5%	86.7%		50.0%	93.2%	92.0%	93.5%	97.3%	92.1%	100.0%	89.5%	87.9%	93.5%	88.2%
		DG															r		TUVW				
No	22	-	1	4	2	2	11	2	9	6	6	1	1	21	12	10	1	21	-	4	4	14	4
	7.1%		50.0%	9.3%	11.8%	3.9%	6.7%	7.7%	6.0%	5.5%	13.3%	100.0%	50.0%	6.8%	8.0%	6.5%	2.7%	7.9%		10.5%	12.1%	6.5%	11.8%
												IJK						q					
Summary Rate - Yes	289	3	1	39	15	49	152	24	140	103	39	-	1	287	138	143	36	244	8	34	29	203	30
	92.9%	100.0%	50.0%	90.7%	88.2%	96.1%	93.3%	92.3%	94.0%	94.5%	86.7%		50.0%	93.2%	92.0%	93.5%	97.3%	92.1%	100.0%	89.5%	87.9%	93.5%	88.2%
		DG															r		TUVW				

Comparison Groups: BCDEFGH/IJKL/MN/OP/QR/STUVW
Independent Z-Test for Percentages
Upper case letters indicate significance at the 95% level.
Lower case letters indicate significance at the 90% level.
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Oklahoma Health Care Authority
SoonerPlan Family Planning Program Member Satisfaction Survey (97314)

Q22. Did you get birth control supplies during your visit?

		MEDIUM BY WHICH YOU LEARNED ABOUT PROGRAM (Q2)							AGE (Q33)				GENDER (Q34)		EDUCATION (Q35)		ETHNICITY (Q36)		RACE (Q37)				
	Total	Inter-net	Other Media	Family/ Friends	Flyers	Provi-der	Health Dept.	Other	19-25	26-34	35-50	51 or Older	Male	Female	HS/ GED/ Less	Some Colg/ Grad+	Hspnc/ Latino	Not Hspnc/ Latino	Asian	Am. Indian/ AK Nat.	Black/ African Am.	White	Other
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)
Total	327	4	2	43	17	55	173	26	152	114	46	1	2	317	154	157	38	272	8	39	34	223	35
Total Answering	312	3	2	42	17	51	164	26	148	110	46	1	2	309	153	151	36	266	8	37	34	216	34
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	15	1	-	1	-	4	9	-	4	4	-	-	-	8	1	6	2	6	-	2	-	7	1
Yes	255	3	1	31	13	45	137	19	125	89	33	1	-	254	126	121	28	217	8	24	28	182	25
	81.7%	100.0%	50.0%	73.8%	76.5%	88.2%	83.5%	73.1%	84.5%	80.9%	71.7%	100.0%		82.2%	82.4%	80.1%	77.8%	81.6%	100.0%	64.9%	82.4%	84.3%	73.5%
		DEFGH				d			k			IJK							TUVW		t	T	
No	57	-	1	11	4	6	27	7	23	21	13	-	2	55	27	30	8	49	-	13	6	34	9
	18.3%		50.0%	26.2%	23.5%	11.8%	16.5%	26.9%	15.5%	19.1%	28.3%		100.0%	17.8%	17.6%	19.9%	22.2%	18.4%		35.1%	17.6%	15.7%	26.5%
				f							i		N							uV			
Summary Rate - Yes	255	3	1	31	13	45	137	19	125	89	33	1	-	254	126	121	28	217	8	24	28	182	25
	81.7%	100.0%	50.0%	73.8%	76.5%	88.2%	83.5%	73.1%	84.5%	80.9%	71.7%	100.0%		82.2%	82.4%	80.1%	77.8%	81.6%	100.0%	64.9%	82.4%	84.3%	73.5%
		DEFGH				d			k			IJK							TUVW		t	T	

Comparison Groups: BCDEFGH/IJKL/MN/OP/QR/STUVW
Independent Z-Test for Percentages
Upper case letters indicate significance at the 95% level.
Lower case letters indicate significance at the 90% level.
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Oklahoma Health Care Authority
SoonerPlan Family Planning Program Member Satisfaction Survey (97314)

Q23. Did you have lab tests (such as a Pap test, urine test, or blood test)?

		MEDIUM BY WHICH YOU LEARNED ABOUT PROGRAM (Q2)							AGE (Q33)				GENDER (Q34)		EDUCATION (Q35)		ETHNICITY (Q36)		RACE (Q37)				
	Total	Inter-net	Other Media	Family/ Friends	Flyers	Provi-der	Health Dept.	Other	19-25	26-34	35-50	51 or Older	Male	Female	HS/ GED/ Less	Some Colg/ Grad+	Hspnc/ Latino	Not Hspnc/ Latino	Asian	Am. Indian/ AK Nat.	Black/ African Am.	White	Other
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)
Total	327	4	2	43	17	55	173	26	152	114	46	1	2	317	154	157	38	272	8	39	34	223	35
Total Answering	315	3	1	42	17	52	167	26	149	113	46	1	2	312	153	155	38	268	8	39	33	219	35
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	12	1	1	1	-	3	6	-	3	1	-	-	-	5	1	2	-	4	-	-	1	4	-
Yes	279	3	1	35	13	45	153	23	136	100	36	1	1	277	137	135	36	234	7	30	28	194	32
	88.6%	100.0%	100.0%	83.3%	76.5%	86.5%	91.6%	88.5%	91.3%	88.5%	78.3%	100.0%	50.0%	88.8%	89.5%	87.1%	94.7%	87.3%	87.5%	76.9%	84.8%	88.6%	91.4%
		DEFGh	DEFGh						K			IJK					r					t	t
No	36	-	-	7	4	7	14	3	13	13	10	-	1	35	16	20	2	34	1	9	5	25	3
	11.4%			16.7%	23.5%	13.5%	8.4%	11.5%	8.7%	11.5%	21.7%		50.0%	11.2%	10.5%	12.9%	5.3%	12.7%	12.5%	23.1%	15.2%	11.4%	8.6%
											I							q		vw			
Summary Rate - Yes	279	3	1	35	13	45	153	23	136	100	36	1	1	277	137	135	36	234	7	30	28	194	32
	88.6%	100.0%	100.0%	83.3%	76.5%	86.5%	91.6%	88.5%	91.3%	88.5%	78.3%	100.0%	50.0%	88.8%	89.5%	87.1%	94.7%	87.3%	87.5%	76.9%	84.8%	88.6%	91.4%
		DEFGh	DEFGh						K			IJK					r					t	t

Comparison Groups: BCDEFGH/IJKL/MN/OP/QR/STUVW
Independent Z-Test for Percentages
Upper case letters indicate significance at the 95% level.
Lower case letters indicate significance at the 90% level.
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Oklahoma Health Care Authority
SoonerPlan Family Planning Program Member Satisfaction Survey (97314)

Q24. Did you get information about preventing the spread of sexually transmitted diseases?

