

Characteristics of the Kaiser Permanente Northern California Adult Health Plan Membership in 2020, as Estimated from the 2020 Member Health Survey: Digital Information Technology Use, Health Information Resource Use, and Health Information Modality Preferences Tables for Ages 25-90 and 65-90

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What is the Kaiser Permanente Northern California Member Health Survey?

The Member Health Survey is a self-administered (print and online) survey that has been conducted every 3 years since 1993 with stratified random samples of adults who are current members of the Kaiser Permanente Medical Care Program in Northern California (KPNC) and are able to answer an English-language questionnaire. The primary purposes of the survey are:

- To learn about the health-related needs and interests of the culturally diverse Kaiser Permanente Northern California adult membership, and by extension, members of the communities we serve.
- To provide information for health services planners to make evidence-based decisions about health information and health care service delivery.
- To educate healthcare professionals about factors that may be affecting their adult patients' health and well-being.
- To support research to improve the health of our members and the communities we serve.

The Member Health Survey project is conducted by the KPNC Division of Research (DOR) with funding from the KPNC Community Health Program. Reports and statistics based on previous surveys, survey questionnaires, and more information about survey methodology in prior cycles can be found at www.memberhealthsurvey.kaiser.org.

2020 Member Health Survey methodology and final sample

The 2020 Member Health Survey (MHS2020) was conducted with an age-sex stratified random sample of adults who were KPNC members during 4th quarter 2019 and during the month before the start of the survey and whose preferred spoken and written language in their electronic health record was English. Print copies of the survey and an email with link to the online version of the survey questionnaire were mailed in June 2020, with a follow-up mailing sent to nonrespondents at the end of August. Only two contacts are allowed by KPNC's IRB for this type of research. The survey was only conducted in English due to budget constraints. Members who received the survey mailings were told that they would automatically be entered into a drawing for one of 100 x \$100 Target or Amazon.com gift cards if they responded.

The starting MHS2020 sample included men and women randomly selected from 4 age groups (25-44, 45-64, 65-74, 75-90) and supplemental smaller random samples of pre-identified Black, Latino, and Asian American/Pacific Islander (AAPI) adults to enhance the opportunity to conduct racial/ethnic comparisons. Surveys were mailed to approximately 26,000 adults, yielding 7,947 respondents with usable data. This was a 31.5% response rate after exclusion of nonrespondents deemed ineligible from the denominator.¹ The response rate varied by both age group and sex (see Table A1). The numbers of men and women in the final respondent sample are shown in Table A2. Survey respondents were assigned post-stratification weighting factors to use for the analyses so that prevalence estimates would be based on a sample that closely approximated the underlying age x sex x racial/ethnic (White non-Hispanic, Black, Latino, AAPI, Other) composition of adults in the KPNC membership whose primary language was English in 2019.

¹ Non-respondents excluded when calculating response rates included people who after the data collection period were identified as being deceased, not a current KPNC member, having a language barrier, in hospice or a skilled nursing facility, or whose mail was returned as non-deliverable.

Table A1. 2020 Member Health Survey response rates

	Men	Women	All
25-44 yr	10.7%	19.7%	14.6%
45-64 yr	24.3%	30.1%	27.0%
65-90 yr	52.0%	54.9%	53.4%
65-74 yr	47.5%	51.3%	49.4%
75-90 yr	58.2%	59.5%	59.1%
25-90 yr	28.1%	35.8%	31.7%

Table A2. Numbers of men and women in the final 2020 Member Health Survey sample, by race/ethnicity and age

All	Race/Ethnicity					Total
	WhiteNH	Black	Latino	AAPI	Other	
25-44 yr	633	75	224	273	23	1228
45-64 yr	1394	143	268	383	23	2211
65-90 yr	3039	320	361	750	38	4508
65-74 yr	1570	195	208	430	23	2426
75-90 yr	1469	125	153	320	15	2082
Total	5066	538	853	1406	84	7947
Men	Race/Ethnicity					
	WhiteNH	Black	Latino	AAPI	Other	Total
25-44 yr	246	30	92	123	11	502
45-64 yr	675	64	122	188	11	1060
65-90 yr	1498	138	167	348	25	2176
65-74 yr	766	86	98	193	13	1156
75-90 yr	732	52	69	155	12	1020
Total	2419	232	381	659	47	3738
Women	Race/Ethnicity					
	WhiteNH	Black	Latina	AAPI	Other	Total
25-44 yr	387	45	132	150	12	726
45-64 yr	719	79	146	195	12	1151
65-90 yr	1541	182	194	402	13	2332
65-74 yr	804	109	110	237	10	1270
75-90 yr	737	73	84	165	3	1062
Total	2647	306	472	747	37	4209

WhiteNH = White non-Hispanic; AAPI = Asian American/Pacific Islander; Other includes all other race/ethnicities.

Overview of Tables in This Report and the Full Reports

The Member Health Survey report for KPNC members ages 25-90 provides prevalence estimates of numerous sociodemographic, health-related, psychosocial risk, and digital technology use characteristics for five age groups (25-90, 25-44, 45-64, 65-74, and 75-90) by sex, and for selected tables of characteristics, by race/ethnicity (White, Black, Latino, AAPI) for ages 25-90, 45-64, and 65-90. A separate report focuses on adults aged 65-90, providing prevalence estimates for members aged 65-74 and 75-90, with some additional functional health and living situation data only ascertained in the questionnaire used for the older age group. Because as Table A2 shows, the counts of men and women in the non-White racial/ethnic subgroups are relatively small, especially in the youngest adult groups, prevalence estimates for those groups have wide confidence intervals around them. Future special topic reports will provide information about statistically significant differences across age groups, sex, and race/ethnic groups for selected characteristics. To avoid

information that may conflict with official KPNC membership reports, we do not included prevalence estimates for some health characteristics asked about in the survey when they can be obtained directly and probably more reliably from KPNC electronic health record (EHR) data (e.g., chronic health conditions, obesity). All variables in the survey questionnaire are available in the survey dataset for use in additional analyses, e.g., characterizing health-related behaviors or health information preferences of adults with cardiovascular health conditions. Additionally, survey data can be linked to respondent health record data.

List of tables included in this special report on Digital Information Technology Use, Health Information Resource Use, and Health Information Modality Preferences for KPNC members ages 25-90 and 65-90

(NOTE: These same tables appear in the full reports but have been renumbered for this report):

Tables for ages 25-90, 25-44, 45-64, and 65-90:

Table 1. Demographic characteristics for All, Men, and Women ages 25-90, 25-44, 45-64, 25-64, and 65-90

Table 2. Digital information technology use (devices, internet, email, text messages, apps) for All, Men, and Women ages 25-90, 25-44, 45-64, 25-64, and 65-90

Table 3. Use of selected health information resources in past 12 mos. for All, Men, and Women ages 25-90, 25-44, 45-64, 25-64, and 65-90

Table 4. Preferred methods for obtaining health information and advice for All, Men, and Women ages 25-90, 25-44, 45-64, 25-64, and 65-90

Table 5. Demographic characteristics by race for All, Men, and Women ages 25-90, 25-64, and 65-90

Table 6. Digital information technology use (devices, internet, email, text messages, apps) by race for All, Men, and Women ages 25-90, 25-64, and 65-90

Table 7. Use of different health information resources in past 12 mos. by race for All, Men, and Women ages 25-90, 25-64, and 65-90

Table 8. Preferred methods for obtaining health information and advice by race for All, Men, and Women ages 25-90, 25-64, and 65-90

Tables for Ages 65-90, 65-74, and 75-90:

Table 9SR. Demographic characteristics for All, Men, and Women Ages 65-90, 65-74, and 75-90

Table 10SR. Digital information technology use (devices, internet, email, text messages, apps) for All, Men, and Women Ages 65-90, 65-74, and 75-90

Table 11SR. Use of selected health information resources in past 12 mos. for All, Men, and Women ages 65-90, 65-74, and 75-90

Table 12SR. Preferred methods for obtaining health information and advice for All, Men, and Women ages 65-90, 65-74, and 75-90

Table 13SR. Demographic characteristics by race for All, Men, and Women Ages 65-90, and ages 65-74, and 75-90

Table 14SR. Digital information technology use (devices, internet, email, text messages, apps) by race for All, Men, and Women ages 65-90 and ages 65-74, and 75-90

Table 15SR. Use of different health information resources in past 12 mos. by race for All, Men, and Women ages 65-90 and ages 65-74, and 75-90

Table 16SR. Preferred methods for obtaining health information and advice by race for All, Men, and Women ages 65-90 and ages 65-74 and 75-90

Additional information and suggested ways to cite data from this report:

Information about survey methodology, copies of survey questionnaires, and downloadable copies of this and other Member Health Survey reports, presentations, and publications can be found at

<http://www.memberhealthsurvey.kaiser.org>

Contact: For additional technical information about the survey or survey results, about how to obtain information collected but not contained in this report, or about use of Member Health Survey data for studies or publications/presentations, contact the survey director, Nancy P. Gordon, ScD, at the Division of Research, 2000 Broadway, Oakland, CA 94612. Phone: (510) 891-3587; internal tie-line: 8-481-3587; email: Nancy.Gordon@kp.org .

To cite in table footnotes or text references:

Data from the 2020 Kaiser Permanente Northern California Division of Research Member Health Survey.

To cite in a reference list:

Gordon NP. *Characteristics of the Kaiser Permanente Northern California adult health plan membership in 2020, as estimated from the 2020 Member Health Survey*. Division of Research, Kaiser Permanente Medical Care Program, Oakland, CA, March 2022.

Table 1. Demographic characteristics, ages 25-90, estimated from the 2020 Kaiser Permanente Northern California Member Health Survey

Demographic characteristics	Ages 25-90			Ages 25-44			Ages 45-64			Ages 25-64			Ages 65-90		
	All	Men	Women	All	Men	Women	All	Men	Women	All	Men	Women	All	Men	Women
Race/Ethnicity															
WhiteNH	51.9%	52.8%	51.2%	41.3%	42.8%	39.9%	53.0%	53.9%	52.2%	47.2%	48.4%	46.0%	66.9%	67.1%	66.8%
Black	7.7%	7.1%	8.3%	7.2%	6.6%	7.8%	8.5%	7.9%	9.0%	7.9%	7.3%	8.4%	7.3%	6.7%	7.9%
Hispanic	15.5%	15.5%	15.6%	21.2%	20.9%	21.4%	14.1%	14.2%	14.0%	17.6%	17.5%	17.7%	8.9%	8.7%	9.0%
Asian American/Pacific Islander	23.3%	23.0%	23.5%	28.7%	28.2%	29.2%	22.8%	22.5%	23.1%	25.8%	25.3%	26.2%	15.4%	15.6%	15.2%
Other	1.6%	1.6%	1.5%	1.6%	1.5%	1.6%	1.6%	1.5%	1.7%	1.6%	1.5%	1.6%	1.5%	1.8%	1.2%
Educational attainment															
< High school graduate	2.0%	2.5%	1.5%	1.5%	2.0%	1.1%	1.6%	2.7%	0.6%	1.6%	2.4%	0.9%	3.3%	2.9%	3.6%
High school graduate/GED	13.0%	13.5%	12.6%	9.4%	10.5%	8.4%	14.1%	15.2%	13.1%	11.7%	12.9%	10.7%	16.8%	15.3%	18.1%
Some college/Associate degree	27.2%	25.5%	28.6%	21.0%	19.9%	21.9%	29.4%	27.9%	30.7%	25.2%	23.9%	26.3%	33.4%	30.8%	35.6%
≥ Bachelor's degree	57.9%	58.5%	57.3%	68.1%	67.7%	68.5%	54.9%	54.1%	55.6%	61.5%	60.8%	62.1%	46.4%	50.9%	42.7%
Relationship status															
Married/Domestic partner	67.0%	71.3%	63.3%	64.6%	61.4%	67.4%	71.6%	78.0%	65.8%	68.1%	69.8%	66.6%	63.6%	76.4%	53.1%
In a committed relationship	7.0%	6.6%	7.4%	11.2%	11.5%	10.9%	5.5%	3.8%	7.0%	8.3%	7.6%	9.0%	2.8%	3.1%	2.6%
Single or separated	21.8%	20.2%	23.1%	24.1%	26.9%	21.7%	20.8%	17.2%	24.2%	22.5%	22.0%	22.9%	19.5%	14.3%	23.7%
Widowed	4.2%	1.9%	6.3%	0.1%	0.2%	0.0%	2.1%	1.0%	3.1%	1.1%	0.6%	1.5%	14.1%	6.2%	20.6%
Currently employed at least part-time	65.2%	69.6%	61.3%	82.8%	88.6%	77.8%	77.2%	81.1%	73.7%	80.0%	84.8%	75.7%	18.3%	19.6%	17.3%
Household income in 2019															
Lower income (<\$35,000)	12.0%	9.9%	13.7%	10.6%	9.1%	11.9%	9.2%	7.8%	10.4%	9.9%	8.4%	11.2%	18.9%	15.2%	22.1%
≤\$25,000	7.3%	6.1%	8.4%	7.1%	6.6%	7.5%	5.2%	3.8%	6.5%	6.1%	5.2%	7.0%	11.4%	9.2%	13.3%
\$25,000 - \$35,000	4.6%	3.8%	5.3%	3.5%	2.5%	4.5%	4.0%	3.9%	4.0%	3.7%	3.2%	4.2%	7.5%	6.0%	8.8%
\$35,001 - \$50,000	8.9%	7.6%	10.1%	8.6%	7.8%	9.2%	6.7%	5.8%	7.6%	7.7%	6.8%	8.4%	13.3%	10.4%	15.7%
\$50,001 - \$80,000	18.2%	15.6%	20.5%	18.8%	15.3%	21.9%	15.5%	12.5%	18.3%	17.1%	13.8%	20.1%	21.9%	21.7%	22.1%
\$80,001 - \$100,000	12.8%	12.5%	13.1%	11.9%	11.3%	12.3%	12.6%	11.8%	13.3%	12.2%	11.6%	12.8%	14.8%	15.6%	14.2%
> \$100,000	48.1%	54.4%	42.5%	50.2%	56.5%	44.7%	56.1%	62.2%	50.4%	53.1%	59.4%	47.5%	31.1%	37.1%	25.9%
Insurance															
Has insurance that pays for routine dental check-ups/teeth cleaning	81.2%	82.7%	79.9%	88.6%	89.6%	87.7%	85.8%	87.6%	84.1%	87.2%	88.6%	85.9%	62.2%	63.1%	61.4%
Has insurance that helps pay for costs of non-KP medical visits	23.0%	25.8%	20.6%	27.0%	30.6%	23.7%	22.1%	23.9%	20.5%	24.6%	27.3%	22.1%	17.9%	20.7%	15.7%

Table 2. Use of digital information technologies, ages 25-90, estimated from the 2020 Kaiser Permanente Northern California Member Health Survey