		MEDIUM BY WHICH YOU LEARNED ABOUT PROGRAM (Q2)							AGE (Q33)				GENDER (Q34)		EDUCATION (Q35)		ETHNICITY (Q36)		RACE (Q37)				
	Total	Inter-net	Other Media	Family/ Friends	Flyers	Provi-der	Health Dept.	Other	19-25	26-34	35-50	51 or Older	Male	Female	HS/ GED/ Less	Some Colg/ Grad+	Hspnc/ Latino	Not Hspnc/ Latino	Asian	Am. Indian/ AK Nat.	Black/ African Am.	White	Other
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)
Total	327	4	2	43	17	55	173	26	152	114	46	1	2	317	154	157	38	272	8	39	34	223	35
Total Answering	314	3	2	41	17	53	165	26	151	111	45	1	2	311	152	155	38	267	8	38	33	218	35
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	13	1	-	2	-	2	8	-	1	3	1	-	-	6	2	2	-	5	-	1	1	5	-
Yes	258	2	1	35	16	45	133	19	136	87	29	1	1	256	128	125	32	219	6	31	29	178	24
	82.2%	66.7%	50.0%	85.4%	94.1%	84.9%	80.6%	73.1%	90.1%	78.4%	64.4%	100.0%	50.0%	82.3%	84.2%	80.6%	84.2%	82.0%	75.0%	81.6%	87.9%	81.7%	68.6%
					GH				JK	k		IJK									W		
No	56	1	1	6	1	8	32	7	15	24	16	-	1	55	24	30	6	48	2	7	4	40	11
	17.8%	33.3%	50.0%	14.6%	5.9%	15.1%	19.4%	26.9%	9.9%	21.6%	35.6%		50.0%	17.7%	15.8%	19.4%	15.8%	18.0%	25.0%	18.4%	12.1%	18.3%	31.4%
							E	E		I	Ij												U
Summary Rate - Yes	258	2	1	35	16	45	133	19	136	87	29	1	1	256	128	125	32	219	6	31	29	178	24
	82.2%	66.7%	50.0%	85.4%	94.1%	84.9%	80.6%	73.1%	90.1%	78.4%	64.4%	100.0%	50.0%	82.3%	84.2%	80.6%	84.2%	82.0%	75.0%	81.6%	87.9%	81.7%	68.6%
					GH				JK	k		IJK									W		

Comparison Groups: BCDEFGH/IJKL/MN/OP/QR/STUVW
Independent Z-Test for Percentages
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Lower case letters indicate significance at the 90% level.
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Oklahoma Health Care Authority
SoonerPlan Family Planning Program Member Satisfaction Survey (97314)

Q25. Pap tests are used to check for cervical cancer. Did a health provider talk to you about having a Pap test every year? (Females only)

		MEDIUM BY WHICH YOU LEARNED ABOUT PROGRAM (Q2)							AGE (Q33)				GENDER (Q34)		EDUCATION (Q35)		ETHNICITY (Q36)		RACE (Q37)				
	Total	Inter-net	Other Media	Family/ Friends	Flyers	Provi-der	Health Dept.	Other	19-25	26-34	35-50	51 or Older	Male	Female	HS/ GED/ Less	Some Colg/ Grad+	Hspnc/ Latino	Not Hspnc/ Latino	Asian	Am. Indian/ AK Nat.	Black/ African Am.	White	Other
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)
Total	325	4	2	42	17	55	172	26	151	114	45	1	-	317	153	156	38	270	8	38	34	222	35
Total Answering	309	3	2	40	17	52	163	26	147	112	44	1	-	308	152	151	37	263	8	36	32	215	35
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	16	1	-	2	-	3	9	-	4	2	1	-	-	9	1	5	1	7	-	2	2	7	-
Yes	291	3	2	38	17	49	151	25	138	108	39	1	-	290	144	141	35	247	8	35	29	204	30
	94.2%	100.0%	100.0%	95.0%	100.0%	94.2%	92.6%	96.2%	93.9%	96.4%	88.6%	100.0%		94.2%	94.7%	93.4%	94.6%	93.9%	100.0%	97.2%	90.6%	94.9%	85.7%
		fG	fG		fG							IJK							uVW	w			
No	18	-	-	2	-	3	12	1	9	4	5	-	-	18	8	10	2	16	-	1	3	11	5
	5.8%			5.0%		5.8%	7.4%	3.8%	6.1%	3.6%	11.4%			5.8%	5.3%	6.6%	5.4%	6.1%		2.8%	9.4%	5.1%	14.3%
																							t
Summary Rate - Yes	291	3	2	38	17	49	151	25	138	108	39	1	-	290	144	141	35	247	8	35	29	204	30
	94.2%	100.0%	100.0%	95.0%	100.0%	94.2%	92.6%	96.2%	93.9%	96.4%	88.6%	100.0%		94.2%	94.7%	93.4%	94.6%	93.9%	100.0%	97.2%	90.6%	94.9%	85.7%
		fG	fG		fG							IJK							uVW	w			

Comparison Groups: BCDEFGH/IJKL/MN/OP/QR/STUVW
Independent Z-Test for Percentages
Upper case letters indicate significance at the 95% level.
Lower case letters indicate significance at the 90% level.
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Oklahoma Health Care Authority
SoonerPlan Family Planning Program Member Satisfaction Survey (97314)

Q26. Have you given birth within the last 12 months? (Females only)

		MEDIUM BY WHICH YOU LEARNED ABOUT PROGRAM (Q2)							AGE (Q33)				GENDER (Q34)		EDUCATION (Q35)		ETHNICITY (Q36)		RACE (Q37)				
	Total	Inter-net	Other Media	Family/ Friends	Flyers	Provi-der	Health Dept.	Other	19-25	26-34	35-50	51 or Older	Male	Female	HS/ GED/ Less	Some Colg/ Grad+	Hspnc/ Latino	Not Hspnc/ Latino	Asian	Am. Indian/ AK Nat.	Black/ African Am.	White	Other
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)
Total	458	4	2	62	21	71	253	35	216	163	62	2	-	449	236	202	54	382	8	50	49	316	44
Total Answering	444	3	2	60	21	68	246	35	213	162	62	2	-	443	234	201	54	377	8	50	49	310	44
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	14	1	-	2	-	3	7	-	3	1	-	-	-	6	2	1	-	5	-	-	-	6	-
Yes	56	1	1	8	-	10	28	6	41	15	-	-	-	56	37	19	11	44	3	7	5	41	5
	12.6%	33.3%	50.0%	13.3%		14.7%	11.4%	17.1%	19.2%	9.3%				12.6%	15.8%	9.5%	20.4%	11.7%	37.5%	14.0%	10.2%	13.2%	11.4%
									J						P								
No	388	2	1	52	21	58	218	29	172	147	62	2	-	387	197	182	43	333	5	43	44	269	39
	87.4%	66.7%	50.0%	86.7%	100.0%	85.3%	88.6%	82.9%	80.8%	90.7%	100.0%	100.0%		87.4%	84.2%	90.5%	79.6%	88.3%	62.5%	86.0%	89.8%	86.8%	88.6%
					DFGH					I	IJ	IJ				O							
Summary Rate - Yes	56	1	1	8	-	10	28	6	41	15	-	-	-	56	37	19	11	44	3	7	5	41	5
	12.6%	33.3%	50.0%	13.3%		14.7%	11.4%	17.1%	19.2%	9.3%				12.6%	15.8%	9.5%	20.4%	11.7%	37.5%	14.0%	10.2%	13.2%	11.4%
									J						P								

Comparison Groups: BCDEFGH/IJKL/MN/OP/QR/STUVW
Independent Z-Test for Percentages
Upper case letters indicate significance at the 95% level.
Lower case letters indicate significance at the 90% level.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Oklahoma Health Care Authority
SoonerPlan Family Planning Program Member Satisfaction Survey (97314)

Q27. Are you pregnant now? (Females only)

		MEDIUM BY WHICH YOU LEARNED ABOUT PROGRAM (Q2)							AGE (Q33)				GENDER (Q34)		EDUCATION (Q35)		ETHNICITY (Q36)		RACE (Q37)				
	Total	Inter-net	Other Media	Family/ Friends	Flyers	Provi-der	Health Dept.	Other	19-25	26-34	35-50	51 or Older	Male	Female	HS/ GED/ Less	Some Colg/ Grad+	Hspnc/ Latino	Not Hspnc/ Latino	Asian	Am. Indian/ AK Nat.	Black/ African Am.	White	Other
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)
Total	458	4	2	62	21	71	253	35	216	163	62	2	-	449	236	202	54	382	8	50	49	316	44
Total Answering	444	3	2	60	21	68	247	35	213	162	62	2	-	443	235	200	54	377	8	50	49	310	44
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	14	1	-	2	-	3	6	-	3	1	-	-	-	6	1	2	-	5	-	-	-	6	-
Yes	17	-	-	3	2	2	8	2	11	5	1	-	-	17	9	8	1	16	-	6	3	10	1
	3.8%			5.0%	9.5%	2.9%	3.2%	5.7%	5.2%	3.1%	1.6%			3.8%	3.8%	4.0%	1.9%	4.2%		12.0%	6.1%	3.2%	2.3%
																				vw			
No	418	3	2	56	18	66	232	33	198	156	58	2	-	417	220	191	52	353	8	42	46	293	42
	94.1%	100.0%	100.0%	93.3%	85.7%	97.1%	93.9%	94.3%	93.0%	96.3%	93.5%	100.0%		94.1%	93.6%	95.5%	96.3%	93.6%	100.0%	84.0%	93.9%	94.5%	95.5%
		DeG	DeG									IJK							TuV			T	t
Unsure	9	-	-	1	1	-	7	-	4	1	3	-	-	9	6	1	1	8	-	2	-	7	1
	2.0%			1.7%	4.8%		2.8%		1.9%	0.6%	4.8%			2.0%	2.6%	0.5%	1.9%	2.1%		4.0%		2.3%	2.3%
															p								
Summary Rate - Yes	17	-	-	3	2	2	8	2	11	5	1	-	-	17	9	8	1	16	-	6	3	10	1
	3.8%			5.0%	9.5%	2.9%	3.2%	5.7%	5.2%	3.1%	1.6%			3.8%	3.8%	4.0%	1.9%	4.2%		12.0%	6.1%	3.2%	2.3%
																				vw			

Comparison Groups: BCDEFGH/IJKL/MN/OP/QR/STUVW
Independent Z-Test for Percentages
Upper case letters indicate significance at the 95% level.
Lower case letters indicate significance at the 90% level.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Oklahoma Health Care Authority
SoonerPlan Family Planning Program Member Satisfaction Survey (97314)

Q28. Have you received any letters or information in the mail about your SoonerPlan benefits?

		MEDIUM BY WHICH YOU LEARNED ABOUT PROGRAM (Q2)							AGE (Q33)				GENDER (Q34)		EDUCATION (Q35)		ETHNICITY (Q36)		RACE (Q37)				
	Total	Inter-net	Other Media	Family/ Friends	Flyers	Provi-der	Health Dept.	Other	19-25	26-34	35-50	51 or Older	Male	Female	HS/ GED/ Less	Some Colg/ Grad+	Hspnc/ Latino	Not Hspnc/ Latino	Asian	Am. Indian/ AK Nat.	Black/ African Am.	White	Other
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)
Total	460	4	2	63	21	71	254	35	217	163	63	2	2	449	237	203	54	384	8	51	49	317	44
Total Answering	436	3	1	59	21	67	244	33	211	159	61	2	2	433	234	195	53	372	8	48	49	307	42
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	24	1	1	4	-	4	10	2	6	4	2	-	-	16	3	8	1	12	-	3	-	10	2
Yes	220	1	-	33	11	39	120	12	98	88	29	2	1	218	116	100	21	194	4	24	32	147	25
	50.5%	33.3%		55.9%	52.4%	58.2%	49.2%	36.4%	46.4%	55.3%	47.5%	100.0%	50.0%	50.3%	49.6%	51.3%	39.6%	52.2%	50.0%	50.0%	65.3%	47.9%	59.5%
				h		H				i		IJK						q			V		
No	216	2	1	26	10	28	124	21	113	71	32	-	1	215	118	95	32	178	4	24	17	160	17
	49.5%	66.7%	100.0%	44.1%	47.6%	41.8%	50.8%	63.6%	53.6%	44.7%	52.5%		50.0%	49.7%	50.4%	48.7%	60.4%	47.8%	50.0%	50.0%	34.7%	52.1%	40.5%
			DEFGH					dF	j								r					U	
Summary Rate - Yes	220	1	-	33	11	39	120	12	98	88	29	2	1	218	116	100	21	194	4	24	32	147	25
	50.5%	33.3%		55.9%	52.4%	58.2%	49.2%	36.4%	46.4%	55.3%	47.5%	100.0%	50.0%	50.3%	49.6%	51.3%	39.6%	52.2%	50.0%	50.0%	65.3%	47.9%	59.5%
				h		H				i		IJK						q			V		

Comparison Groups: BCDEFGH/IJKL/MN/OP/QR/STUVW
Independent Z-Test for Percentages
Upper case letters indicate significance at the 95% level.
Lower case letters indicate significance at the 90% level.
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Oklahoma Health Care Authority
SoonerPlan Family Planning Program Member Satisfaction Survey (97314)

Q29. How helpful was the information that you were mailed?

		MEDIUM BY WHICH YOU LEARNED ABOUT PROGRAM (Q2)							AGE (Q33)				GENDER (Q34)		EDUCATION (Q35)		ETHNICITY (Q36)		RACE (Q37)				
	Total	Inter-net	Other Media	Family/ Friends	Flyers	Provi-der	Health Dept.	Other	19-25	26-34	35-50	51 or Older	Male	Female	HS/ GED/ Less	Some Colg/ Grad+	Hspnc/ Latino	Not Hspnc/ Latino	Asian	Am. Indian/ AK Nat.	Black/ African Am.	White	Other
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)
Total	220	1	-	33	11	39	120	12	98	88	29	2	1	218	116	100	21	194	4	24	32	147	25
Total Answering	188	1	-	30	10	33	101	10	82	79	25	1	1	186	101	85	18	166	4	20	27	126	22
	100.0%	100.0%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	8	-	-	-	-	2	5	-	5	3	-	-	-	8	5	3	-	8	-	-	2	6	-
Not at all helpful	4	-	-	-	-	-	4	-	2	2	-	-	-	4	2	2	-	4	-	-	1	3	-
	2.1%						4.0%		2.4%	2.5%				2.2%	2.0%	2.4%		2.4%			3.7%	2.4%	
Somewhat helpful	65	1	-	7	2	12	39	3	30	25	10	-	-	65	24	41	4	60	3	6	10	48	5
	34.6%	100.0%		23.3%	20.0%	36.4%	38.6%	30.0%	36.6%	31.6%	40.0%			34.9%	23.8%	48.2%	22.2%	36.1%	75.0%	30.0%	37.0%	38.1%	22.7%
		DEFGH					d									O			tvW				
Very helpful	119	-	-	23	8	21	58	7	50	52	15	1	1	117	75	42	14	102	1	14	16	75	17
	63.3%			76.7%	80.0%	63.6%	57.4%	70.0%	61.0%	65.8%	60.0%	100.0%	100.0%	62.9%	74.3%	49.4%	77.8%	61.4%	25.0%	70.0%	59.3%	59.5%	77.3%
				G	g							IJK	N		P					s			Sv
Have not read it yet	24	-	-	3	1	4	14	2	11	6	4	1	-	24	10	12	3	20	-	4	3	15	3
Summary Rate - Very helpful	119	-	-	23	8	21	58	7	50	52	15	1	1	117	75	42	14	102	1	14	16	75	17
	63.3%			76.7%	80.0%	63.6%	57.4%	70.0%	61.0%	65.8%	60.0%	100.0%	100.0%	62.9%	74.3%	49.4%	77.8%	61.4%	25.0%	70.0%	59.3%	59.5%	77.3%
				G	g							IJK	N		P					s			Sv

Comparison Groups: BCDEFGH/IJKL/MN/OP/QR/STUVW
Independent Z-Test for Percentages
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Lower case letters indicate significance at the 90% level.
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Oklahoma Health Care Authority
SoonerPlan Family Planning Program Member Satisfaction Survey (97314)

Q30. Did you know that SoonerPlan covers only family planning services?