Digital Technology Use	Ages 25-90			Ages 25-44			Ages 45-64			Ages 65-90			Ages 25-64		
	All	Men	Women	All	Men	Women	All	Men	Women	All	Men	Women	All	Men	Women
Access to digital devices															
Has wi-fi enabled desktop, laptop, or tablet laptop	96.6%	96.7%	96.4%	99.0%	98.7%	99.3%	97.8%	97.8%	97.8%	98.4%	98.3%	98.5%	90.8%	91.6%	90.0%
Has smartphone or wi-fi enabled tablet	86.4%	87.8%	85.3%	93.7%	93.9%	93.6%	88.4%	91.0%	86.0%	91.1%	92.4%	89.8%	71.8%	72.3%	71.3%
Has wi-fi enabled tablet	43.1%	42.8%	43.5%	44.9%	44.2%	45.6%	43.7%	44.4%	43.1%	44.3%	44.3%	44.4%	39.4%	37.8%	40.8%
Has mobile phone	98.2%	97.8%	98.5%	99.2%	98.7%	99.6%	98.7%	98.3%	99.2%	99.0%	98.5%	99.4%	95.7%	95.6%	95.7%
Has smartphone	83.0%	84.3%	81.9%	91.8%	90.8%	92.7%	85.6%	88.6%	82.8%	88.7%	89.7%	87.8%	65.1%	66.4%	64.0%
Has smartphone (if has mobile phone)	84.6%	86.2%	83.2%	92.6%	92.0%	93.1%	86.6%	90.1%	83.5%	89.6%	91.1%	88.3%	68.0%	69.4%	66.8%
Has device that can use to go online	98.0%	98.1%	97.8%	99.8%	99.7%	99.9%	99.1%	99.2%	99.1%	99.5%	99.4%	99.5%	93.2%	93.8%	92.6%
Can easily print information/forms from the internet (all, incl. non-internet users)	84.5%	85.4%	83.7%	86.1%	85.7%	86.4%	87.2%	88.2%	86.3%	86.6%	86.9%	86.4%	77.4%	80.2%	75.2%
Can easily print (if uses internet)	88.1%	88.7%	87.6%	86.8%	86.3%	87.2%	89.0%	89.9%	88.2%	87.8%	88.1%	87.7%	89.2%	91.3%	87.3%
Can easily print at home (if uses internet)	74.5%	75.4%	73.8%	67.2%	66.8%	67.6%	78.0%	78.7%	77.3%	72.4%	72.6%	72.1%	82.7%	86.2%	79.8%
Internet use															
Uses the internet (by self or with help)	96.8%	97.1%	96.6%	99.4%	99.4%	99.3%	98.5%	98.6%	98.4%	98.9%	99.0%	98.8%	90.2%	90.9%	89.6%
Uses the internet by self	93.2%	93.1%	93.4%	98.2%	97.3%	99.0%	95.4%	95.2%	95.6%	96.8%	96.3%	97.3%	81.9%	82.5%	81.4%
Uses the internet by self (if uses internet)	96.3%	95.8%	96.7%	98.8%	97.9%	99.7%	96.8%	96.4%	97.2%	97.8%	97.2%	98.4%	90.8%	90.7%	90.8%
Uses internet at home (if uses internet)	98.6%	98.4%	98.7%	98.5%	98.1%	98.9%	98.5%	98.5%	98.4%	98.5%	98.3%	98.7%	98.9%	99.1%	98.8%
Uses internet at work (if uses internet)	47.7%	52.4%	43.5%	61.3%	67.6%	55.7%	54.1%	58.2%	50.4%	57.7%	62.9%	53.1%	11.9%	13.7%	10.3%
Email use															
Uses email (by self or with help)	97.2%	96.9%	97.5%	99.5%	98.9%	99.0%	98.4%	98.3%	98.6%	99.0%	98.6%	99.3%	91.6%	91.4%	91.8%
Uses email by self	94.3%	93.8%	94.8%	98.6%	97.5%	99.7%	96.1%	95.7%	96.5%	97.4%	96.6%	98.1%	84.6%	84.4%	84.7%
Uses email by self (if uses email)	97.1%	96.8%	97.3%	99.1%	98.5%	99.7%	97.7%	97.4%	97.9%	98.4%	98.0%	98.8%	92.4%	92.4%	92.3%
Use of text messaging and apps															
Able to send and receive text messages	97.9%	97.6%	98.2%	98.9%	98.7%	99.1%	98.4%	98.3%	98.6%	98.7%	98.5%	98.9%	95.2%	94.4%	95.8%
Able to text (if has mobile device)	98.9%	98.7%	99.0%	99.1%	98.8%	99.3%	99.0%	99.1%	98.9%	99.0%	98.9%	99.1%	98.3%	97.6%	98.8%
Able to use apps	70.9%	71.2%	70.6%	83.3%	82.1%	84.2%	68.4%	69.1%	67.8%	75.8%	75.6%	76.0%	53.3%	54.9%	52.0%
Able to use apps (if has mobile device)	71.7%	72.1%	71.4%	83.4%	82.2%	84.3%	68.9%	69.7%	68.1%	76.2%	76.0%	76.3%	55.4%	57.0%	54.0%
Willing to complete forms/questionnaires on kp.org															
Yes	70.3%	69.5%	70.9%	74.1%	71.8%	76.1%	73.5%	72.4%	74.4%	73.8%	72.1%	75.3%	58.8%	60.9%	57.1%
No	10.2%	10.5%	10.0%	7.3%	9.1%	5.7%	8.2%	8.4%	8.0%	7.7%	8.7%	6.9%	18.3%	16.7%	19.7%
Not Sure	19.5%	19.9%	19.2%	18.6%	19.2%	18.2%	18.3%	19.2%	17.6%	18.5%	19.2%	17.9%	22.9%	22.4%	23.2%

Table 2. Use of digital information technologies, ages 25-90, estimated from the 2020 Kaiser Permanente Northern California Member

Devices used to access internet and email	Ages 25-90			Ages 25-44			Ages 45-64			Ages 65-90			Ages 65-90		
	All	Men	Women	All	Men	Women	All	Men	Women	All	Men	Women	All	Men	Women
Devices used to access the internet															
Desktop or laptop computer	84.2%	86.5%	82.1%	84.4%	85.5%	83.4%	84.3%	86.5%	82.2%	84.3%	86.0%	82.8%	83.6%	88.5%	79.5%
Tablet	35.9%	34.9%	36.7%	33.3%	31.5%	35.0%	36.9%	37.0%	36.7%	35.1%	34.2%	35.8%	38.7%	37.3%	39.9%
Mobile phone	82.7%	81.0%	84.2%	90.6%	87.5%	93.3%	83.0%	82.2%	83.8%	86.9%	84.8%	88.7%	67.7%	66.5%	68.8%
Smartphone	71.8%	72.2%	71.4%	81.6%	79.7%	83.3%	71.6%	73.8%	69.6%	76.7%	76.7%	76.7%	54.2%	55.3%	53.3%
Cell phone	21.4%	19.3%	23.2%	21.0%	19.2%	22.5%	22.2%	19.2%	25.1%	21.6%	19.2%	23.8%	20.6%	19.5%	21.5%
Mobile phone only	9.4%	8.5%	10.2%	11.4%	10.9%	11.8%	9.0%	8.1%	9.8%	10.2%	9.5%	10.8%	6.6%	4.9%	8.1%
Devices used to access email															
Desktop or laptop computer	80.6%	83.8%	77.8%	80.7%	82.9%	78.7%	81.4%	84.0%	78.9%	81.0%	83.5%	78.8%	79.3%	85.1%	74.6%
Tablet	28.3%	27.3%	29.2%	24.1%	24.0%	24.3%	29.3%	27.7%	30.7%	26.7%	25.9%	27.4%	34.0%	32.3%	35.3%
Mobile phone	85.1%	83.9%	86.1%	92.4%	90.1%	94.3%	87.6%	87.0%	88.1%	90.0%	86.8%	90.0%	68.1%	67.2%	68.8%
Smartphone	73.5%	74.4%	72.7%	82.9%	81.4%	84.3%	75.2%	77.9%	72.6%	79.1%	79.7%	78.6%	54.2%	55.4%	53.2%
Cell phone	21.9%	19.5%	23.9%	21.5%	19.2%	23.6%	23.2%	20.0%	26.1%	22.3%	19.6%	24.8%	20.2%	19.2%	21.0%
Mobile phone only	13.9%	12.3%	15.4%	16.3%	14.5%	17.8%	13.5%	12.5%	14.4%	14.9%	11.5%	14.2%	10.6%	7.9%	12.8%

Table 3. Health information resources used in past 12 months, ages 25-90, estimated from the 2020 Kaiser Permanente Northern California Member Health Survey

Health information resource used	Ages 25-90			Ages 25-44			Ages 45-64			Ages 25-64			Ages 65-90		
	All	Men	Women	All	Men	Women	All	Men	Women	All	Men	Women	All	Men	Women
Used any of 11 health information resources	78.0%	74.4%	81.1%	77.8%	72.1%	82.9%	79.2%	76.4%	81.7%	78.5%	74.2%	82.3%	76.3%	75.0%	77.5%
Used any KP health information/education resource	47.1%	44.4%	49.5%	43.4%	37.8%	48.3%	48.9%	47.4%	50.3%	50.0%	50.1%	49.9%	46.2%	42.6%	49.3%
Used a KP interactive health education program/service (health coach, class, web-based program, etc.)	24.1%	22.2%	25.7%	23.0%	20.5%	25.2%	25.0%	22.7%	27.2%	24.3%	24.3%	24.3%	24.0%	21.6%	26.2%
Got help from a KP health/wellness coach	5.6%	5.9%	5.4%	4.1%	5.1%	3.2%	6.1%	5.5%	6.7%	5.1%	5.3%	5.0%	7.1%	7.8%	6.5%
Used KP print health education materials	12.6%	12.0%	13.2%	11.6%	12.0%	11.3%	12.7%	11.2%	14.1%	12.2%	11.6%	12.7%	14.2%	13.5%	14.7%
Got health information from the kp.org website	27.9%	26.1%	29.5%	27.0%	21.9%	31.4%	28.8%	28.8%	28.8%	27.9%	25.4%	30.1%	27.9%	28.4%	27.4%
Got health information from kp.org MD home page	15.6%	15.5%	15.6%	11.5%	9.0%	13.7%	16.3%	17.7%	15.0%	13.9%	13.4%	14.3%	20.8%	22.2%	19.7%
Got health information from a non-KP website	20.7%	17.0%	23.9%	21.5%	16.2%	26.2%	21.8%	17.9%	25.4%	21.7%	17.0%	25.8%	17.6%	16.8%	18.2%
Got health information from kp.org and/or other websites	39.2%	35.8%	42.2%	36.2%	28.1%	43.4%	41.0%	40.2%	41.8%	38.6%	34.2%	42.6%	41.1%	41.3%	41.0%
Listened to a kp.org podcast	1.8%	1.5%	2.0%	1.3%	1.1%	1.5%	2.3%	2.0%	2.5%	1.8%	1.5%	2.0%	1.7%	1.5%	1.9%
Used health education video programs on kp.org (prepare for surgery, manage pain, healthy lifestyle, etc.)	11.3%	10.3%	12.2%	11.5%	9.5%	13.4%	11.0%	10.6%	11.3%	11.2%	10.1%	12.3%	11.5%	11.0%	11.8%
Used a health app to help with diet, exercise, sleep, monitoring a health condition, etc.	18.9%	16.1%	21.3%	25.1%	22.3%	27.5%	19.4%	15.1%	23.2%	22.2%	18.7%	25.4%	8.3%	7.5%	8.9%
Used kp.org secure features (email, etc.)	65.3%	61.1%	69.0%	64.6%	58.6%	69.9%	66.4%	62.3%	70.1%	65.5%	60.5%	70.0%	64.8%	63.2%	66.1%
Used a KP app to access kp.org secure features	35.5%	31.4%	39.1%	40.4%	32.5%	47.3%	35.0%	32.8%	37.1%	37.7%	32.6%	42.2%	28.6%	27.4%	29.6%

Table 4. Preferred methods for obtaining health information and advice, ages 25-90, estimated from the 2020 Kaiser Permanente Northern California Member Health Survey

Health information modality preference	Ages 25-90			Ages 25-44			Ages 45-64			Ages 25-64			Ages 65-90		
	All	Men	Women	All	Men	Women	All	Men	Women	All	Men	Women	All	Men	Women
Indicated interest in using any health information modality	92.0%	91.0%	92.9%	92.1%	90.7%	93.3%	92.7%	91.8%	93.5%	92.4%	91.3%	93.4%	90.8%	90.3%	91.3%
Of those who indicated ≥ 1 modality:															
Individual in-person or virtual (phone, video) session with a patient educator	44.7%	45.2%	44.3%	48.5%	49.9%	47.4%	45.2%	44.9%	45.5%	46.9%	47.3%	46.4%	37.7%	38.1%	37.5%
Telephone session with a wellness coach	26.2%	25.8%	26.5%	28.7%	29.6%	28.0%	26.9%	25.1%	28.5%	27.8%	27.3%	28.2%	21.0%	20.8%	21.1%
In-person session with a patient educator	32.8%	34.1%	31.7%	36.7%	39.1%	34.6%	32.7%	33.0%	32.4%	34.7%	36.0%	33.5%	26.9%	28.0%	26.0%
Video visit with a patient educator	26.2%	25.9%	26.4%	29.5%	29.4%	29.7%	29.0%	27.1%	30.7%	29.3%	28.2%	30.2%	16.1%	18.1%	14.6%
Video visit with a doctor	38.5%	40.8%	36.4%	41.6%	43.8%	39.8%	38.8%	40.4%	37.3%	40.2%	42.1%	38.6%	32.9%	36.8%	29.7%
Video visit with doctor/patient educator	42.5%	44.4%	40.9%	46.1%	48.0%	44.4%	43.4%	44.2%	42.8%	44.7%	46.0%	43.6%	35.3%	38.9%	32.4%
Group program/class	23.5%	18.4%	28.0%	24.5%	18.9%	29.2%	25.0%	19.7%	29.7%	24.8%	19.3%	29.5%	19.6%	15.0%	23.3%
One-session group program	19.1%	14.7%	22.9%	19.4%	14.2%	23.8%	20.5%	16.3%	24.2%	19.9%	15.3%	24.0%	16.5%	12.6%	19.6%
Multi-session class or group program	17.3%	13.8%	20.2%	19.2%	15.9%	21.9%	18.2%	14.3%	21.7%	18.7%	15.1%	21.8%	12.7%	9.5%	15.3%
Text messages	28.9%	27.1%	30.4%	26.7%	22.1%	30.6%	31.4%	30.9%	31.8%	29.0%	26.6%	31.2%	28.5%	29.0%	28.1%
Secure messages	44.8%	43.1%	46.2%	41.7%	36.8%	45.9%	47.5%	47.9%	47.2%	44.6%	42.4%	46.5%	45.2%	45.3%	45.1%
Any web-based modality	59.5%	58.9%	60.0%	60.7%	60.3%	61.1%	62.9%	60.1%	65.4%	61.8%	60.2%	63.2%	51.9%	54.3%	49.9%
Information from websites (incl. KP MD home page)	41.4%	42.3%	40.7%	37.7%	38.3%	37.2%	44.6%	44.3%	44.8%	41.2%	41.4%	41.0%	42.3%	45.4%	39.8%
Information from a website (not incl. KP MD Home Page)	31.0%	32.0%	30.2%	31.3%	32.2%	30.5%	34.7%	34.6%	34.7%	33.0%	33.5%	32.6%	24.8%	27.2%	22.9%
Information from KP MD home page	22.2%	22.8%	21.7%	16.3%	15.9%	16.7%	23.8%	24.3%	23.3%	20.1%	20.2%	20.0%	29.2%	31.6%	27.3%
Online health videos	30.4%	29.2%	31.5%	31.9%	31.5%	32.3%	33.7%	30.8%	36.2%	32.8%	31.2%	34.2%	22.8%	22.7%	22.9%
Live webinars or talks	14.0%	11.3%	16.3%	13.6%	10.8%	15.9%	17.0%	12.9%	20.5%	15.3%	11.9%	18.2%	10.0%	9.4%	10.5%
Online interactive program	16.5%	14.2%	18.4%	19.7%	15.2%	23.6%	18.9%	16.8%	20.8%	19.3%	16.0%	22.2%	7.4%	8.2%	6.8%
Health app on tablet or smartphone	32.5%	30.1%	34.5%	41.5%	37.9%	44.6%	33.9%	30.8%	36.8%	37.7%	34.3%	40.7%	15.7%	16.2%	15.3%
Podcast or online audio program	15.5%	13.1%	17.5%	18.7%	16.9%	20.2%	17.0%	13.0%	20.5%	17.8%	14.9%	20.4%	8.0%	7.1%	8.7%
Online chat room/online community	6.7%	5.5%	7.7%	9.0%	7.1%	10.6%	6.8%	5.8%	7.7%	7.9%	6.4%	9.2%	2.9%	2.5%	3.3%
Emailed or mailed information	45.3%	41.9%	48.1%	38.4%	32.9%	43.2%	47.0%	46.1%	47.9%	42.7%	39.6%	45.5%	53.3%	49.8%	56.2%
Emailed information/newsletters	36.7%	34.9%	38.2%	34.3%	29.8%	38.1%	38.4%	38.4%	38.5%	36.4%	34.2%	38.3%	37.7%	37.4%	38.0%
Mailed information/newsletters	17.5%	15.9%	18.8%	11.5%	10.0%	12.8%	17.4%	16.7%	18.1%	14.5%	13.4%	15.4%	27.2%	24.4%	29.4%
Print health education materials	25.0%	23.5%	26.2%	20.2%	20.6%	19.9%	25.7%	23.2%	27.8%	23.0%	21.9%	23.9%	31.4%	28.7%	33.6%
DVD	5.6%	5.2%	6.0%	3.4%	3.7%	3.2%	6.8%	5.5%	7.9%	5.1%	4.6%	5.6%	7.2%	7.2%	7.3%