		MEDIUM BY WHICH YOU LEARNED ABOUT PROGRAM (Q2)							AGE (Q33)				GENDER (Q34)		EDUCATION (Q35)		ETHNICITY (Q36)		RACE (Q37)				
	Total	Inter-net	Other Media	Family/ Friends	Flyers	Provi-der	Health Dept.	Other	19-25	26-34	35-50	51 or Older	Male	Female	HS/ GED/ Less	Some Colg/ Grad+	Hspnc/ Latino	Not Hspnc/ Latino	Asian	Am. Indian/ AK Nat.	Black/ African Am.	White	Other
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)
Total	460	4	2	63	21	71	254	35	217	163	63	2	2	449	237	203	54	384	8	51	49	317	44
Total Answering	440	3	2	58	21	69	245	34	211	162	63	2	2	437	235	199	54	376	7	50	47	311	43
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	20	1	-	5	-	2	9	1	6	1	-	-	-	12	2	4	-	8	1	1	2	6	1
Yes	378	3	1	48	17	64	211	27	185	138	51	2	-	377	194	178	48	323	5	40	36	274	36
	85.9%	100.0%	50.0%	82.8%	81.0%	92.8%	86.1%	79.4%	87.7%	85.2%	81.0%	100.0%		86.3%	82.6%	89.4%	88.9%	85.9%	71.4%	80.0%	76.6%	88.1%	83.7%
		DEFGH				dgh						IJK				O						u	
No	62	-	1	10	4	5	34	7	26	24	12	-	2	60	41	21	6	53	2	10	11	37	7
	14.1%		50.0%	17.2%	19.0%	7.2%	13.9%	20.6%	12.3%	14.8%	19.0%		100.0%	13.7%	17.4%	10.6%	11.1%	14.1%	28.6%	20.0%	23.4%	11.9%	16.3%
				f			f	f					N		P						v		
Summary Rate - Yes	378	3	1	48	17	64	211	27	185	138	51	2	-	377	194	178	48	323	5	40	36	274	36
	85.9%	100.0%	50.0%	82.8%	81.0%	92.8%	86.1%	79.4%	87.7%	85.2%	81.0%	100.0%		86.3%	82.6%	89.4%	88.9%	85.9%	71.4%	80.0%	76.6%	88.1%	83.7%
		DEFGH				dgh						IJK				O						u	

Comparison Groups: BCDEFGH/IJKL/MN/OP/QR/STUVW
Independent Z-Test for Percentages
Upper case letters indicate significance at the 95% level.
Lower case letters indicate significance at the 90% level.
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Oklahoma Health Care Authority
SoonerPlan Family Planning Program Member Satisfaction Survey (97314)

Q31. Did you know that SoonerPlan and SoonerCare Choice are not the same program?

		MEDIUM BY WHICH YOU LEARNED ABOUT PROGRAM (Q2)							AGE (Q33)				GENDER (Q34)		EDUCATION (Q35)		ETHNICITY (Q36)		RACE (Q37)				
	Total	Inter-net	Other Media	Family/ Friends	Flyers	Provi-der	Health Dept.	Other	19-25	26-34	35-50	51 or Older	Male	Female	HS/ GED/ Less	Some Colg/ Grad+	Hspnc/ Latino	Not Hspnc/ Latino	Asian	Am. Indian/ AK Nat.	Black/ African Am.	White	Other
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)
Total	460	4	2	63	21	71	254	35	217	163	63	2	2	449	237	203	54	384	8	51	49	317	44
Total Answering	442	3	2	59	21	69	245	35	212	162	63	2	2	439	233	201	54	376	8	50	49	310	43
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	18	1	-	4	-	2	9	-	5	1	-	-	-	10	4	2	-	8	-	1	-	7	1
Yes	279	2	1	32	12	46	154	25	137	104	34	1	-	278	136	136	31	242	6	28	31	202	27
	63.1%	66.7%	50.0%	54.2%	57.1%	66.7%	62.9%	71.4%	64.6%	64.2%	54.0%	50.0%		63.3%	58.4%	67.7%	57.4%	64.4%	75.0%	56.0%	63.3%	65.2%	62.8%
								d								O							
No	163	1	1	27	9	23	91	10	75	58	29	1	2	161	97	65	23	134	2	22	18	108	16
	36.9%	33.3%	50.0%	45.8%	42.9%	33.3%	37.1%	28.6%	35.4%	35.8%	46.0%	50.0%	100.0%	36.7%	41.6%	32.3%	42.6%	35.6%	25.0%	44.0%	36.7%	34.8%	37.2%
				h									N		P								
Summary Rate - Yes	279	2	1	32	12	46	154	25	137	104	34	1	-	278	136	136	31	242	6	28	31	202	27
	63.1%	66.7%	50.0%	54.2%	57.1%	66.7%	62.9%	71.4%	64.6%	64.2%	54.0%	50.0%		63.3%	58.4%	67.7%	57.4%	64.4%	75.0%	56.0%	63.3%	65.2%	62.8%
								d								O							

Comparison Groups: BCDEFGH/IJKL/MN/OP/QR/STUVW
Independent Z-Test for Percentages
Upper case letters indicate significance at the 95% level.
Lower case letters indicate significance at the 90% level.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Oklahoma Health Care Authority
SoonerPlan Family Planning Program Member Satisfaction Survey (97314)

Q32. Did you know that you can call a toll-free phone number (800-987-7767) and ask someone if your benefits are limited to family planning services?

		MEDIUM BY WHICH YOU LEARNED ABOUT PROGRAM (Q2)							AGE (Q33)				GENDER (Q34)		EDUCATION (Q35)		ETHNICITY (Q36)		RACE (Q37)				
	Total	Inter-net	Other Media	Family/ Friends	Flyers	Provi-der	Health Dept.	Other	19-25	26-34	35-50	51 or Older	Male	Female	HS/ GED/ Less	Some Colg/ Grad+	Hspnc/ Latino	Not Hspnc/ Latino	Asian	Am. Indian/ AK Nat.	Black/ African Am.	White	Other
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)
Total	502	4	2	63	21	71	254	35	238	176	69	4	3	490	261	219	58	419	9	58	57	343	50
Total Answering	476	3	2	59	21	66	243	33	229	173	68	4	3	472	256	212	56	407	9	54	56	332	47
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	26	1	-	4	-	5	11	2	9	3	1	-	-	18	5	7	2	12	-	4	1	11	3
Yes	229	1	-	32	9	36	113	17	115	88	25	-	1	227	124	101	27	196	4	26	25	157	21
	48.1%	33.3%		54.2%	42.9%	54.5%	46.5%	51.5%	50.2%	50.9%	36.8%		33.3%	48.1%	48.4%	47.6%	48.2%	48.2%	44.4%	48.1%	44.6%	47.3%	44.7%
									K	K													
No	247	2	2	27	12	30	130	16	114	85	43	4	2	245	132	111	29	211	5	28	31	175	26
	51.9%	66.7%	100.0%	45.8%	57.1%	45.5%	53.5%	48.5%	49.8%	49.1%	63.2%	100.0%	66.7%	51.9%	51.6%	52.4%	51.8%	51.8%	55.6%	51.9%	55.4%	52.7%	55.3%
			DEFGH								IJ	IJK											
Summary Rate - Yes	229	1	-	32	9	36	113	17	115	88	25	-	1	227	124	101	27	196	4	26	25	157	21
	48.1%	33.3%		54.2%	42.9%	54.5%	46.5%	51.5%	50.2%	50.9%	36.8%		33.3%	48.1%	48.4%	47.6%	48.2%	48.2%	44.4%	48.1%	44.6%	47.3%	44.7%
									K	K													

Comparison Groups: BCDEFGH/IJKL/MN/OP/QR/STUVW
Independent Z-Test for Percentages
Upper case letters indicate significance at the 95% level.
Lower case letters indicate significance at the 90% level.
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Oklahoma Health Care Authority
SoonerPlan Family Planning Program Member Satisfaction Survey (97314)

Q33. What is your age? (All Respondents)

		MEDIUM BY WHICH YOU LEARNED ABOUT PROGRAM (Q2)							AGE (Q33)				GENDER (Q34)		EDUCATION (Q35)		ETHNICITY (Q36)		RACE (Q37)				
	Total	Inter-net	Other Media	Family/ Friends	Flyers	Provi-der	Health Dept.	Other	19-25	26-34	35-50	51 or Older	Male	Female	HS/ GED/ Less	Some Colg/ Grad+	Hspnc/ Latino	Not Hspnc/ Latino	Asian	Am. Indian/ AK Nat.	Black/ African Am.	White	Other
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)
Total	502	4	2	63	21	71	254	35	238	176	69	4	3	490	261	219	58	419	9	58	57	343	50
Total Answering	487	3	2	61	21	69	247	34	238	176	69	4	3	484	261	219	58	417	9	57	57	341	50
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	15	1	-	2	-	2	7	1	-	-	-	-	-	6	-	-	-	2	-	1	-	2	-
19-20	36	-	-	6	2	2	19	4	36	-	-	-	-	36	24	12	4	31	1	4	7	24	1
	7.4%			9.8%	9.5%	2.9%	7.7%	11.8%	15.1%					7.4%	9.2%	5.5%	6.9%	7.4%	11.1%	7.0%	12.3%	7.0%	2.0%
							f														W	W	
21-25	202	2	1	29	7	28	104	10	202	-	-	-	1	201	105	93	25	173	6	24	18	146	21
	41.5%	66.7%	50.0%	47.5%	33.3%	40.6%	42.1%	29.4%	84.9%				33.3%	41.5%	40.2%	42.5%	43.1%	41.5%	66.7%	42.1%	31.6%	42.8%	42.0%
				h															U			u	
26-29	104	-	-	14	5	23	45	9	-	104	-	-	1	103	50	53	12	90	-	10	14	75	9
	21.4%			23.0%	23.8%	33.3%	18.2%	26.5%		59.1%			33.3%	21.3%	19.2%	24.2%	20.7%	21.6%		17.5%	24.6%	22.0%	18.0%
						G																	
30-34	72	-	1	6	2	10	41	4	-	72	-	-	-	72	42	28	7	61	1	13	9	48	10
	14.8%		50.0%	9.8%	9.5%	14.5%	16.6%	11.8%		40.9%				14.9%	16.1%	12.8%	12.1%	14.6%	11.1%	22.8%	15.8%	14.1%	20.0%
35-39	37	-	-	4	5	4	17	3	-	-	37	-	1	36	16	21	6	30	1	4	6	22	4
	7.6%			6.6%	23.8%	5.8%	6.9%	8.8%			53.6%		33.3%	7.4%	6.1%	9.6%	10.3%	7.2%	11.1%	7.0%	10.5%	6.5%	8.0%
					dfg																		
40-44	13	-	-	-	-	2	7	2	-	-	13	-	-	13	11	2	2	11	-	-	-	11	2
	2.7%					2.9%	2.8%	5.9%			18.8%			2.7%	4.2%	0.9%	3.4%	2.6%				3.2%	4.0%
															P								
45-50	19	1	-	2	-	-	13	1	-	-	19	-	-	19	10	9	2	17	-	2	1	13	3
	3.9%	33.3%		3.3%			5.3%	2.9%			27.5%			3.9%	3.8%	4.1%	3.4%	4.1%		3.5%	1.8%	3.8%	6.0%
51 or older	4	-	-	-	-	-	1	1	-	-	-	4	-	4	3	1	-	4	-	-	2	2	-
	0.8%						0.4%	2.9%				100.0%		0.8%	1.1%	0.5%		1.0%			3.5%	0.6%	

Comparison Groups: BCDEFGH/IJKL/MN/OP/QR/STUVW
Independent Z-Test for Percentages
Upper case letters indicate significance at the 95% level.
Lower case letters indicate significance at the 90% level.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Oklahoma Health Care Authority
SoonerPlan Family Planning Program Member Satisfaction Survey (97314)

Q33. What is your age? (Repondents answering "Yes" to Q1)

		MEDIUM BY WHICH YOU LEARNED ABOUT PROGRAM (Q2)							AGE (Q33)				GENDER (Q34)		EDUCATION (Q35)		ETHNICITY (Q36)		RACE (Q37)				
	Total	Inter-net	Other Media	Family/ Friends	Flyers	Provi-der	Health Dept.	Other	19-25	26-34	35-50	51 or Older	Male	Female	HS/ GED/ Less	Some Colg/ Grad+	Hspnc/ Latino	Not Hspnc/ Latino	Asian	Am. Indian/ AK Nat.	Black/ African Am.	White	Other
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)
Total	460	4	2	63	21	71	254	35	217	163	63	2	2	449	237	203	54	384	8	51	49	317	44
Total Answering	445	3	2	61	21	69	247	34	217	163	63	2	2	443	237	203	54	382	8	50	49	315	44
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	15	1	-	2	-	2	7	1	-	-	-	-	-	6	-	-	-	2	-	1	-	2	-
19-20	33	-	-	6	2	2	19	4	33	-	-	-	-	33	21	12	4	28	1	4	7	21	1
	7.4%			9.8%	9.5%	2.9%	7.7% f	11.8%	15.2%					7.4%	8.9%	5.9%	7.4%	7.3%	12.5%	8.0%	14.3% W	6.7% w	2.3%
21-25	184	2	1	29	7	28	104	10	184	-	-	-	1	183	97	85	22	159	5	19	14	137	18
	41.3%	66.7%	50.0%	47.5% h	33.3%	40.6%	42.1%	29.4%	84.8%				50.0%	41.3%	40.9%	41.9%	40.7%	41.6%	62.5% u	38.0%	28.6%	43.5% U	40.9%
26-29	98	-	-	14	5	23	45	9	-	98	-	-	-	98	45	52	11	85	-	10	13	71	8
	22.0%			23.0%	23.8%	33.3% G	18.2%	26.5%		60.1%				22.1%	19.0%	25.6% o	20.4%	22.3%		20.0%	26.5%	22.5%	18.2%
30-34	65	-	1	6	2	10	41	4	-	65	-	-	-	65	40	23	7	56	1	12	7	44	8
	14.6%		50.0%	9.8%	9.5%	14.5%	16.6%	11.8%		39.9%				14.7%	16.9% p	11.3%	13.0%	14.7%	12.5%	24.0%	14.3%	14.0%	18.2%
35-39	33	-	-	4	5	4	17	3	-	-	33	-	1	32	13	20	6	26	1	4	5	19	4
	7.4%			6.6%	23.8% dfg	5.8%	6.9%	8.8%			52.4%		50.0%	7.2%	5.5%	9.9% o	11.1%	6.8%	12.5%	8.0%	10.2%	6.0%	9.1%
40-44	12	-	-	-	-	2	7	2	-	-	12	-	-	12	10	2	2	10	-	-	-	10	2
	2.7%					2.9%	2.8%	5.9%			19.0%			2.7%	4.2% P	1.0%	3.7%	2.6%				3.2%	4.5%
45-50	18	1	-	2	-	-	13	1	-	-	18	-	-	18	10	8	2	16	-	1	1	13	3
	4.0%	33.3%		3.3%			5.3%	2.9%			28.6%			4.1%	4.2%	3.9%	3.7%	4.2%		2.0%	2.0%	4.1%	6.8%
51 or older	2	-	-	-	-	-	1	1	-	-	-	2	-	2	1	1	-	2	-	-	2	-	-
	0.4%						0.4%	2.9%				100.0%		0.5%	0.4%	0.5%		0.5%			4.1%		