Table 5. Demographic characteristics, All ages 25-90, by race, estimated from the 2020 Kaiser Permanente Northern California Member Health Survey

Demographic characteristics	All Ages 25-90				All Ages 25-64				All Ages 65-90			
	White	Black	Latino	AAPI ¹	White	Black	Latino	AAPI ¹	White	Black	Latino	AAPI ¹
Educational attainment												
< High school graduate	1.5%	1.6%	4.6%	1.5%	1.3%	0.7%	3.5%	1.1%	2.0%	4.6%	11.6%	3.9%
High school graduate/GED	12.3%	15.8%	21.6%	7.7%	10.7%	14.5%	20.1%	7.2%	16.0%	20.0%	30.8%	10.6%
Some college/Associate degree	27.0%	38.9%	32.9%	19.8%	24.1%	37.5%	32.8%	18.0%	33.5%	43.8%	34.2%	28.8%
≥ Bachelor's degree	59.1%	43.8%	40.9%	71.0%	63.8%	47.4%	43.7%	73.7%	48.6%	31.6%	23.5%	56.7%
Relationship status												
Married/Domestic partner	69.0%	49.1%	62.1%	71.6%	70.9%	50.1%	62.4%	72.0%	64.9%	46.0%	60.2%	69.1%
In a committed relationship	6.0%	9.8%	10.9%	5.7%	7.4%	11.3%	12.4%	6.5%	3.0%	4.5%	1.5%	1.8%
Single or separated	19.9%	36.7%	24.0%	19.5%	20.6%	37.7%	23.7%	20.8%	18.4%	33.3%	25.6%	12.7%
Widowed	5.0%	4.4%	3.0%	3.2%	1.1%	0.9%	1.4%	0.7%	13.7%	16.2%	12.8%	16.4%
Currently employed at least part-time	59.8%	66.6%	71.4%	72.1%	78.6%	80.4%	80.4%	82.1%	18.3%	21.0%	14.2%	19.3%
Household income in 2019												
Lower income (<\$35,000)	10.4%	18.4%	14.9%	10.6%	8.4%	15.9%	13.0%	8.3%	15.2%	27.1%	28.1%	23.5%
<=\$25,000	6.0%	14.0%	8.9%	6.5%	5.0%	13.0%	7.7%	4.6%	8.4%	17.6%	16.8%	17.0%
\$25,000 - \$35,000	4.4%	4.3%	6.1%	4.1%	3.4%	2.9%	5.3%	3.7%	6.8%	9.5%	11.3%	6.6%
\$35,001 - \$50,000	7.8%	15.6%	12.2%	7.5%	5.7%	15.7%	11.3%	6.8%	13.0%	15.0%	18.0%	11.4%
\$50,001 - \$80,000	16.9%	18.9%	25.8%	15.2%	14.5%	18.3%	26.2%	14.4%	22.5%	21.2%	22.5%	19.6%
\$80,001 - \$100,000	13.7%	14.8%	12.0%	11.3%	12.9%	14.8%	12.2%	10.7%	15.5%	14.6%	10.9%	14.7%
> \$100,000	51.2%	32.4%	35.1%	55.5%	58.6%	35.3%	37.2%	59.8%	33.8%	22.2%	20.5%	30.9%
Insurance												
Has insurance that pays for routine dental check-ups/teeth cleaning	76.7%	86.9%	83.9%	87.8%	84.5%	90.2%	86.7%	91.4%	59.0%	75.4%	65.9%	68.8%
Has insurance that helps pay for costs of non-KP medical visits	20.2%	33.1%	25.5%	24.8%	21.5%	35.3%	26.3%	26.1%	17.2%	25.5%	20.5%	17.4%

¹ AAPI = Asian American/Pacific Islander

Table 5. Demographic characteristics, Men ages 25-90, by race, estimated from the 2020 Kaiser Permanente Northern California Member Health Survey

Demographic characteristics	Men Ages 25-90				Men Ages 25-64				Men Ages 65-90			
	White	Black	Latino	AAPI ¹	White	Black	Latino	AAPI ¹	White	Black	Latino	AAPI ¹
Educational attainment												
< High school graduate	2.2%	2.1%	5.5%	1.3%	2.3%	1.5%	4.8%	1.2%	2.0%	4.5%	10.4%	2.2%
High school graduate/GED	12.0%	15.2%	23.5%	9.3%	11.3%	13.3%	22.6%	9.0%	13.7%	21.8%	29.8%	11.0%
Some college/Associate degree	24.4%	33.9%	32.4%	21.5%	21.7%	33.4%	32.0%	20.4%	30.7%	35.9%	34.9%	27.5%
≥ Bachelor's degree	61.4%	48.7%	38.6%	67.9%	64.7%	51.8%	40.6%	69.4%	53.6%	37.7%	25.0%	59.3%
Relationship status												
Married/Domestic partner	73.2%	65.9%	63.3%	73.9%	71.7%	65.0%	62.4%	72.0%	76.7%	68.9%	69.4%	84.1%
In a committed relationship	5.8%	6.1%	10.2%	6.2%	6.7%	6.3%	11.6%	7.2%	3.6%	5.5%	0.9%	1.2%
Single or separated	18.8%	27.2%	24.0%	18.8%	20.9%	28.7%	24.6%	20.8%	13.7%	22.3%	19.9%	8.4%
Widowed	2.3%	0.7%	2.5%	1.0%	0.7%	<0.1%	1.4%	0.0%	6.0%	3.3%	9.8%	6.4%
Currently employed at least part-time	63.9%	69.2%	76.9%	77.5%	83.0%	80.6%	86.2%	88.0%	18.8%	29.2%	14.9%	20.7%
Household income in 2019												
Lower income (<\$35,000)	9.2%	8.1%	14.1%	9.1%	8.2%	5.7%	12.6%	6.8%	11.8%	16.7%	24.7%	21.5%
<=\$25,000	5.2%	5.1%	8.1%	7.0%	4.8%	3.7%	7.4%	5.1%	6.1%	10.1%	13.3%	17.6%
\$25,000 - \$35,000	4.0%	3.0%	6.0%	2.1%	3.4%	2.0%	5.2%	1.7%	5.7%	6.6%	11.4%	3.9%
\$35,001 - \$50,000	6.2%	18.5%	10.0%	6.3%	4.5%	20.8%	9.5%	5.7%	10.3%	9.8%	13.6%	9.8%
\$50,001 - \$80,000	14.1%	18.4%	23.4%	11.7%	10.8%	17.0%	23.3%	10.9%	22.2%	23.5%	24.6%	16.8%
\$80,001 - \$100,000	12.6%	13.2%	13.1%	11.9%	11.2%	11.3%	13.5%	11.4%	16.0%	20.0%	9.9%	14.8%
> \$100,000	57.9%	41.8%	39.4%	61.0%	65.2%	45.1%	41.1%	65.2%	39.7%	29.9%	27.2%	37.0%
Insurance												
Has insurance that pays for routine dental check-ups/teeth cleaning	78.3%	88.1%	84.9%	89.6%	86.0%	91.6%	86.7%	93.6%	59.8%	75.5%	73.0%	68.0%
Has insurance that helps pay for costs of non-KP medical visits	23.0%	37.0%	29.4%	26.8%	24.3%	39.5%	30.2%	27.7%	19.7%	28.2%	24.2%	21.7%

¹ AAPI = Asian American/Pacific Islander

Table 5. Demographic characteristics, Women ages 25-90, by race, estimated from the 2020 Kaiser Permanente Northern California Member Health Survey

Demographic characteristics	Women Ages 25-90				Women Ages 25-64				Women Ages 65-90			
	White	Black	Latina	AAPI ¹	White	Black	Latina	AAPI ¹	White	Black	Latina	AAPI ¹
Educational attainment												
< High school graduate	0.9%	1.1%	3.8%	1.7%	0.4%	<1%	2.3%	1.0%	2.0%	4.6%	12.5%	5.3%
High school graduate/GED	12.6%	16.2%	19.9%	6.3%	10.1%	15.4%	17.9%	5.6%	17.8%	18.7%	31.5%	10.3%
Some college/Associate degree	29.5%	42.8%	33.4%	18.3%	26.5%	40.7%	33.4%	16.1%	35.7%	49.3%	33.6%	29.9%
≥ Bachelor's degree	57.0%	39.9%	42.9%	73.7%	63.0%	43.9%	46.3%	77.4%	44.4%	27.4%	22.3%	54.5%
Relationship status												
Married/Domestic partner	65.2%	36.1%	61.0%	69.5%	70.1%	38.3%	62.4%	72.1%	55.2%	28.9%	53.0%	56.6%
In a committed relationship	6.3%	12.6%	11.6%	5.3%	8.1%	15.3%	13.2%	5.8%	2.6%	3.8%	1.9%	2.4%
Single or separated	21.0%	44.0%	24.0%	20.1%	20.3%	44.8%	23.0%	20.9%	22.2%	41.4%	30.0%	16.3%
Widowed	7.5%	7.2%	3.4%	5.0%	1.5%	1.5%	1.4%	1.2%	20.0%	25.9%	15.1%	24.7%
Currently employed at least part-time	56.2%	64.6%	66.6%	67.4%	74.4%	80.3%	75.3%	76.9%	17.9%	15.2%	13.5%	18.1%
Household income in 2019												
Lower income (<\$35,000)	11.5%	26.2%	15.6%	11.9%	8.6%	23.7%	13.4%	9.5%	18.2%	34.9%	31.1%	25.2%
<=\$25,000	6.8%	20.8%	9.5%	6.0%	5.2%	20.1%	8.0%	4.2%	10.4%	23.2%	19.9%	16.4%
\$25,000 - \$35,000	4.8%	5.4%	6.1%	5.9%	3.4%	3.6%	5.4%	5.4%	7.9%	11.7%	11.3%	8.8%
\$35,001 - \$50,000	9.3%	13.4%	14.0%	8.5%	6.7%	11.8%	12.9%	7.8%	15.2%	18.9%	21.8%	12.7%
\$50,001 - \$80,000	19.4%	19.3%	27.8%	18.1%	17.9%	19.2%	28.9%	17.5%	22.7%	19.5%	20.7%	21.9%
\$80,001 - \$100,000	14.7%	15.9%	11.2%	10.8%	14.4%	17.5%	11.1%	10.1%	15.2%	10.4%	11.7%	14.6%
> \$100,000	45.1%	25.3%	31.4%	50.6%	52.3%	27.8%	33.8%	55.1%	28.7%	16.3%	14.6%	25.6%
Insurance												
Has insurance that pays for routine dental check-ups/teeth cleaning	75.2%	85.9%	83.0%	86.3%	83.1%	89.1%	86.8%	89.5%	58.4%	75.3%	60.1%	69.5%
Has insurance that helps pay for costs of non-KP medical visits	17.6%	30.1%	22.1%	23.0%	18.8%	32.1%	22.8%	24.7%	15.1%	23.4%	17.4%	13.8%

¹ AAPI = Asian American/Pacific Islander

Table 6. Digital information technology use, All ages 25-90, by race, estimated from the 2020 Kaiser Permanente Northern California Member Health Survey