Comparison Groups: BCDEFGH/IJKL/MN/OP/QR/STUVW
Independent Z-Test for Percentages
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Lower case letters indicate significance at the 90% level.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Oklahoma Health Care Authority
SoonerPlan Family Planning Program Member Satisfaction Survey (97314)

Q34. Are you male or female? (All Respondents)

		MEDIUM BY WHICH YOU LEARNED ABOUT PROGRAM (Q2)							AGE (Q33)				GENDER (Q34)		EDUCATION (Q35)		ETHNICITY (Q36)		RACE (Q37)				
	Total	Inter-net	Other Media	Family/ Friends	Flyers	Provi-der	Health Dept.	Other	19-25	26-34	35-50	51 or Older	Male	Female	HS/ GED/ Less	Some Colg/ Grad+	Hspnc/ Latino	Not Hspnc/ Latino	Asian	Am. Indian/ AK Nat.	Black/ African Am.	White	Other
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)
Total	502	4	2	63	21	71	254	35	238	176	69	4	3	490	261	219	58	419	9	58	57	343	50
Total Answering	493	3	2	63	21	69	248	35	238	176	69	4	3	490	261	219	58	419	9	58	57	343	50
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	9	1	-	-	-	2	6	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Male	3	-	-	1	-	-	1	-	1	1	1	-	3	-	1	2	-	3	-	1	1	1	-
	0.6%			1.6%			0.4%		0.4%	0.6%	1.4%		100.0%		0.4%	0.9%		0.7%		1.7%	1.8%	0.3%	
Female	490	3	2	62	21	69	247	35	237	175	68	4	-	490	260	217	58	416	9	57	56	342	50
	99.4%	100.0%	100.0%	98.4%	100.0%	100.0%	99.6%	100.0%	99.6%	99.4%	98.6%	100.0%		100.0%	99.6%	99.1%	100.0%	99.3%	100.0%	98.3%	98.2%	99.7%	100.0%
																	r						

Comparison Groups: BCDEFGH/IJKL/MN/OP/QR/STUVW
Independent Z-Test for Percentages
Upper case letters indicate significance at the 95% level.
Lower case letters indicate significance at the 90% level.
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Oklahoma Health Care Authority
SoonerPlan Family Planning Program Member Satisfaction Survey (97314)

Q34. Are you male or female? (Repondents answering "Yes" to Q1)

		MEDIUM BY WHICH YOU LEARNED ABOUT PROGRAM (Q2)							AGE (Q33)				GENDER (Q34)		EDUCATION (Q35)		ETHNICITY (Q36)		RACE (Q37)				
	Total	Inter-net	Other Media	Family/ Friends	Flyers	Provi-der	Health Dept.	Other	19-25	26-34	35-50	51 or Older	Male	Female	HS/ GED/ Less	Some Colg/ Grad+	Hspnc/ Latino	Not Hspnc/ Latino	Asian	Am. Indian/ AK Nat.	Black/ African Am.	White	Other
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)
Total	460	4	2	63	21	71	254	35	217	163	63	2	2	449	237	203	54	384	8	51	49	317	44
Total Answering	451	3	2	63	21	69	248	35	217	163	63	2	2	449	237	203	54	384	8	51	49	317	44
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	9	1	-	-	-	2	6	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Male	2	-	-	1	-	-	1	-	1	-	1	-	2	-	1	1	-	2	-	1	-	1	-
	0.4%			1.6%			0.4%		0.5%		1.6%		100.0%		0.4%	0.5%		0.5%		2.0%		0.3%	
Female	449	3	2	62	21	69	247	35	216	163	62	2	-	449	236	202	54	382	8	50	49	316	44
	99.6%	100.0%	100.0%	98.4%	100.0%	100.0%	99.6%	100.0%	99.5%	100.0%	98.4%	100.0%		100.0%	99.6%	99.5%	100.0%	99.5%	100.0%	98.0%	100.0%	99.7%	100.0%

Comparison Groups: BCDEFGH/IJKL/MN/OP/QR/STUVW
Independent Z-Test for Percentages
Upper case letters indicate significance at the 95% level.
Lower case letters indicate significance at the 90% level.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Oklahoma Health Care Authority
SoonerPlan Family Planning Program Member Satisfaction Survey (97314)

Q35. What is the highest grade or level of school that you have completed? (All Respondents)

		MEDIUM BY WHICH YOU LEARNED ABOUT PROGRAM (Q2)							AGE (Q33)				GENDER (Q34)		EDUCATION (Q35)		ETHNICITY (Q36)		RACE (Q37)				
	Total	Inter-net	Other Media	Family/ Friends	Flyers	Provi-der	Health Dept.	Other	19-25	26-34	35-50	51 or Older	Male	Female	HS/ GED/ Less	Some Colg/ Grad+	Hspnc/ Latino	Not Hspnc/ Latino	Asian	Am. Indian/ AK Nat.	Black/ African Am.	White	Other
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)
Total	502	4	2	63	21	71	254	35	238	176	69	4	3	490	261	219	58	419	9	58	57	343	50
Total Answering	480	3	2	61	21	68	243	34	234	173	69	4	3	477	261	219	58	412	9	57	56	336	50
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	22	1	-	2	-	3	11	1	4	3	-	-	-	13	-	-	-	7	-	1	1	7	-
8th grade or less	12	-	-	2	-	4	4	1	5	2	4	1	-	12	12	-	6	6	-	2	-	5	3
	2.5%			3.3%		5.9%	1.6%	2.9%	2.1%	1.2%	5.8%	25.0%		2.5%	4.6%		10.3% R	1.5%		3.5%		1.5%	6.0%
Some high school, but did not graduate	43	-	-	6	1	8	24	1	19	20	4	-	-	43	43	-	12	30	1	3	5	26	6
	9.0%			9.8%	4.8%	11.8% h	9.9% H	2.9%	8.1%	11.6%	5.8%			9.0%	16.5%		20.7% R	7.3%	11.1%	5.3%	8.9%	7.7%	12.0%
High school graduate or GED	206	1	1	19	7	24	118	13	105	70	29	2	1	205	206	-	25	176	2	24	21	151	22
	42.9%	33.3%	50.0%	31.1%	33.3%	35.3%	48.6% DF	38.2%	44.9%	40.5%	42.0%	50.0%	33.3%	43.0%	78.9%		43.1%	42.7%	22.2%	42.1%	37.5%	44.9%	44.0%
Some college or a 2-year degree	177	1	1	31	10	24	80	14	90	65	21	1	2	175	-	177	13	160	2	24	26	124	13
	36.9%	33.3%	50.0%	50.8% fG	47.6%	35.3%	32.9%	41.2%	38.5%	37.6%	30.4%	25.0%	66.7%	36.7%		80.8%	22.4%	38.8% Q	22.2%	42.1% w	46.4% W	36.9%	26.0%
4-year college graduate	36	1	-	2	3	6	14	5	14	13	9	-	-	36	-	36	2	34	3	4	4	25	4
	7.5%	33.3%		3.3%	14.3%	8.8%	5.8%	14.7% d	6.0%	7.5%	13.0%			7.5%		16.4%	3.4%	8.3% q	33.3%	7.0%	7.1%	7.4%	8.0%
More than a 4-year college degree	6	-	-	1	-	2	3	-	1	3	2	-	-	6	-	6	-	6	1	-	-	5	2
	1.2%			1.6%		2.9%	1.2%		0.4%	1.7%	2.9%			1.3%		2.7%		1.5%	11.1%			1.5%	4.0%

Comparison Groups: BCDEFGH/IJKL/MN/OP/QR/STUVW
Independent Z-Test for Percentages
Upper case letters indicate significance at the 95% level.
Lower case letters indicate significance at the 90% level.
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Oklahoma Health Care Authority
SoonerPlan Family Planning Program Member Satisfaction Survey (97314)

Q35. What is the highest grade or level of school that you have completed? (Repondents answering "Yes" to Q1)

		MEDIUM BY WHICH YOU LEARNED ABOUT PROGRAM (Q2)							AGE (Q33)				GENDER (Q34)		EDUCATION (Q35)		ETHNICITY (Q36)		RACE (Q37)				
	Total	Inter-net	Other Media	Family/ Friends	Flyers	Provi-der	Health Dept.	Other	19-25	26-34	35-50	51 or Older	Male	Female	HS/ GED/ Less	Some Colg/ Grad+	Hspnc/ Latino	Not Hspnc/ Latino	Asian	Am. Indian/ AK Nat.	Black/ African Am.	White	Other
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)
Total	460	4	2	63	21	71	254	35	217	163	63	2	2	449	237	203	54	384	8	51	49	317	44
Total Answering	440	3	2	61	21	68	243	34	215	160	63	2	2	438	237	203	54	378	8	50	49	311	44
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	20	1	-	2	-	3	11	1	2	3	-	-	-	11	-	-	-	6	-	1	-	6	-
8th grade or less	11	-	-	2	-	4	4	1	5	2	4	-	-	11	11	-	6	5	-	2	-	4	3
	2.5%			3.3%		5.9%	1.6%	2.9%	2.3%	1.2%	6.3%			2.5%	4.6%		11.1% R	1.3%		4.0%		1.3%	6.8%
Some high school, but did not graduate	41	-	-	6	1	8	24	1	19	18	4	-	-	41	41	-	12	28	1	3	4	25	6
	9.3%			9.8%	4.8%	11.8% h	9.9% H	2.9%	8.8%	11.2%	6.3%			9.4%	17.3%		22.2% R	7.4%	12.5%	6.0%	8.2%	8.0%	13.6%
High school graduate or GED	185	1	1	19	7	24	118	13	94	65	25	1	1	184	185	-	23	157	1	21	19	135	18
	42.0%	33.3%	50.0%	31.1%	33.3%	35.3%	48.6% DF	38.2%	43.7%	40.6%	39.7%	50.0%	50.0%	42.0%	78.1%		42.6%	41.5%	12.5%	42.0% S	38.8% s	43.4% S	40.9% S
Some college or a 2-year degree	164	1	1	31	10	24	80	14	84	60	19	1	1	163	-	164	12	150	2	21	22	119	11
	37.3%	33.3%	50.0%	50.8% fG	47.6%	35.3%	32.9%	41.2%	39.1%	37.5%	30.2%	50.0%	50.0%	37.2%		80.8%	22.2%	39.7% Q	25.0%	42.0% w	44.9% W	38.3% w	25.0%
4-year college graduate	33	1	-	2	3	6	14	5	12	12	9	-	-	33	-	33	1	32	3	3	4	23	4
	7.5%	33.3%		3.3%	14.3%	8.8%	5.8%	14.7% d	5.6%	7.5%	14.3% i			7.5%		16.3%	1.9%	8.5% Q	37.5% tuv	6.0%	8.2%	7.4%	9.1%
More than a 4-year college degree	6	-	-	1	-	2	3	-	1	3	2	-	-	6	-	6	-	6	1	-	-	5	2
	1.4%			1.6%		2.9%	1.2%		0.5%	1.9%	3.2%			1.4%		3.0%		1.6%	12.5%			1.6%	4.5%

Comparison Groups: BCDEFGH/IJKL/MN/OP/QR/STUVW
Independent Z-Test for Percentages
Upper case letters indicate significance at the 95% level.
Lower case letters indicate significance at the 90% level.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Oklahoma Health Care Authority
SoonerPlan Family Planning Program Member Satisfaction Survey (97314)

Q36. Are you of Hispanic or Latino origin or descent? (All Respondents)

		MEDIUM BY WHICH YOU LEARNED ABOUT PROGRAM (Q2)							AGE (Q33)				GENDER (Q34)		EDUCATION (Q35)		ETHNICITY (Q36)		RACE (Q37)				
	Total	Inter-net	Other Media	Family/ Friends	Flyers	Provi-der	Health Dept.	Other	19-25	26-34	35-50	51 or Older	Male	Female	HS/ GED/ Less	Some Colg/ Grad+	Hspnc/ Latino	Not Hspnc/ Latino	Asian	Am. Indian/ AK Nat.	Black/ African Am.	White	Other
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)
Total	502	4	2	63	21	71	254	35	238	176	69	4	3	490	261	219	58	419	9	58	57	343	50
Total Answering	477	3	2	60	21	66	243	34	233	170	68	4	3	474	255	215	58	419	9	58	53	335	49
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	25	1	-	3	-	5	11	1	5	6	1	-	-	16	6	4	-	-	-	-	4	8	1
Yes	58	2	-	5	3	13	29	2	29	19	10	-	-	58	43	15	58	-	-	8	2	16	29
	12.2%	66.7%		8.3%	14.3%	19.7%	11.9%	5.9%	12.4%	11.2%	14.7%			12.2%	16.9%	7.0%	100.0%			13.8%	3.8%	4.8%	59.2%
		DefGH				dH									P					uv			TUV
No	419	1	2	55	18	53	214	32	204	151	58	4	3	416	212	200	-	419	9	50	51	319	20
	87.8%	33.3%	100.0%	91.7%	85.7%	80.3%	88.1%	94.1%	87.6%	88.8%	85.3%	100.0%	100.0%	87.8%	83.1%	93.0%		100.0%	100.0%	86.2%	96.2%	95.2%	40.8%
			BDeFG	Bf	b	b	B	BF				IJK	N			O			TVW	W	tW	tW	

Comparison Groups: BCDEFGH/IJKL/MN/OP/QR/STUVW
Independent Z-Test for Percentages
Upper case letters indicate significance at the 95% level.
Lower case letters indicate significance at the 90% level.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Oklahoma Health Care Authority
SoonerPlan Family Planning Program Member Satisfaction Survey (97314)

Q36. Are you of Hispanic or Latino origin or descent? (Repondents answering "Yes" to Q1)

		MEDIUM BY WHICH YOU LEARNED ABOUT PROGRAM (Q2)							AGE (Q33)				GENDER (Q34)		EDUCATION (Q35)		ETHNICITY (Q36)		RACE (Q37)				
	Total	Inter-net	Other Media	Family/ Friends	Flyers	Provi-der	Health Dept.	Other	19-25	26-34	35-50	51 or Older	Male	Female	HS/ GED/ Less	Some Colg/ Grad+	Hspnc/ Latino	Not Hspnc/ Latino	Asian	Am. Indian/ AK Nat.	Black/ African Am.	White	Other
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)	(M)	(N)	(O)	(P)	(Q)	(R)	(S)	(T)	(U)	(V)	(W)
Total	460	4	2	63	21	71	254	35	217	163	63	2	2	449	237	203	54	384	8	51	49	317	44
Total Answering	438	3	2	60	21	66	243	34	213	159	62	2	2	436	231	201	54	384	8	51	47	310	44
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No Answer	22	1	-	3	-	5	11	1	4	4	1	-	-	13	6	2	-	-	-	-	2	7	-
Yes	54	2	-	5	3	13	29	2	26	18	10	-	-	54	41	13	54	-	-	8	2	14	27
	12.3%	66.7%		8.3%	14.3%	19.7%	11.9%	5.9%	12.2%	11.3%	16.1%			12.4%	17.7%	6.5%	100.0%			15.7%	4.3%	4.5%	61.4%
		DefGH				dH									P					uV			TUV
No	384	1	2	55	18	53	214	32	187	141	52	2	2	382	190	188	-	384	8	43	45	296	17
	87.7%	33.3%	100.0%	91.7%	85.7%	80.3%	88.1%	94.1%	87.8%	88.7%	83.9%	100.0%	100.0%	87.6%	82.3%	93.5%		100.0%	100.0%	84.3%	95.7%	95.5%	38.6%
			BDeFG	Bf	b	b	B	BF				IJK	N			O			TVW	W	tW	TW	