Access to digital devices	All Ages 25-90				All Ages 25-64				All Ages 65-90			
	White	Black	Latino	AAPI ¹	White	Black	Latino	AAPI ¹	White	Black	Latino	AAPI ¹
Has wi-fi enabled desktop, laptop, or tablet laptop	97.0%	95.7%	95.4%	96.8%	98.9%	98.0%	97.2%	98.4%	93.0%	87.7%	84.1%	87.9%
Has smartphone or wi-fi enabled tablet	87.4%	82.2%	86.7%	85.1%	93.1%	87.5%	90.4%	88.8%	74.8%	64.5%	63.0%	65.8%
Has wi-fi enabled tablet	44.7%	48.5%	38.0%	41.4%	45.8%	53.1%	39.5%	42.6%	42.3%	32.9%	28.9%	35.5%
Has mobile phone	97.8%	99.1%	97.7%	99.1%	98.8%	99.0%	98.2%	99.7%	95.6%	96.3%	94.8%	96.2%
Has smartphone	83.5%	79.0%	83.7%	82.6%	90.6%	85.3%	87.6%	87.1%	67.8%	57.9%	58.7%	58.6%
Has smartphone (if has a mobile phone)	85.4%	79.7%	85.7%	83.3%	91.7%	85.3%	89.2%	87.4%	70.9%	60.2%	62.0%	61.0%
Has device that can use to go online	98.1%	96.6%	97.9%	98.3%	99.6%	98.7%	99.2%	99.7%	94.7%	89.3%	89.8%	90.7%
Can easily print information/forms from the internet (all, incl. non-internet users)	85.6%	82.1%	80.8%	85.3%	87.7%	86.9%	82.8%	87.0%	80.8%	66.1%	68.7%	75.1%
Can easily print (if uses internet)	89.1%	87.8%	85.0%	88.2%	88.5%	88.6%	84.8%	88.3%	90.4%	84.5%	86.9%	87.8%
Can print at home (if uses internet)	76.9%	73.7%	67.6%	74.2%	73.3%	74.2%	66.5%	73.8%	86.0%	71.6%	76.2%	76.6%
Digital information technology use												
	All Ages 25-90				All Ages 25-64				All Ages 65-90			
Internet use	White	Black	Latino	AAPI ¹	White	Black	Latino	AAPI ¹	White	Black	Latino	AAPI ¹
Uses the internet (by self or with help)	97.0%	95.1%	96.3%	97.4%	99.2%	98.6%	98.2%	98.9%	92.1%	83.2%	83.9%	89.6%
Uses the internet by self	93.6%	90.3%	93.6%	93.3%	97.3%	95.3%	97.0%	96.2%	85.3%	72.7%	71.4%	77.8%
Uses the internet by self (if uses internet)	96.4%	94.7%	97.2%	95.8%	97.9%	96.7%	98.8%	97.3%	92.6%	86.8%	85.5%	86.8%
Uses internet at home (if uses internet)	98.6%	98.8%	97.7%	99.1%	98.2%	99.0%	97.7%	99.3%	99.4%	97.9%	97.7%	98.3%
Uses internet at work (if uses internet)	45.8%	44.1%	50.3%	50.7%	59.6%	51.0%	55.9%	57.1%	11.8%	14.8%	8.1%	12.3%
Email use												
Uses email (by self or with help)	97.2%	95.2%	97.0%	98.0%	99.1%	98.2%	98.6%	99.1%	93.0%	85.1%	86.5%	91.9%
Uses email by self	94.6%	91.4%	94.8%	94.4%	97.7%	96.4%	97.8%	96.8%	87.6%	74.6%	75.0%	81.4%
Uses email by self (if uses email)	97.3%	96.1%	97.7%	96.3%	98.6%	98.2%	99.2%	97.6%	94.3%	87.7%	86.8%	88.6%
Use of text messaging and apps												
Able to send and receive text messages	97.5%	98.9%	97.7%	98.6%	98.5%	99.5%	98.2%	99.1%	94.9%	96.8%	93.8%	95.9%
Able to text (if has mobile device)	98.6%	99.6%	98.6%	99.3%	98.9%	99.5%	98.6%	99.4%	98.0%	99.8%	98.3%	98.7%
Able to use apps	74.5%	69.0%	68.0%	65.8%	80.3%	74.8%	72.0%	70.8%	60.1%	46.7%	38.7%	36.3%
Able to use apps (if has mobile device)	75.5%	69.7%	68.6%	66.4%	80.6%	75.0%	72.3%	71.1%	62.4%	48.4%	40.8%	37.5%
Willing to complete forms/questionnaires on kp.org												
Yes	71.1%	69.8%	68.5%	69.6%	75.2%	75.0%	72.0%	71.8%	61.8%	51.8%	45.4%	57.4%
No	9.8%	11.4%	12.4%	9.8%	6.8%	7.6%	10.2%	8.3%	16.6%	24.5%	27.5%	17.9%
Not Sure	19.1%	18.8%	19.1%	20.7%	18.0%	17.4%	17.9%	20.0%	21.7%	23.7%	27.1%	24.7%

¹ AAPI = Asian American/Pacific Islander

Table 6. Digital information technology use, ages 25-90, by race, estimated from the 2020 Kaiser Permanente Northern California Member Health Survey

	All Ages 25-90				All Ages 25-64				All Ages 65-90			
	White	Black	Latino	AAPI¹	White	Black	Latino	AAPI¹	White	Black	Latino	AAPI¹
Devices used to access the internet												
Desktop or laptop computer	86.1%	79.4%	79.6%	84.7%	86.4%	78.2%	79.5%	85.8%	85.5%	83.9%	80.3%	77.7%
Tablet	34.7%	44.3%	35.9%	35.9%	32.6%	46.3%	36.3%	35.8%	39.7%	36.2%	33.1%	36.8%
Mobile phone	80.0%	84.2%	86.4%	85.2%	85.3%	87.8%	88.7%	87.8%	66.9%	70.0%	68.0%	69.2%
Smartphone	70.7%	68.9%	73.4%	73.2%	76.8%	73.6%	76.3%	77.1%	55.8%	50.7%	50.8%	48.9%
Cell phone	17.6%	26.1%	27.0%	24.7%	17.7%	25.5%	27.0%	24.2%	17.4%	28.4%	26.8%	27.7%
Mobile phone only	7.4%	12.4%	13.5%	9.9%	8.4%	13.5%	14.0%	9.6%	5.0%	7.7%	9.4%	11.6%
Devices used to access email												
Desktop or laptop computer	83.4%	77.5%	73.0%	80.9%	83.9%	77.6%	72.8%	82.5%	82.1%	77.2%	74.1%	71.5%
Tablet	28.2%	39.9%	25.8%	27.0%	25.3%	41.5%	25.7%	26.0%	34.9%	33.7%	26.4%	32.8%
Mobile phone	82.3%	88.0%	87.3%	88.5%	89.2%	91.9%	89.6%	91.0%	65.8%	73.2%	70.0%	73.2%
Smartphone	72.7%	71.3%	72.8%	75.8%	80.2%	76.8%	75.4%	79.9%	54.9%	50.3%	52.7%	50.9%
Cell phone	17.6%	27.1%	28.3%	25.5%	18.0%	26.1%	28.8%	24.9%	16.5%	30.9%	24.6%	28.6%
Mobile phone only	10.9%	15.5%	21.7%	15.0%	12.0%	16.5%	22.5%	14.6%	8.3%	11.8%	15.8%	17.3%

¹ AAPI = Asian American/Pacific Islander

Table 6. Digital information technology use, ages 25-90, by race, estimated from the 2020 Kaiser Permanente Northern California Member Health Survey

Access to digital devices	Men Ages 25-90				Men Ages 25-64				Men Ages 65-90			
	White	Black	Latino	AAPI ¹	White	Black	Latino	AAPI ¹	White	Black	Latino	AAPI ¹
Has wi-fi enabled desktop, laptop, or tablet laptop	97.3%	96.7%	94.7%	97.1%	98.7%	97.4%	96.3%	98.9%	93.9%	93.8%	84.5%	87.4%
Has smartphone or wi-fi enabled tablet	87.7%	80.8%	89.2%	89.1%	93.2%	83.3%	93.0%	93.2%	74.4%	72.1%	64.1%	66.8%
Has wi-fi enabled tablet	42.4%	38.6%	40.6%	47.2%	43.5%	39.7%	42.4%	49.0%	39.6%	34.9%	28.4%	37.2%
Has mobile phone	97.2%	99.3%	97.0%	99.1%	98.1%	99.0%	97.0%	99.7%	95.2%	96.7%	96.9%	95.9%
Has smartphone	83.8%	78.5%	85.6%	85.9%	90.6%	81.9%	89.3%	90.4%	67.8%	66.6%	60.9%	61.9%
Has smartphone (if has mobile phone)	86.2%	79.1%	88.2%	86.7%	92.3%	81.9%	92.0%	90.6%	71.2%	68.8%	62.9%	64.6%
Has device that can use to go online	98.2%	98.0%	97.6%	98.5%	99.5%	98.9%	98.8%	99.0%	95.1%	94.9%	89.9%	90.5%
Can easily print information/forms from the internet (all, incl. non-internet users)	86.0%	87.7%	80.1%	86.9%	87.1%	91.9%	82.0%	88.5%	83.4%	74.4%	67.2%	77.0%
Can easily print (if uses internet)	89.4%	92.4%	84.7%	88.9%	88.3%	92.9%	84.4%	88.8%	92.3%	90.8%	87.2%	89.6%
Can print at home (if uses internet)	78.1%	79.9%	69.2%	72.2%	74.2%	79.6%	68.1%	71.1%	88.9%	81.1%	79.0%	80.2%

¹ AAPI = Asian American/Pacific Islander

Access to digital devices	Women Ages 25-90				Women Ages 25-64				Women Ages 65-90			
	White	Black	Latina	AAPI ¹	White	Black	Latina	AAPI ¹	White	Black	Latina	AAPI ¹
Has wi-fi enabled desktop, laptop, or tablet laptop	96.8%	94.9%	96.0%	96.5%	99.0%	98.5%	98.1%	98.0%	92.2%	83.3%	83.7%	88.3%
Has smartphone or wi-fi enabled tablet	87.2%	83.2%	84.5%	81.7%	93.0%	90.8%	88.2%	84.9%	75.1%	59.2%	62.2%	64.9%
Has wi-fi enabled tablet	46.8%	56.0%	35.8%	36.5%	48.0%	63.7%	36.9%	37.0%	44.4%	31.6%	29.2%	34.1%
Has mobile phone	98.3%	99.0%	98.3%	99.1%	99.4%	99.0%	99.1%	99.6%	95.9%	95.9%	93.1%	96.4%
Has smartphone	83.3%	79.4%	82.0%	79.7%	90.6%	88.0%	86.1%	84.2%	67.9%	51.8%	57.0%	55.8%
Has smartphone (if has mobile phone)	84.7%	80.1%	83.4%	80.4%	91.1%	88.0%	86.9%	84.6%	70.7%	54.0%	61.2%	57.9%
Has device that can use to go online	98.0%	95.4%	98.2%	98.1%	99.6%	98.5%	99.6%	99.5%	94.4%	85.3%	89.8%	90.9%
Can easily print information/forms from the internet (all, incl. non-internet users)	85.2%	78.1%	81.4%	84.1%	88.2%	83.4%	83.4%	85.9%	78.7%	59.9%	69.8%	73.6%
Can easily print (if uses internet)	88.8%	84.5%	85.3%	87.7%	88.8%	85.6%	85.1%	87.9%	88.7%	79.4%	86.8%	86.4%
Can print at home (if uses internet)	75.7%	69.2%	66.3%	75.8%	83.6%	63.8%	74.3%	73.8%	72.5%	70.4%	65.1%	76.1%

¹ AAPI = Asian American/Pacific Islander

Table 6. Digital information technology use, Men ages 25-90, by race, estimated from the 2020 Kaiser Permanente Northern California Member Health Survey

Digital information technology use	Men Ages 25-90				Men Ages 25-64				Men Ages 65-90			
	<u>White</u>	<u>Black</u>	<u>Latino</u>	<u>AAPI¹</u>	<u>White</u>	<u>Black</u>	<u>Latino</u>	<u>AAPI¹</u>	<u>White</u>	<u>Black</u>	<u>Latino</u>	<u>AAPI¹</u>
Internet use												
Uses internet (by self or with help)	97.1%	96.3%	96.0%	98.3%	99.0%	99.3%	97.8%	99.8%	92.8%	85.7%	83.5%	90.2%
Uses internet by self	93.3%	90.1%	92.6%	94.1%	96.4%	94.5%	96.0%	96.7%	85.9%	74.0%	69.2%	80.4%
Uses internet by self (if uses internet)	95.9%	93.4%	96.4%	95.8%	97.3%	95.2%	98.2%	96.9%	92.5%	86.0%	82.9%	88.9%
Uses internet at home (if uses internet)	98.6%	99.2%	97.3%	98.7%	98.2%	99.0%	97.3%	98.8%	99.5%	99.0%	97.4%	98.2%
Uses internet at work (if uses internet)	51.1%	46.7%	53.3%	56.0%	65.5%	53.5%	58.8%	62.6%	13.5%	17.2%	8.9%	15.6%
Email use												
Uses email (by self or with help)	96.9%	95.6%	96.2%	97.9%	98.8%	97.3%	97.9%	99.1%	92.4%	89.4%	85.3%	91.7%
Uses email by self	94.0%	92.0%	93.4%	94.1%	96.9%	95.9%	96.4%	96.2%	87.0%	78.1%	73.5%	82.7%
Uses email by self (if uses email)	97.0%	96.3%	97.1%	96.1%	98.1%	98.6%	98.5%	97.1%	94.2%	87.4%	86.2%	90.3%
Use of text messaging and apps												
Able to send and receive text messages	96.9%	98.4%	97.9%	98.7%	97.9%	98.9%	98.4%	99.3%	94.0%	96.3%	94.2%	95.1%
Able to text (if has mobile device)	98.4%	99.1%	98.4%	99.2%	98.7%	98.9%	98.6%	99.5%	97.4%	99.0%	96.7%	97.7%
Able to use apps	74.4%	69.7%	70.3%	65.6%	79.4%	74.5%	74.1%	69.9%	61.1%	50.6%	41.1%	39.6%
Able to use apps (if has mobile device)	75.6%	70.2%	70.7%	66.1%	80.0%	74.5%	74.4%	70.1%	63.6%	52.6%	42.2%	40.9%
Willing to complete forms/questionnaires on kp.org												
Yes	70.3%	67.2%	67.1%	69.8%	73.2%	69.4%	70.3%	71.4%	63.2%	59.4%	45.5%	60.7%
No	9.0%	11.1%	14.8%	11.3%	6.7%	9.1%	12.6%	10.3%	14.6%	18.0%	29.6%	17.0%
Not Sure	20.7%	21.8%	18.1%	18.9%	20.0%	21.5%	17.1%	18.4%	22.1%	22.6%	24.8%	22.3%

	Men Ages 25-90				Men Ages 25-64				Men Ages 65-90			
	<u>White</u>	<u>Black</u>	<u>Latino</u>	<u>AAPI¹</u>	<u>White</u>	<u>Black</u>	<u>Latino</u>	<u>AAPI¹</u>	<u>White</u>	<u>Black</u>	<u>Latino</u>	<u>AAPI¹</u>
Devices used to access the internet												
Desktop or laptop computer	89.1%	85.3%	77.6%	87.8%	88.6%	83.4%	77.2%	88.4%	90.4%	92.9%	81.4%	83.7%
Tablet	32.9%	35.1%	36.2%	38.6%	31.2%	34.6%	36.4%	38.7%	37.3%	37.2%	34.6%	38.1%
Mobile phone	78.5%	81.3%	84.8%	83.1%	83.7%	85.1%	86.2%	85.0%	64.7%	66.1%	72.2%	70.6%
Smartphone	70.6%	68.7%	75.0%	74.4%	76.4%	72.0%	77.2%	77.5%	55.3%	55.5%	56.2%	54.4%
Cell phone	15.5%	23.0%	24.4%	23.6%	15.1%	23.4%	23.6%	23.3%	16.5%	21.2%	31.6%	25.4%
Mobile phone only	6.0%	12.5%	15.6%	8.0%	7.0%	14.6%	16.2%	7.8%	3.4%	3.7%	9.5%	9.0%
Devices used to access email												
Desktop or laptop computer	86.9%	84.3%	72.3%	84.8%	86.4%	84.6%	72.0%	85.7%	88.1%	83.2%	74.7%	79.6%
Tablet	26.6%	34.2%	25.8%	28.2%	24.2%	34.0%	25.7%	27.3%	32.5%	34.9%	26.4%	34.1%
Mobile phone	81.0%	84.7%	87.4%	87.4%	87.7%	88.2%	88.9%	89.6%	63.7%	71.2%	74.9%	73.7%
Smartphone	73.0%	70.1%	75.8%	77.4%	79.9%	74.6%	78.2%	81.2%	55.2%	52.4%	56.1%	54.2%
Cell phone	14.8%	25.2%	26.4%	23.4%	14.8%	24.6%	26.0%	22.7%	14.9%	27.4%	30.3%	27.3%
Mobile phone only	9.2%	12.6%	22.8%	11.9%	10.6%	13.5%	23.6%	11.9%	5.7%	9.3%	16.2%	12.1%

¹ AAPI = Asian American/Pacific Islander

Table 6. Digital information technology use, Women ages 25-90, by race, estimated from the 2020 Kaiser Permanente Northern California Member Health Survey

Digital information technology use	Women Ages 25-90				Women Ages 25-64				Women Ages 65-90			
	<u>White</u>	<u>Black</u>	<u>Latina</u>	<u>AAPI¹</u>	<u>White</u>	<u>Black</u>	<u>Latina</u>	<u>AAPI¹</u>	<u>White</u>	<u>Black</u>	<u>Latina</u>	<u>AAPI¹</u>
Internet use												
Uses internet (by self or with help)	97.0%	94.1%	96.5%	96.6%	99.5%	98.0%	98.5%	98.1%	91.6%	81.5%	84.1%	89.1%
Uses internet by self	93.8%	90.4%	94.5%	92.5%	98.1%	95.9%	97.9%	95.7%	84.9%	71.8%	73.3%	75.6%
Uses internet by self (if uses internet)	96.8%	95.8%	97.9%	95.8%	98.6%	97.9%	99.3%	97.6%	92.7%	87.4%	87.6%	85.0%
Uses internet at home (if uses internet)	98.5%	98.5%	98.1%	99.6%	98.2%	99.0%	98.1%	99.7%	99.3%	96.2%	97.9%	98.5%
Uses internet at work (if uses internet)	41.0%	42.0%	47.7%	46.1%	54.0%	49.1%	53.2%	52.2%	10.4%	13.0%	7.5%	9.6%
Email use												
Uses email (by self or with help)	97.5%	95.0%	97.7%	98.1%	99.4%	98.9%	99.3%	99.2%	93.4%	82.1%	87.5%	92.1%
Uses email by self	95.2%	91.0%	96.0%	94.6%	98.5%	96.8%	99.1%	97.3%	88.1%	72.0%	76.3%	80.2%
Uses email by self (if uses email)	97.6%	95.9%	98.3%	96.4%	99.1%	97.9%	99.8%	98.1%	94.4%	87.9%	87.3%	87.2%
Use of text messaging and apps												
Able to send and receive text messages	98.0%	99.4%	97.4%	98.6%	99.0%	99.0%	98.0%	98.9%	95.7%	97.1%	93.4%	96.7%
Able to text (if has mobile device)	98.9%	99.9%	98.7%	99.3%	99.0%	99.0%	98.6%	99.3%	98.5%	99.6%	99.7%	99.4%
Able to use apps	74.5%	68.5%	66.1%	66.0%	81.1%	75.0%	70.2%	71.5%	59.2%	43.7%	36.7%	33.6%
Able to use apps (if has mobile device)	75.4%	69.3%	66.9%	66.6%	81.2%	75.3%	70.5%	72.0%	61.4%	45.3%	39.6%	34.6%
Willing to complete forms/questionnaires on kp.org												
Yes	71.8%	71.9%	69.7%	69.4%	77.0%	79.4%	73.4%	72.1%	60.6%	46.2%	45.2%	54.7%
No	10.4%	11.6%	10.4%	8.4%	6.9%	6.4%	8.0%	6.6%	18.2%	29.3%	25.7%	18.7%
Not Sure	17.8%	16.6%	19.9%	22.2%	16.1%	14.2%	18.5%	21.3%	21.2%	24.5%	29.1%	26.6%

	Women Ages 25-90				Women Ages 25-64				Women Ages 65-90			
	<u>White</u>	<u>Black</u>	<u>Latina</u>	<u>AAPI¹</u>	<u>White</u>	<u>Black</u>	<u>Latina</u>	<u>AAPI¹</u>	<u>White</u>	<u>Black</u>	<u>Latina</u>	<u>AAPI¹</u>
Devices used to access the internet												
Desktop or laptop computer	83.5%	74.8%	81.3%	82.1%	84.4%	74.1%	81.6%	83.6%	81.4%	77.2%	79.5%	73.0%
Tablet	36.3%	51.4%	35.6%	33.6%	33.9%	55.5%	36.1%	33.2%	41.7%	35.4%	32.0%	35.8%
Mobile phone	81.3%	86.4%	87.8%	87.0%	86.7%	89.9%	90.9%	90.2%	68.8%	72.9%	64.8%	68.1%
Smartphone	70.9%	69.1%	72.0%	72.2%	77.2%	74.8%	75.5%	76.8%	56.2%	47.0%	46.8%	44.5%
Cell phone	19.5%	28.5%	29.3%	25.6%	20.1%	27.1%	30.1%	24.9%	18.2%	33.9%	23.3%	29.5%
Mobile phone only	8.7%	12.3%	11.7%	11.6%	9.8%	12.7%	12.0%	11.2%	6.3%	10.8%	9.3%	13.7%
Devices used to access email												
Desktop or laptop computer	80.2%	72.1%	73.5%	77.5%	81.5%	72.0%	73.5%	79.7%	77.2%	72.5%	73.7%	64.7%
Tablet	29.6%	44.5%	25.7%	25.9%	26.4%	47.5%	25.6%	25.0%	36.9%	32.7%	26.3%	31.8%
Mobile phone	83.4%	90.7%	87.2%	89.4%	90.6%	94.9%	90.2%	92.2%	67.5%	74.7%	66.3%	72.8%
Smartphone	72.5%	72.4%	70.1%	74.4%	80.5%	78.6%	73.0%	78.9%	54.7%	48.6%	50.0%	48.2%
Cell phone	20.1%	28.7%	30.0%	27.2%	21.1%	27.3%	31.4%	26.8%	17.7%	33.8%	20.4%	29.6%
Mobile phone only	12.4%	17.8%	20.7%	17.6%	13.3%	18.9%	21.4%	16.9%	10.4%	13.8%	15.5%	21.6%

¹ AAPI = Asian American/Pacific Islander

Table 7. Health information resources used in past 12 months, All ages 25-90, by race, estimated from the 2020 Kaiser Permanente Northern California Member Health Survey

Health information resource used	All Ages 25-90				All Ages 25-64				All Ages 65-90			
	White	Black	Latino	AAPI ¹	White	Black	Latino	AAPI ¹	White	Black	Latino	AAPI ¹
Used any of 11 health information resources	80.7%	72.7%	74.0%	76.6%	81.8%	73.9%	73.9%	77.1%	78.2%	68.5%	74.5%	74.1%
Used any KP health information/education resource	48.2%	49.3%	42.8%	46.7%	47.2%	48.7%	41.0%	46.8%	50.4%	51.1%	54.4%	46.5%
Used a KP interactive health education program/service (health coach, class, web-based program, etc.)	24.0%	29.1%	25.7%	21.6%	23.6%	29.6%	25.7%	21.9%	24.8%	27.6%	25.9%	20.1%
Got help from a KP health/wellness coach	5.6%	8.2%	7.2%	3.8%	5.0%	7.0%	7.0%	3.5%	6.7%	12.4%	9.0%	5.6%
Used KP print health education materials	12.3%	13.2%	11.9%	14.3%	11.5%	12.2%	11.5%	14.4%	14.0%	16.5%	14.6%	13.4%
Got health information from the kp.org website	30.1%	23.2%	21.4%	28.6%	30.7%	23.2%	20.1%	29.2%	28.9%	23.5%	29.6%	25.3%
Got health information from kp.org MD home page	15.0%	16.1%	15.0%	17.4%	13.1%	14.0%	13.0%	16.2%	19.0%	23.5%	28.1%	23.7%
Got health information from a non-KP website	11.0%	12.9%	12.6%	10.6%	10.5%	14.1%	12.9%	10.7%	12.1%	8.9%	10.5%	10.5%
Got health information from kp.org and/or other websites	23.6%	15.7%	13.5%	20.5%	25.2%	16.3%	13.3%	22.1%	19.8%	13.8%	15.2%	11.6%
Listened to a kp.org podcast	42.1%	35.2%	30.7%	39.7%	41.8%	34.5%	29.0%	40.3%	42.8%	37.5%	42.1%	36.1%
Used health education video programs on kp.org (prepare for surgery, manage pain, healthy lifestyle, etc.)	1.5%	2.1%	2.7%	1.6%	1.5%	1.8%	2.6%	1.7%	1.5%	3.0%	3.1%	1.3%
Used a health app to help with diet, exercise, sleep, monitoring a health condition, etc.	19.7%	17.6%	16.2%	19.1%	24.5%	21.0%	17.2%	21.4%	8.8%	6.3%	10.1%	6.9%
Used kp.org secure features (email, etc.)	69.1%	56.8%	60.2%	64.0%	69.9%	58.1%	60.4%	64.0%	67.4%	52.4%	59.0%	63.8%
Used a KP app to access kp.org secure features	36.7%	34.9%	35.3%	33.5%	40.0%	38.3%	36.0%	34.8%	29.3%	23.6%	31.0%	26.4%

¹ AAPI = Asian American/Pacific Islander

Table 7. Health information resources used in past 12 months, Men ages 25-90, by race, estimated from the 2020 Kaiser Permanente Northern California Member Health Survey

Health information resource used	Men Ages 25-90				Men Ages 25-64				Men Ages 65-90			
	White	Black	Latino	AAPI ¹	White	Black	Latino	AAPI ¹	White	Black	Latino	AAPI ¹
Used any of 11 health information resources	77.3%	67.7%	70.1%	73.1%	78.0%	68.2%	68.9%	73.0%	75.7%	66.0%	78.4%	73.8%
Used any KP health information/education resource	21.6%	26.3%	23.0%	22.0%	20.2%	27.1%	22.5%	22.1%	24.7%	23.7%	26.1%	21.7%
Used a KP interactive health education program/service (health coach, class, web-based program, etc.)	45.5%	49.0%	40.5%	43.4%	43.5%	49.2%	38.4%	42.5%	50.2%	48.6%	54.9%	48.3%
Got help from a KP health/wellness coach	5.5%	8.2%	7.1%	4.9%	4.7%	7.5%	6.4%	4.7%	7.5%	10.8%	12.1%	5.9%
Used KP print health education materials	10.8%	13.6%	11.3%	15.5%	9.7%	13.5%	11.1%	15.7%	13.4%	14.1%	13.2%	14.2%
Got health information from the kp.org website	28.8%	20.3%	19.6%	26.2%	28.9%	19.8%	18.0%	25.6%	28.7%	22.1%	29.8%	29.2%
Got health information from kp.org MD home page	14.6%	18.6%	15.3%	16.8%	11.9%	18.2%	12.9%	15.5%	21.0%	19.8%	31.1%	23.4%
Got health information from a non-KP website	9.0%	12.9%	10.3%	12.2%	8.0%	14.3%	10.2%	12.7%	11.5%	7.9%	11.0%	9.7%
Got health information from kp.org and/or other websites	19.5%	8.8%	10.9%	17.8%	20.0%	8.5%	10.2%	18.2%	18.3%	10.0%	15.8%	15.4%
Listened to a kp.org podcast	38.8%	32.3%	27.5%	35.9%	37.5%	31.3%	24.9%	35.2%	41.8%	36.0%	45.0%	39.5%
Used health education video programs on kp.org (prepare for surgery, manage pain, healthy lifestyle, etc.)	1.3%	2.1%	2.8%	1.1%	1.4%	1.9%	2.6%	1.1%	1.1%	3.1%	3.9%	1.5%
Used a health app to help with diet, exercise, sleep, monitoring a health condition, etc.	16.5%	15.6%	13.2%	17.6%	20.4%	17.9%	13.5%	19.4%	7.3%	7.4%	11.2%	7.3%
Used kp.org secure features (email, etc.)	64.7%	49.8%	56.0%	60.4%	64.8%	48.5%	55.4%	59.6%	64.3%	54.4%	60.1%	64.5%
Used a KP app to access kp.org secure features	32.5%	34.2%	30.0%	29.7%	34.8%	36.7%	29.6%	30.1%	26.9%	25.6%	32.5%	27.9%

¹ AAPI = Asian American/Pacific Islander

Table 7. Health information resources used in past 12 months, Women ages 25-90, by race, estimated from the 2020 Kaiser Permanente Northern California Member Health Survey

Health information resource used	Women Ages 25-90				Women Ages 25-64				Women Ages 65-90			
	White	Black	Latina	AAPI ¹	White	Black	Latina	AAPI ¹	White	Black	Latina	AAPI ¹
Used any of 11 health information resources	83.8%	76.5%	77.3%	79.7%	85.5%	78.4%	78.3%	80.7%	80.3%	70.2%	71.5%	74.4%
Used any KP health information/education resource	26.2%	31.3%	28.2%	21.3%	26.8%	31.6%	28.5%	21.8%	24.8%	30.4%	25.8%	18.8%
Used a KP interactive health education program/service (health coach, class, web-based program, etc.)	50.7%	49.5%	44.8%	49.6%	50.7%	48.4%	43.3%	50.5%	50.6%	52.9%	54.0%	45.0%
Got help from a KP health/wellness coach	5.6%	8.3%	7.4%	2.9%	5.3%	6.6%	7.5%	2.4%	6.1%	13.5%	6.6%	5.3%
Used KP print health education materials	13.7%	12.8%	12.5%	13.2%	13.2%	11.1%	11.9%	13.3%	14.5%	18.2%	15.7%	12.8%
Got health information from the kp.org website	31.3%	25.5%	23.1%	30.6%	32.4%	25.8%	22.0%	32.3%	29.0%	24.4%	29.4%	22.1%
Got health information from kp.org MD home page	15.3%	14.3%	14.8%	17.9%	14.3%	10.6%	13.0%	16.7%	17.5%	26.1%	25.8%	23.9%
Got health information from a non-KP website	12.7%	12.9%	14.6%	9.3%	12.8%	13.9%	15.4%	8.9%	12.6%	9.5%	10.0%	11.1%
Got health information from kp.org and/or other websites	27.2%	21.0%	15.9%	22.8%	30.2%	22.4%	16.1%	25.6%	21.1%	16.5%	14.7%	8.3%
Listened to a kp.org podcast	45.1%	37.4%	33.6%	42.9%	45.9%	37.0%	32.6%	44.8%	43.6%	38.6%	39.7%	33.2%
Used health education video programs on kp.org (prepare for surgery, manage pain, healthy lifestyle, etc.)	1.6%	2.1%	2.6%	2.1%	1.5%	1.8%	2.6%	2.3%	1.9%	3.0%	2.5%	1.2%
Used a health app to help with diet, exercise, sleep, monitoring a health condition, etc.	22.5%	19.2%	18.8%	20.4%	28.4%	23.4%	20.4%	23.0%	10.0%	5.6%	9.2%	6.5%
Used kp.org secure features (email, etc.)	73.2%	62.1%	63.9%	67.0%	74.7%	65.5%	64.9%	67.8%	70.0%	51.0%	58.2%	63.2%
Used a KP app to access kp.org secure features	40.5%	35.4%	39.9%	36.7%	44.9%	39.6%	41.6%	38.8%	31.3%	22.2%	29.8%	25.2%

¹ AAPI = Asian American/Pacific Islander

Table 8. Preferred methods for obtaining health information and advice, All ages 25-90, by race, estimated from the 2020 Kaiser Permanente Northern California Member Health Survey