Comparison Groups: BCDEFGH/IJKL/MN/OP/QR/STUVW
Independent Z-Test for Percentages
Upper case letters indicate significance at the 95% level.
Lower case letters indicate significance at the 90% level.
Note: When comparing groups the Z-Test is only valid for large sample sizes (generally, n >=30)

Oklahoma Health Care Authority
SoonerPlan Family Planning Program Member Satisfaction Survey (97314)

Q37. What is your race? (Please mark one or more) (All Respondents)

		MEDIUM BY WHICH YOU LEARNED ABOUT PROGRAM (Q2)							AGE (Q33)				GENDER (Q34)		EDUCATION (Q35)		ETHNICITY (Q36)		RACE (Q37)				
	Total	Inter-net	Other Media	Family/ Friends	Flyers	Provi-der	Health Dept.	Other	19-25	26-34	35-50	51 or Older	Male	Female	HS/ GED/ Less	Some Colg/ Grad+	Hspnc/ Latino	Not Hspnc/ Latino	Asian	Am. Indian/ AK Nat.	Black/ African Am.	White	Other
Total Eligible	502	4	2	63	21	71	254	35	238	176	69	4	3	490	261	219	58	419	9	58	57	343	50
Total Valid Responses	519	3	3	63	25	72	262	34	253	190	69	4	3	516	272	238	55	451	19	88	75	378	73
Total Respondents	475	3	2	61	21	64	242	32	231	173	64	4	3	472	249	217	47	416	9	58	57	343	50
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Asian	9	-	-	-	-	2	5	1	7	1	1	-	-	9	3	6	-	9	9	1	1	4	2
	1.9%					3.1%	2.1%	3.1%	3.0%	0.6%	1.6%			1.9%	1.2%	2.8%		2.2%	100.0%	1.7%	1.8%	1.2%	4.0%
American Indian or Alaska Native	58	-	1	6	5	10	22	6	28	23	6	-	1	57	29	28	8	50	1	58	9	13	6
	12.2%		50.0%	9.8%	23.8%	15.6%	9.1%	18.8%	12.1%	13.3%	9.4%		33.3%	12.1%	11.6%	12.9%	17.0%	12.0%	11.1%	100.0%	15.8%	3.8%	12.0%
Black or African American	57	1	-	7	3	11	22	5	25	23	7	2	1	56	26	30	2	51	1	9	57	5	2
	12.0%	33.3%		11.5%	14.3%	17.2%	9.1%	15.6%	10.8%	13.3%	10.9%	50.0%	33.3%	11.9%	10.4%	13.8%	4.3%	12.3%	11.1%	15.5%	100.0%	1.5%	4.0%
Native Hawaiian or other Pacific Islander	11	-	1	2	-	1	5	1	5	4	2	-	-	11	5	6	1	10	2	4	2	5	11
	2.3%		50.0%	3.3%		1.6%	2.1%	3.1%	2.2%	2.3%	3.1%			2.3%	2.0%	2.8%	2.1%	2.4%	22.2%	6.9%	3.5%	1.5%	22.0%
White	343	-	1	46	14	44	184	21	170	123	46	2	1	342	182	154	16	319	4	13	5	343	11
	72.2%		50.0%	75.4%	66.7%	68.8%	76.0%	65.6%	73.6%	71.1%	71.9%	50.0%	33.3%	72.5%	73.1%	71.0%	34.0%	76.7%	44.4%	22.4%	8.8%	100.0%	22.0%
Other	41	2	-	2	3	4	24	-	18	16	7	-	-	41	27	14	28	12	2	3	1	8	41
	8.6%	66.7%		3.3%	14.3%	6.2%	9.9%		7.8%	9.2%	10.9%			8.7%	10.8%	6.5%	59.6%	2.9%	22.2%	5.2%	1.8%	2.3%	82.0%

Oklahoma Health Care Authority
SoonerPlan Family Planning Program Member Satisfaction Survey (97314)

Q37. What is your race? (Please mark one or more)(Repondents answering "Yes" to Q1)

		MEDIUM BY WHICH YOU LEARNED ABOUT PROGRAM (Q2)							AGE (Q33)				GENDER (Q34)		EDUCATION (Q35)		ETHNICITY (Q36)		RACE (Q37)				
	Total	Inter-net	Other Media	Family/ Friends	Flyers	Provi-der	Health Dept.	Other	19-25	26-34	35-50	51 or Older	Male	Female	HS/ GED/ Less	Some Colg/ Grad+	Hspnc/ Latino	Not Hspnc/ Latino	Asian	Am. Indian/ AK Nat.	Black/ African Am.	White	Other
Total Eligible	460	4	2	63	21	71	254	35	217	163	63	2	2	449	237	203	54	384	8	51	49	317	44
Total Valid Responses	470	3	3	63	25	72	262	34	227	175	63	2	2	468	242	221	51	410	13	76	62	345	60
Total Respondents	433	3	2	61	21	64	242	32	210	160	58	2	2	431	225	201	43	381	8	51	49	317	44
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Asian	8	-	-	-	-	2	5	1	6	1	1	-	-	8	2	6	-	8	8	-	-	3	1
	1.8%					3.1%	2.1%	3.1%	2.9%	0.6%	1.7%			1.9%	0.9%	3.0%		2.1%	100.0%			0.9%	2.3%
American Indian or Alaska Native	51	-	1	6	5	10	22	6	23	22	5	-	1	50	26	24	8	43	-	51	8	12	5
	11.8%		50.0%	9.8%	23.8%	15.6%	9.1%	18.8%	11.0%	13.8%	8.6%		50.0%	11.6%	11.6%	11.9%	18.6%	11.3%		100.0%	16.3%	3.8%	11.4%
Black or African American	49	1	-	7	3	11	22	5	21	20	6	2	-	49	23	26	2	45	-	8	49	4	1
	11.3%	33.3%		11.5%	14.3%	17.2%	9.1%	15.6%	10.0%	12.5%	10.3%	100.0%		11.4%	10.2%	12.9%	4.7%	11.8%		15.7%	100.0%	1.3%	2.3%
Native Hawaiian or other Pacific Islander	10	-	1	2	-	1	5	1	4	4	2	-	-	10	4	6	1	9	1	3	1	4	10
	2.3%		50.0%	3.3%		1.6%	2.1%	3.1%	1.9%	2.5%	3.4%			2.3%	1.8%	3.0%	2.3%	2.4%	12.5%	5.9%	2.0%	1.3%	22.7%
White	317	-	1	46	14	44	184	21	158	115	42	-	1	316	164	147	14	296	3	12	4	317	8
	73.2%		50.0%	75.4%	66.7%	68.8%	76.0%	65.6%	75.2%	71.9%	72.4%		50.0%	73.3%	72.9%	73.1%	32.6%	77.7%	37.5%	23.5%	8.2%	100.0%	18.2%
Other	35	2	-	2	3	4	24	-	15	13	7	-	-	35	23	12	26	9	1	2	-	5	35
	8.1%	66.7%		3.3%	14.3%	6.2%	9.9%		7.1%	8.1%	12.1%			8.1%	10.2%	6.0%	60.5%	2.4%	12.5%	3.9%		1.6%	79.5%