Health information modality preference	All Ages 25-90				All Ages 25-64				All Ages 65-90			
	White	Black	Latino	AAPI ¹	White	Black	Latino	AAPI ¹	White	Black	Latino	AAPI ¹
Indicated interest in using any health information modality	90.7%	94.3%	92.4%	94.2%	91.0%	94.3%	92.5%	94.5%	90.0%	94.1%	91.8%	92.7%
Of those who indicated ≥ 1 modality:												
Individual in-person or virtual (phone, video) session with a patient educator	43.1%	53.1%	54.2%	39.3%	45.8%	55.2%	55.7%	40.5%	37.0%	46.0%	44.7%	33.1%
Telephone session with a wellness coach	25.4%	32.3%	29.7%	23.4%	27.6%	34.0%	30.9%	24.3%	20.7%	26.7%	22.3%	18.3%
In-person session with a patient educator	30.6%	40.6%	41.9%	29.2%	32.5%	43.1%	43.3%	30.2%	26.5%	32.2%	33.2%	23.2%
Video visit with a patient educator	26.0%	29.2%	29.1%	23.7%	30.2%	33.7%	31.0%	25.4%	16.6%	14.1%	16.8%	15.0%
Video visit with a doctor	40.1%	36.6%	37.0%	36.9%	43.0%	38.3%	38.0%	37.7%	33.6%	30.7%	30.7%	33.0%
Video visit with doctor/patient educator	44.0%	43.2%	41.3%	40.5%	47.6%	46.2%	42.3%	41.4%	36.0%	33.1%	34.8%	35.2%
Group program/class	25.0%	24.4%	25.9%	18.8%	26.8%	24.9%	27.2%	19.6%	20.8%	22.9%	17.3%	14.7%
One-session group program	20.6%	16.7%	20.7%	15.8%	22.0%	16.0%	21.6%	16.3%	17.3%	19.3%	14.9%	13.1%
Multi-session class or group program	18.3%	17.5%	18.8%	13.7%	20.3%	18.8%	20.2%	14.6%	13.8%	13.3%	10.1%	9.0%
Text messages	27.5%	37.6%	29.5%	29.0%	27.9%	39.7%	29.0%	28.4%	26.7%	30.6%	33.0%	32.5%
Secure messages	45.8%	40.6%	43.5%	45.0%	45.2%	40.9%	44.7%	45.1%	47.1%	39.6%	36.2%	44.3%
Any web-based modality (incl. online information, videos, podcasts, online interactive programs, and webinars)	59.6%	56.1%	58.8%	60.6%	62.9%	58.9%	60.2%	61.5%	52.2%	46.8%	49.9%	55.8%
Information from a website (incl. KP MD home page)	43.4%	37.0%	36.3%	42.5%	44.0%	36.4%	35.6%	41.5%	41.9%	39.2%	40.8%	47.7%
Information from a website (not incl. KP MD home page)	33.7%	23.7%	25.5%	31.6%	37.1%	25.7%	26.6%	32.1%	25.9%	17.1%	18.2%	28.6%
Information from KP MD home page	21.5%	23.9%	22.5%	23.1%	18.8%	21.8%	20.8%	21.2%	27.6%	31.0%	33.2%	33.9%
Online health videos	28.7%	29.3%	33.2%	31.9%	31.5%	32.0%	34.7%	33.1%	22.4%	20.4%	24.2%	25.2%
Live webinars or talks	13.5%	15.0%	14.5%	14.6%	15.0%	16.4%	15.3%	15.4%	10.1%	10.5%	9.2%	9.9%
Online interactive program	15.6%	18.3%	19.2%	15.8%	19.3%	21.7%	21.2%	17.2%	7.5%	6.8%	6.4%	8.2%
Health app on tablet or smartphone	33.0%	31.7%	33.4%	31.1%	40.4%	37.0%	36.1%	34.3%	16.5%	14.1%	16.2%	13.8%
Podcast or online audio program	15.3%	15.8%	17.6%	13.9%	18.2%	18.2%	19.0%	15.4%	8.7%	8.0%	8.2%	5.7%
Online chat room/online community	5.8%	8.4%	8.6%	6.9%	7.1%	9.7%	9.6%	7.7%	2.9%	4.2%	2.6%	2.6%
Emailed or mailed newsletter/information	46.5%	41.8%	40.2%	46.8%	43.9%	39.2%	37.9%	45.2%	52.6%	50.6%	54.9%	55.4%
Emailed information/newsletters	38.6%	31.7%	31.3%	37.6%	38.7%	31.8%	30.9%	37.4%	38.4%	31.2%	34.0%	38.4%
Mailed information/newsletters	15.5%	22.6%	18.9%	19.1%	11.8%	19.3%	16.4%	16.6%	23.9%	34.0%	35.1%	33.0%
Print health education materials	24.1%	30.6%	23.1%	26.7%	21.2%	29.5%	22.1%	25.1%	30.5%	34.2%	29.3%	35.4%
DVD	4.9%	8.8%	6.1%	5.6%	4.1%	8.6%	5.7%	5.4%	6.8%	9.5%	8.4%	6.6%

¹ AAPI = Asian American/Pacific Islander

Table 8. Preferred methods for obtaining health information and advice, Men ages 25-90, by race, estimated from the 2020 Kaiser Permanente Northern California Member Health Survey

Health information modality preference	Men Ages 25-90				Men Ages 25-64				Men Ages 65-90			
	White	Black	Latino	AAPI ¹	White	Black	Latino	AAPI ¹	White	Black	Latino	AAPI ¹
Indicated interest in using any health information modality	89.8%	93.6%	90.1%	93.9%	89.8%	93.7%	89.9%	94.4%	89.8%	93.5%	91.2%	91.6%
Of those who indicated ≥ 1 modality:												
Individual in-person or virtual (phone, video) session with a patient educator	43.0%	53.0%	54.9%	42.1%	45.5%	55.3%	56.3%	43.3%	36.9%	44.6%	45.5%	35.5%
Telephone session with a wellness coach	24.5%	29.0%	32.5%	24.0%	26.2%	30.5%	34.2%	24.8%	20.3%	23.9%	20.7%	20.1%
In-person session with a patient educator	31.6%	42.3%	43.1%	31.6%	33.7%	44.9%	44.0%	32.5%	26.8%	33.1%	37.0%	26.7%
Video visit with a patient educator	46.0%	42.4%	42.3%	44.1%	48.4%	44.2%	42.8%	45.8%	40.4%	36.1%	38.8%	35.0%
Video visit with a doctor	25.1%	28.8%	29.2%	25.6%	27.8%	32.3%	30.8%	27.3%	18.7%	16.1%	18.1%	16.4%
Video visit with doctor/patient educator	43.1%	38.6%	37.8%	39.7%	45.0%	39.8%	38.4%	40.9%	38.4%	34.5%	33.7%	33.3%
Group program/class	19.3%	16.5%	21.6%	15.2%	20.9%	15.6%	23.4%	15.4%	15.6%	19.5%	10.0%	14.2%
One-session group program	15.6%	11.7%	17.8%	12.0%	16.6%	10.4%	19.2%	12.0%	13.3%	16.2%	8.4%	12.1%
Multi-session class or group program	14.7%	11.9%	16.8%	10.7%	16.6%	11.7%	18.5%	11.3%	10.2%	12.6%	5.7%	7.1%
Text messages	25.5%	37.0%	29.1%	26.8%	25.5%	38.1%	27.0%	25.4%	25.4%	33.0%	43.4%	34.4%
Secure messages	44.8%	37.7%	42.5%	40.6%	43.8%	36.5%	43.6%	40.1%	47.3%	41.7%	35.1%	43.2%
Any web-based modality (incl. online information, videos, podcasts, online interactive programs, and webinars)	58.5%	57.2%	58.7%	59.7%	60.2%	59.3%	59.9%	59.8%	54.5%	49.7%	51.0%	58.9%
Information from a website (incl. KP MD home page)	43.5%	38.9%	37.5%	43.5%	42.7%	38.7%	36.8%	42.1%	45.4%	39.8%	41.7%	51.6%
Information from a website (not incl. KP MD home page)	33.2%	22.4%	26.6%	35.2%	35.4%	24.4%	27.6%	35.4%	28.1%	15.2%	19.8%	33.9%
Information from KP MD home page	22.4%	24.6%	25.8%	20.7%	19.1%	22.9%	24.3%	17.8%	30.2%	30.7%	35.8%	37.1%
Online health videos	26.9%	30.3%	32.1%	31.6%	28.9%	33.4%	33.8%	32.2%	22.1%	19.2%	20.7%	28.4%
Live webinars or talks	11.2%	10.4%	12.9%	11.2%	12.0%	11.1%	13.6%	11.3%	9.2%	8.3%	8.2%	10.9%
Online interactive program	13.3%	16.4%	16.1%	14.6%	15.7%	18.6%	17.1%	15.3%	7.6%	8.7%	9.3%	10.2%
Health app on tablet or smartphone	29.9%	29.3%	31.5%	29.9%	35.6%	33.3%	33.2%	32.6%	16.4%	15.2%	20.2%	15.0%
Podcast or online audio program	12.6%	15.4%	15.1%	12.5%	14.9%	17.4%	16.3%	13.3%	7.1%	8.3%	6.9%	7.5%
Online chat room/online community	4.4%	6.3%	6.7%	7.2%	5.3%	8.0%	7.2%	8.0%	2.5%	0.0%	3.5%	2.7%
Emailed or mailed newsletter/information	43.9%	37.8%	34.4%	43.8%	41.5%	35.3%	32.4%	42.2%	49.7%	46.6%	47.8%	53.1%
Emailed information/newsletters	37.3%	29.5%	29.5%	34.4%	36.8%	29.3%	28.8%	33.8%	38.5%	30.4%	33.6%	37.7%
Mailed information/newsletters	14.7%	21.7%	16.8%	16.9%	11.6%	20.1%	14.8%	14.4%	22.0%	27.7%	29.7%	30.8%
Print health education materials	23.2%	24.6%	22.8%	25.4%	20.8%	24.3%	22.7%	24.0%	28.8%	25.8%	23.3%	33.0%
DVD	4.7%	8.1%	6.2%	4.7%	3.6%	7.6%	6.5%	4.3%	7.4%	9.7%	4.2%	7.1%

¹ AAPI = Asian American/Pacific Islander

Table 8. Preferred methods for obtaining health information and advice, Women ages 25-90, by race, estimated from the 2020 Kaiser Permanente Northern California Member Health Survey

Health information modality preference	Women Ages 25-90				Women Ages 25-64				Women Ages 65-90			
	White	Black	Latina	AAPI ¹	White	Black	Latina	AAPI ¹	White	Black	Latina	AAPI ¹
Indicated interest in using any health information modality	91.5%	94.7%	94.4%	94.4%	92.2%	94.8%	94.8%	94.5%	90.2%	94.5%	92.3%	93.6%
Of those who indicated in ≥ 1 modality:												
Individual in-person or virtual (phone, video) session with a patient educator	43.2%	53.2%	53.7%	36.9%	46.0%	55.2%	55.3%	38.0%	37.1%	46.9%	44.1%	31.2%
Telephone session with a wellness coach	26.3%	34.8%	27.5%	22.8%	28.8%	36.7%	28.1%	23.9%	21.0%	28.7%	23.5%	16.8%
In-person session with a patient educator	29.7%	39.3%	41.0%	27.1%	31.3%	41.6%	42.7%	28.3%	26.3%	31.6%	30.3%	20.3%
Video visit with a patient educator	26.8%	29.6%	29.0%	22.2%	32.4%	34.8%	31.2%	23.7%	14.8%	12.7%	15.8%	13.8%
Video visit with a doctor	37.4%	35.0%	36.4%	34.6%	41.1%	37.2%	37.7%	34.9%	29.6%	28.0%	28.3%	32.8%
Video visit with doctor/patient educator	42.2%	43.7%	40.5%	37.3%	46.9%	47.7%	42.0%	37.7%	32.3%	31.0%	31.7%	35.3%
Group program/class	30.0%	30.5%	29.4%	21.9%	32.3%	32.1%	30.4%	23.1%	25.0%	25.3%	23.0%	15.2%
One-session group program	24.9%	20.6%	23.1%	19.1%	26.9%	20.3%	23.6%	20.1%	20.6%	21.5%	20.0%	13.9%
Multi-session class or group program	21.5%	21.8%	20.5%	16.4%	23.7%	24.3%	21.6%	17.5%	16.7%	13.7%	13.5%	10.5%
Text messages	29.3%	38.1%	29.8%	30.9%	30.0%	41.0%	30.6%	30.9%	27.7%	28.9%	25.0%	31.0%
Secure messages	46.7%	42.9%	44.4%	48.7%	46.5%	44.4%	45.6%	49.3%	47.0%	38.1%	37.1%	45.2%
Any web-based modality (incl. online information, videos, podcasts, online interactive programs, and webinars)	60.6%	55.3%	58.8%	61.4%	65.4%	58.6%	60.4%	62.9%	50.2%	44.8%	49.0%	53.3%
Information from a website (incl. KP MD home page)	43.3%	35.6%	35.3%	41.5%	45.3%	34.6%	34.5%	41.0%	39.1%	38.8%	40.1%	44.6%
Information from a website (not incl. KP MD home page)	34.1%	24.7%	24.6%	28.5%	38.7%	26.6%	25.8%	29.3%	24.1%	18.4%	17.0%	24.3%
Information from KP MD home page	20.7%	23.4%	19.8%	25.2%	18.4%	21.0%	18.0%	24.1%	25.5%	31.2%	31.2%	31.2%
Online health videos	30.3%	28.7%	34.2%	32.1%	33.9%	30.9%	35.4%	34.0%	22.6%	21.3%	26.8%	22.6%
Live webinars or talks	15.5%	18.5%	15.8%	17.5%	17.7%	20.5%	16.7%	19.0%	10.8%	12.1%	10.0%	9.1%
Online interactive program	17.7%	19.7%	21.8%	16.9%	22.5%	24.1%	24.7%	18.8%	7.3%	5.4%	4.2%	6.6%
Health app on tablet or smartphone	35.8%	33.6%	35.0%	32.1%	44.8%	39.8%	38.5%	35.8%	16.5%	13.4%	13.2%	12.7%
Podcast or online audio program	17.6%	16.2%	19.6%	15.2%	21.2%	18.8%	21.3%	17.3%	9.9%	7.8%	9.1%	4.2%
Online chat room/online community	7.0%	10.0%	10.2%	6.7%	8.8%	10.9%	11.5%	7.4%	3.2%	7.1%	1.9%	2.6%
Emailed or mailed newsletter/information	48.9%	44.9%	44.9%	49.3%	46.0%	42.2%	42.4%	47.8%	54.9%	53.5%	60.4%	57.3%
Emailed information/newsletters	39.8%	33.4%	32.8%	40.3%	40.4%	33.8%	32.6%	40.6%	38.3%	31.8%	34.2%	38.9%
Mailed information/newsletters	16.2%	23.3%	20.7%	21.1%	11.9%	18.7%	17.7%	18.5%	25.4%	38.4%	39.3%	34.8%
Print health education materials	24.8%	35.1%	23.3%	27.8%	21.6%	33.5%	21.6%	26.0%	31.8%	40.0%	33.9%	37.3%
DVD	5.1%	9.3%	6.0%	6.4%	4.5%	9.4%	5.1%	6.4%	6.3%	9.3%	11.6%	6.2%

¹ AAPI = Asian American/Pacific Islander

Table 9SR. Demographic characteristics, ages 65-90, estimated from the 2020 Kaiser Permanente Northern California Member Health Survey

Demographic characteristics	Ages 65-90			Ages 65-74			Ages 75-90		
	All	Men	Women	All	Men	Women	All	Men	Women
Race/Ethnicity									
White Non-Hispanic	66.9%	67.1%	66.8%	65.2%	65.6%	65.0%	69.8%	69.8%	69.7%
Black	7.3%	6.7%	7.9%	7.5%	6.9%	8.0%	7.1%	6.3%	7.7%
Hispanic	8.9%	8.7%	9.0%	9.0%	8.9%	9.2%	8.6%	8.4%	8.7%
AAPI	15.4%	15.6%	15.2%	16.6%	16.8%	16.4%	13.4%	13.6%	13.2%
Other	1.5%	1.8%	1.2%	1.6%	1.9%	1.4%	1.2%	1.8%	0.7%
Educational attainment									
< High school graduate	3.3%	2.9%	3.6%	2.0%	2.1%	1.9%	5.5%	4.4%	6.4%
High school graduate/GED	16.8%	15.3%	18.1%	15.7%	14.7%	16.5%	18.7%	16.4%	20.6%
Some college/Associate degree	33.4%	30.8%	35.6%	34.5%	32.4%	36.2%	31.7%	28.1%	34.6%
≥ Bachelor's degree	46.4%	50.9%	42.7%	47.8%	50.8%	45.3%	44.0%	51.2%	38.4%
Relationship status									
Married/Domestic partner	63.6%	76.4%	53.1%	66.9%	76.7%	58.6%	58.0%	75.8%	44.0%
In a committed relationship	2.8%	3.1%	2.6%	3.0%	3.3%	2.7%	2.6%	2.8%	2.4%
Single or separated	19.5%	14.3%	23.7%	21.3%	16.3%	25.5%	16.4%	10.8%	20.8%
Widowed	14.1%	6.2%	20.6%	8.9%	3.7%	13.3%	23.0%	10.6%	32.7%
Living situation									
Lives by self	23.3%	16.2%	29.2%	21.7%	16.4%	26.1%	26.1%	15.7%	34.3%
Lives with others	74.4%	82.2%	68.0%	77.3%	82.4%	72.9%	69.7%	81.7%	60.2%
In a residential facility/community	1.6%	1.0%	2.2%	0.5%	0.5%	0.5%	3.5%	1.8%	4.9%
Temporarily staying with friend or relative	0.6%	0.7%	0.5%	0.5%	0.6%	0.5%	0.7%	0.8%	0.7%
Currently employed at least part-time	18.3%	19.6%	17.3%	24.0%	25.0%	23.2%	8.7%	10.0%	7.6%
Household income in 2019									
Lower income (<\$35,000)	18.9%	15.2%	22.1%	15.7%	13.8%	17.3%	24.7%	17.8%	30.4%
< \$25,000	11.4%	9.2%	13.3%	9.4%	8.9%	9.8%	15.0%	9.7%	19.3%
\$25,000 - \$35,000	7.5%	6.0%	8.8%	6.3%	4.9%	7.5%	9.7%	8.0%	11.1%
\$35,001 - <\$50,000	13.3%	10.4%	15.7%	12.4%	9.4%	15.0%	14.8%	12.4%	16.7%
\$50,001 - \$80,000	21.9%	21.7%	22.1%	21.6%	20.6%	22.4%	22.4%	23.7%	21.4%
\$80,001 - \$100,000	14.8%	15.6%	14.2%	15.1%	15.8%	14.5%	14.4%	15.1%	13.8%
> \$100,000	31.1%	37.1%	25.9%	35.3%	40.4%	30.8%	23.7%	31.1%	17.6%
Insurance									
Has insurance that pays for routine dental check-ups/teeth cleaning	62.2%	63.1%	61.4%	65.8%	66.7%	65.0%	56.0%	56.9%	55.4%
Has insurance that helps pay for costs of non-KP medical visits	17.9%	20.7%	15.7%	19.6%	22.7%	17.0%	15.1%	17.2%	13.5%

Table 10SR. Use of digital information technologies, ages 65-90, estimated from the 2020 Kaiser Permanente Northern California Member Health Survey

Use of digital information technology	Ages 65-90			Ages 65-74			Ages 75-90		
	All	Men	Women	All	Men	Women	All	Men	Women
Access to digital devices									
Has wi-fi enabled desktop, laptop, or tablet laptop	90.8%	91.6%	90.0%	93.8%	93.4%	94.1%	85.6%	88.5%	83.3%
Has smartphone or wi-fi enabled tablet	71.8%	72.3%	71.3%	80.2%	79.5%	80.9%	57.4%	59.7%	55.6%
Has wi-fi enabled tablet	39.4%	37.8%	40.8%	44.3%	42.1%	46.2%	31.2%	30.3%	31.9%
Has mobile phone	95.7%	95.6%	95.7%	97.8%	97.3%	98.2%	92.1%	92.6%	91.7%
Has smartphone	65.1%	66.4%	64.0%	74.5%	74.5%	74.5%	49.1%	52.1%	46.7%
Has smartphone (if has mobile phone)	68.0%	69.4%	66.8%	76.2%	76.6%	75.8%	53.3%	56.2%	51.0%
Has device that can use to go online	93.2%	93.8%	92.6%	96.3%	96.0%	96.5%	87.9%	89.8%	86.3%
Can easily print information/forms from the internet (all, incl. non-internet users)	77.4%	80.2%	75.2%	82.7%	83.5%	82.1%	68.8%	74.4%	64.6%
Can easily print (if uses internet)	89.2%	91.3%	87.3%	90.0%	91.7%	88.7%	87.5%	90.7%	84.9%
Can print at home (if uses internet)	82.7%	86.2%	79.8%	82.9%	85.6%	80.7%	82.3%	87.5%	78.1%
Internet and email use									
Uses internet (by self or with help)	90.2%	90.9%	89.6%	94.1%	93.4%	94.6%	83.6%	86.5%	81.3%
Uses internet by self	81.9%	82.5%	81.4%	88.7%	87.6%	89.5%	70.3%	73.4%	67.7%
Uses internet by self (if uses internet)	90.8%	90.7%	90.8%	94.2%	93.7%	94.7%	84.1%	84.9%	83.4%
Uses internet at home (if uses internet)	98.9%	99.1%	98.8%	98.7%	99.2%	98.4%	99.3%	98.8%	99.8%
Uses internet at work (if uses internet)	11.9%	13.7%	10.3%	16.1%	18.5%	14.0%	3.6%	4.4%	3.0%
Email use									
Uses email (by self or with help)	91.6%	91.4%	91.8%	95.6%	94.3%	96.7%	84.7%	86.2%	83.5%
Uses email by self	84.6%	84.4%	84.7%	91.2%	89.4%	92.8%	73.1%	75.7%	71.0%
Uses email by self (if uses email)	92.4%	92.4%	92.3%	95.5%	94.8%	96.0%	86.4%	87.8%	85.2%
Use of text messaging and apps									
Able to send and receive text messages	95.2%	94.4%	95.8%	97.5%	96.7%	98.2%	90.5%	89.8%	91.0%
Able to text (if has mobile device)	98.3%	97.6%	98.8%	99.0%	98.6%	99.3%	96.7%	95.4%	97.8%
Able to use apps	53.3%	54.9%	52.0%	58.6%	59.8%	57.7%	42.6%	45.0%	40.6%
Able to use apps (if has mobile device)	55.4%	57.0%	54.0%	59.7%	61.1%	58.5%	46.1%	48.2%	44.4%
Willing to complete forms/questionnaires on kp.org									
Yes	58.8%	60.9%	57.1%	64.8%	64.6%	64.9%	48.4%	54.3%	43.6%
No	18.3%	16.7%	19.7%	13.4%	12.9%	13.8%	26.9%	23.4%	29.8%
Not Sure	22.9%	22.4%	23.2%	21.8%	22.5%	21.3%	24.7%	22.3%	26.6%

Table 10SR. Use of digital information technologies, ages 65-90, estimated from the 2020 Kaiser Permanente Northern California Member Health Survey

Devices used to access internet and email	Ages 65-90			Ages 65-74			Ages 75-90		
	All	Men	Women	All	Men	Women	All	Men	Women
Devices used to access the internet									
Desktop or laptop computer	83.6%	88.5%	79.5%	82.8%	87.6%	78.9%	85.0%	90.3%	80.8%
Tablet	38.7%	37.3%	39.9%	41.4%	40.8%	41.8%	33.6%	30.4%	36.1%
Mobile phone	67.7%	66.5%	68.8%	73.2%	71.0%	75.1%	57.1%	57.6%	56.7%
Smartphone	54.2%	55.3%	53.3%	60.9%	62.1%	59.8%	41.3%	42.0%	40.6%
Cell phone	20.6%	19.5%	21.5%	19.8%	18.6%	20.9%	22.1%	21.3%	22.7%
Mobile phone only	6.6%	4.9%	8.1%	7.4%	5.0%	9.3%	5.2%	4.6%	5.7%
Devices used to access email									
Desktop or laptop computer	79.3%	85.1%	74.6%	78.1%	83.5%	73.6%	81.7%	88.1%	76.5%
Tablet	34.0%	32.3%	35.3%	36.4%	35.3%	37.4%	29.2%	26.6%	31.3%
Mobile phone	68.1%	67.2%	68.8%	74.7%	72.7%	76.4%	55.3%	56.5%	54.3%
Smartphone	54.2%	55.4%	53.2%	61.0%	62.4%	59.9%	40.9%	41.8%	40.2%
Cell phone	20.2%	19.2%	21.0%	20.8%	18.9%	22.4%	19.1%	19.8%	18.4%
Mobile phone only	10.6%	7.9%	12.8%	11.4%	8.3%	13.9%	9.1%	6.9%	10.8%

Table 11SR. Health information resources used in past 12 months, ages 65-90, estimated from the 2020 Kaiser Permanente Northern California Member Health Survey

Health information resource used	Ages 65-90			Ages 65-74			Ages 75-90		
	All	Men	Women	All	Men	Women	All	Men	Women
Used any of 11 health information resources	76.3%	75.0%	77.5%	79.5%	76.8%	81.6%	71.0%	71.6%	70.6%
Used any KP health information / education resource	50.0%	50.1%	49.9%	51.1%	49.3%	52.6%	48.1%	51.4%	45.5%
Used a KP interactive health education program/service (health coach, class, web-based program, etc.)	24.3%	24.3%	24.3%	25.3%	24.7%	25.7%	22.6%	23.5%	21.9%
Got help from a KP health / wellness coach	7.1%	7.8%	6.5%	7.3%	8.0%	6.6%	6.8%	7.3%	6.4%
Used KP print health education materials	14.2%	13.5%	14.7%	14.1%	13.2%	14.9%	14.2%	14.0%	14.5%
Got health information from the kp.org website	27.9%	28.4%	27.4%	29.1%	28.6%	29.6%	25.7%	28.2%	23.8%
Got health information from kp.org MD home page	20.8%	22.2%	19.7%	20.6%	20.9%	20.4%	21.2%	24.6%	18.4%
Got health information from a non-KP website	17.6%	16.8%	18.2%	19.5%	18.9%	20.0%	14.3%	13.2%	15.2%
Got health information from kp.org and/or other websites	41.1%	41.3%	41.0%	42.7%	41.3%	44.0%	38.4%	41.3%	36.2%
Listened to a kp.org podcast	1.7%	1.5%	1.9%	2.2%	1.9%	2.5%	0.9%	0.9%	1.0%
Used health education video programs on kp.org (prepare for surgery, manage pain, healthy lifestyle, etc.)	11.5%	11.0%	11.8%	12.1%	10.9%	13.2%	10.3%	11.3%	9.6%
Used a health app to help with diet, exercise, sleep, monitoring a health condition, etc.	8.3%	7.5%	8.9%	10.4%	9.4%	11.2%	4.8%	4.2%	5.2%
Used kp.org secure features (email, etc.)	64.8%	63.2%	66.1%	69.4%	65.6%	72.7%	56.9%	59.1%	55.1%
Used a KP app to access kp.org secure features	28.6%	27.4%	29.6%	31.8%	30.2%	33.2%	23.3%	22.5%	23.8%

Table 12SR. Preferred methods for obtaining health information and advice, ages 65-90, estimated from the 2020 Kaiser Permanente Northern California Member Health Survey

Health information modality preference	Ages 65-90			Ages 65-74			Ages 75-90		
	All	Men	Women	All	Men	Women	All	Men	Women
Indicated interest in using any health information modality	90.8%	90.3%	91.3%	91.3%	90.8%	91.8%	90.0%	89.5%	90.4%
Of those who indicated in ≥ 1 modality:									
Individual in-person or virtual (phone, video) session with a patient educator	37.7%	38.1%	37.5%	37.2%	37.3%	37.1%	38.6%	39.4%	38.0%
Telephone session with a wellness coach	21.0%	20.8%	21.1%	20.6%	20.6%	20.7%	21.6%	21.1%	22.0%
In-person session with a patient educator	26.9%	28.0%	26.0%	27.2%	27.7%	26.7%	26.5%	28.6%	24.8%
Video visit with a patient educator	16.1%	18.1%	14.6%	19.2%	21.5%	17.2%	10.9%	12.0%	10.1%
Video visit with a doctor	32.9%	36.8%	29.7%	36.4%	40.3%	33.2%	26.8%	30.5%	23.9%
Video visit with doctor/patient educator	35.3%	38.9%	32.4%	39.2%	42.8%	36.2%	28.7%	32.0%	26.1%
Group program/class	19.6%	15.0%	23.3%	20.9%	15.1%	25.8%	17.3%	15.0%	19.0%
One-session group program	16.5%	12.6%	19.6%	17.7%	12.7%	22.0%	14.3%	12.6%	15.6%
Multi-session class or group program	12.7%	9.5%	15.3%	13.6%	10.0%	16.6%	11.1%	8.6%	13.1%
Text messages	28.5%	29.0%	28.1%	31.4%	31.1%	31.6%	23.5%	25.3%	22.1%
Secure messages	45.2%	45.3%	45.1%	48.9%	47.1%	50.5%	38.7%	42.0%	36.1%
Any web-based modality	51.9%	54.3%	49.9%	55.4%	56.1%	54.8%	45.8%	51.0%	41.8%
Information from any website (incl. kp.org MD Home Page)	42.3%	45.4%	39.8%	44.1%	46.2%	42.3%	39.2%	43.9%	35.6%
Information from a website (not incl. KP MD Home Page)	24.8%	27.2%	22.9%	27.9%	29.8%	26.3%	19.6%	22.4%	17.4%
Information from KP MD home page	29.2%	31.6%	27.3%	29.6%	31.1%	28.5%	28.5%	32.6%	25.4%
Online health videos	22.8%	22.7%	22.9%	26.6%	25.6%	27.5%	16.1%	17.3%	15.2%
Live webinars or talks	10.0%	9.4%	10.5%	12.0%	11.2%	12.7%	6.5%	6.1%	6.9%
Online interactive program	7.4%	8.2%	6.8%	9.2%	10.2%	8.3%	4.4%	4.7%	4.1%
Health app on tablet or smartphone	15.7%	16.2%	15.3%	19.3%	18.9%	19.5%	9.6%	11.3%	8.3%
Podcast or online audio program	8.0%	7.1%	8.7%	10.0%	8.9%	10.9%	4.5%	3.9%	5.1%
Online chat room/online community	2.9%	2.5%	3.3%	3.3%	2.9%	3.7%	2.2%	1.8%	2.6%
Emailed or mailed newsletter/information	53.3%	49.8%	56.2%	52.5%	48.4%	55.9%	54.7%	52.4%	56.5%
Emailed information/newsletters	37.7%	37.4%	38.0%	40.6%	38.2%	42.6%	32.8%	36.0%	30.3%
Mailed information/newsletters	27.2%	24.4%	29.4%	23.3%	21.5%	24.8%	33.9%	29.6%	37.2%
Print health education materials	31.4%	28.7%	33.6%	29.4%	26.6%	31.7%	34.9%	32.5%	36.7%
DVD	7.2%	7.2%	7.3%	8.0%	7.3%	8.5%	6.0%	7.1%	5.1%

Table 13SR. Demographic characteristics, ages 65-90, by race, estimated from the 2020 Kaiser Permanente Northern California Member Health Survey

Demographic characteristics	All Ages 65-90				All Ages 65-74				All Ages 75-90			
	White	Black	Latino	AAPI ¹	White	Black	Latino	AAPI ¹	White	Black	Latino	AAPI ¹
Educational attainment												
< High school graduate	2.0%	4.6%	11.6%	3.9%	1.1%	1.5%	7.3%	3.2%	3.5%	10.2%	19.1%	5.4%
High school graduate/GED	16.0%	20.0%	30.8%	10.6%	14.9%	18.8%	30.1%	9.5%	17.7%	22.2%	32.0%	12.9%
Some college/Associate degree	33.5%	43.8%	34.2%	28.8%	34.1%	44.9%	39.1%	28.8%	32.5%	41.6%	25.4%	29.0%
≥ Bachelor's degree	48.6%	31.6%	23.5%	56.7%	50.0%	34.7%	23.5%	58.5%	46.3%	25.9%	23.5%	52.7%
Relationship status												
Married/Domestic partner	64.9%	46.0%	60.2%	69.1%	68.5%	47.8%	60.5%	74.7%	59.2%	42.6%	59.7%	57.3%
In a committed relationship	3.0%	4.5%	1.5%	1.8%	3.3%	4.7%	2.0%	1.2%	2.6%	4.2%	0.4%	3.1%
Single or separated	18.4%	33.3%	25.6%	12.7%	19.9%	37.7%	27.4%	13.6%	16.1%	25.0%	22.3%	10.7%
Widowed	13.7%	16.2%	12.8%	16.4%	8.3%	9.8%	10.1%	10.4%	22.1%	28.2%	17.6%	28.8%
Living situation												
Lives by self	24.8%	29.9%	21.6%	14.3%	22.5%	31.1%	21.8%	13.6%	28.6%	27.8%	21.3%	15.8%
Lives with others	73.3%	64.9%	75.7%	83.2%	76.8%	66.7%	76.6%	85.1%	67.9%	61.6%	74.2%	79.2%
In a residential facility/community	1.6%	3.1%	0.7%	1.8%	0.5%	1.1%	0.0%	0.6%	3.3%	6.9%	2.0%	4.4%
Temporarily staying with a friend or relative	0.2%	2.0%	2.0%	0.7%	0.2%	1.1%	1.7%	0.7%	0.3%	3.7%	2.5%	0.6%
Currently employed at least part-time	18.3%	21.0%	14.2%	19.3%	24.1%	26.2%	18.3%	25.4%	9.0%	11.2%	6.9%	6.4%
Household income in 2019												
Lower income (<\$35,000)	15.2%	27.1%	28.1%	23.5%	12.1%	19.9%	24.7%	19.3%	20.3%	40.9%	34.4%	33.0%
< \$25,000	8.4%	17.6%	16.8%	17.0%	6.5%	12.7%	14.9%	13.6%	11.4%	27.1%	20.4%	24.6%
\$25,000 - \$35,000	6.8%	9.5%	11.3%	6.6%	5.6%	7.2%	9.9%	5.7%	8.9%	13.8%	14.0%	8.4%
\$35,001 - <\$50,000	13.0%	15.0%	18.0%	11.4%	12.0%	16.8%	15.8%	10.4%	14.6%	11.4%	22.0%	13.6%
\$50,001 - \$80,000	22.5%	21.2%	22.5%	19.6%	21.6%	21.7%	24.4%	20.2%	24.0%	20.4%	19.0%	18.1%
\$80,001 - \$100,000	15.5%	14.6%	10.9%	14.7%	15.4%	15.7%	12.0%	16.0%	15.7%	12.3%	8.9%	11.7%
> \$100,000	33.8%	22.2%	20.5%	30.9%	38.9%	25.9%	23.0%	34.1%	25.4%	15.0%	15.8%	23.6%
Insurance												
Has insurance that pays for routine dental check-ups/teeth cleaning	59.0%	75.4%	65.9%	68.8%	63.0%	78.3%	67.8%	71.4%	52.8%	70.0%	62.4%	63.3%
Has insurance that helps pay for costs of non-KP medical visits	17.2%	25.5%	20.5%	17.4%	19.5%	26.3%	22.7%	16.9%	13.4%	23.9%	16.7%	18.6%

¹ AAPI = Asian American/Pacific Islander

Table 13SR. Demographic characteristics, ages 65-90, by race, estimated from the 2020 Kaiser Permanente Northern California Member Health Survey

Demographic characteristics	Men Ages 65-90				Women Ages 65-90			
	White	Black	Latino	AAPI ¹	White	Black	Latina	AAPI ¹
Educational attainment								
< High school graduate	2.0%	4.5%	10.4%	2.2%	2.0%	4.6%	12.5%	5.3%
High school graduate/GED	13.7%	21.8%	29.8%	11.0%	17.8%	18.7%	31.5%	10.3%
Some college/Associate degree	30.7%	35.9%	34.9%	27.5%	35.7%	49.3%	33.6%	29.9%
≥ Bachelor's degree	53.6%	37.7%	25.0%	59.3%	44.4%	27.4%	22.3%	54.5%
Relationship status								
Married/Domestic partner	76.7%	68.9%	69.4%	84.1%	55.2%	28.9%	53.0%	56.6%
In a committed relationship	3.6%	5.5%	0.9%	1.2%	2.6%	3.8%	1.9%	2.4%
Single or separated	13.7%	22.3%	19.9%	8.4%	22.2%	41.4%	30.0%	16.3%
Widowed	6.0%	3.3%	9.8%	6.4%	20.0%	25.9%	15.1%	24.7%
Living situation								
Lives by self	16.6%	23.3%	18.4%	9.2%	31.7%	34.7%	24.2%	18.6%
Lives with others	81.9%	75.0%	79.1%	89.2%	66.2%	57.6%	73.0%	78.1%
In a residential facility/community	1.2%	0.0%	0.9%	0.6%	1.9%	5.4%	0.5%	2.8%
Temporarily staying with a friend or relative	0.3%	1.7%	1.6%	1.0%	0.2%	2.3%	2.3%	0.4%
Currently employed at least part-time	18.8%	29.2%	14.9%	20.7%	17.9%	15.2%	13.5%	18.1%
Household income in 2019								
Lower income (<\$35,000)	11.8%	16.7%	24.7%	21.5%	18.2%	34.9%	31.1%	25.2%
< \$25,000	6.1%	10.1%	13.3%	17.6%	10.4%	23.2%	19.9%	16.4%
\$25,000 - \$35,000	5.7%	6.6%	11.4%	3.9%	7.9%	11.7%	11.3%	8.8%
\$35,001 - <\$50,000	10.3%	9.8%	13.6%	9.8%	15.2%	18.9%	21.8%	12.7%
\$50,001 - \$80,000	22.2%	23.5%	24.6%	16.8%	22.7%	19.5%	20.7%	21.9%
\$80,001 - \$100,000	16.0%	20.0%	9.9%	14.8%	15.2%	10.4%	11.7%	14.6%
> \$100,000	39.7%	29.9%	27.2%	37.0%	28.7%	16.3%	14.6%	25.6%
Insurance								
Has insurance that pays for routine dental check-ups/teeth cleaning	59.8%	75.5%	73.0%	68.0%	58.4%	75.3%	60.1%	69.5%
Has insurance that helps pay for costs of non-KP medical visits	19.7%	28.2%	24.2%	21.7%	15.1%	23.4%	17.4%	13.8%

¹ AAPI = Asian American/Pacific Islander

Table 14SR. Use of Digital Information Technologies, ages 65-90, by race, estimated from the 2020 Kaiser Permanente Northern California Member Health Survey

Access to digital devices	All Ages 65-90				All Ages 65-74				All Ages 75-90			
	White	Black	Latino	AAPI ¹	White	Black	Latino	AAPI ¹	White	Black	Latino	AAPI ¹
Has wi-fi enabled desktop, laptop, or tablet laptop	93.0%	87.7%	84.1%	87.9%	95.6%	93.9%	87.0%	92.4%	88.8%	76.4%	79.0%	78.0%
Has smartphone or wi-fi enabled tablet	74.8%	64.5%	63.0%	65.8%	83.9%	72.3%	72.0%	72.9%	60.3%	50.6%	47.2%	50.9%
Has wi-fi enabled tablet	42.3%	32.9%	28.9%	35.5%	47.9%	37.0%	33.7%	39.2%	33.4%	25.7%	20.3%	27.8%
Has mobile phone	95.6%	96.3%	94.8%	96.2%	97.7%	99.0%	94.9%	99.3%	92.3%	91.4%	94.6%	89.6%
Has smartphone	67.8%	57.9%	58.7%	58.6%	78.0%	65.9%	67.9%	66.7%	51.6%	43.6%	42.6%	41.6%
Has smartphone (if has mobile phone)	70.9%	60.2%	62.0%	61.0%	79.9%	66.6%	71.5%	67.2%	55.9%	47.7%	45.0%	46.4%
Has device that can be used to go online	94.7%	89.3%	89.8%	90.7%	97.4%	95.2%	93.7%	94.8%	90.6%	78.7%	83.1%	81.8%
Can easily print information/forms from the internet (all, incl. non-internet users)	80.8%	66.1%	68.7%	75.1%	86.2%	75.1%	75.8%	79.0%	72.8%	50.4%	54.9%	67.2%
Can easily print (if uses internet)	90.4%	84.5%	86.9%	87.8%	91.5%	85.2%	90.5%	86.5%	88.4%	82.7%	78.8%	91.1%
Can print at home (if uses internet)	86.0%	71.6%	76.2%	76.6%	86.3%	74.4%	79.3%	75.6%	85.6%	64.5%	69.0%	79.2%
Internet and email use												
Uses internet (by self or with help)	92.1%	83.2%	83.9%	89.6%	95.7%	90.9%	87.3%	93.9%	86.5%	69.0%	77.6%	80.2%
Uses internet by self	85.3%	72.7%	71.4%	77.8%	91.7%	83.5%	77.5%	86.3%	75.1%	52.3%	60.2%	59.1%
Uses internet by self (if uses internet)	92.6%	86.8%	85.5%	86.8%	95.8%	91.6%	89.0%	91.8%	87.0%	74.8%	78.0%	74.0%
Uses internet at home (if uses internet)	99.4%	97.9%	97.7%	98.3%	99.2%	97.0%	97.9%	98.2%	99.6%	99.0%	97.2%	98.6%
Uses internet at work (if uses internet)	11.8%	14.8%	8.1%	12.3%	16.6%	18.0%	10.4%	15.5%	3.3%	6.4%	3.3%	3.9%
Email use												
Uses email (by self or with help)	93.0%	85.1%	86.5%	91.9%	96.6%	92.0%	92.0%	95.7%	87.1%	72.8%	76.6%	83.6%
Uses email by self	87.6%	74.6%	75.0%	81.4%	93.5%	87.2%	82.2%	89.3%	78.2%	51.6%	61.8%	63.8%
Uses email by self (if uses email)	94.3%	87.7%	86.8%	88.6%	96.8%	94.8%	89.5%	93.4%	89.8%	71.3%	80.9%	76.5%
Use of text messaging and apps												
Able to send and receive text messages	94.9%	96.8%	93.8%	95.9%	97.2%	98.9%	96.2%	98.4%	90.8%	91.9%	88.0%	89.4%
Able to text (if has mobile device)	98.0%	99.8%	98.3%	98.7%	98.8%	99.0%	99.6%	99.2%	96.5%	99.1%	95.2%	97.2%
Able to use apps	60.1%	46.7%	38.7%	36.3%	67.0%	54.6%	39.9%	39.6%	47.3%	28.5%	35.8%	27.8%
Able to use apps (if has mobile device)	62.4%	48.4%	40.8%	37.5%	68.2%	55.2%	41.6%	39.9%	51.0%	31.5%	38.7%	30.6%
Willing to complete forms/questionnaires on kp.org												
Yes	61.8%	51.8%	45.4%	57.4%	67.9%	59.9%	51.1%	63.4%	51.9%	36.1%	34.3%	43.9%
No	16.6%	24.5%	27.5%	17.9%	11.4%	16.1%	25.4%	12.9%	24.8%	40.8%	31.5%	29.2%
Not Sure	21.7%	23.7%	27.1%	24.7%	20.7%	24.0%	23.5%	23.7%	23.2%	23.1%	34.2%	26.9%

¹ AAPI = Asian American/Pacific Islander

Table 14SR. Use of Digital Information Technologies, ages 65-90, by race, estimated from the 2020 Kaiser Permanente Northern California Member Health Survey

Devices used to access the internet	All Ages 65-90				All Ages 65-74				All Ages 75-90			
	White	Black	Latino	AAPI¹	White	Black	Latino	AAPI¹	White	Black	Latino	AAPI¹
Desktop or laptop computer	85.5%	83.9%	80.3%	77.7%	84.5%	83.3%	81.8%	77.9%	87.4%	85.3%	77.3%	77.3%
Tablet	39.7%	36.2%	33.1%	36.8%	42.8%	40.8%	36.3%	36.5%	34.2%	25.4%	26.6%	37.5%
Mobile phone	66.9%	70.0%	68.0%	69.2%	73.7%	75.1%	72.9%	70.5%	54.9%	58.1%	58.1%	65.8%
Smartphone	55.8%	50.7%	50.8%	48.9%	63.7%	54.6%	57.3%	52.7%	41.6%	41.3%	37.7%	39.0%
Cell phone	17.4%	28.4%	26.8%	27.7%	16.4%	28.8%	25.9%	26.5%	19.2%	27.5%	28.7%	30.7%
Mobile phone only	5.0%	7.7%	9.4%	11.6%	6.0%	8.1%	7.2%	11.8%	3.2%	6.9%	13.8%	11.1%
Devices used to access email												
Desktop or laptop computer	82.1%	77.2%	74.1%	71.5%	80.7%	77.2%	72.1%	72.2%	84.6%	77.3%	78.5%	69.6%
Tablet	34.9%	33.7%	26.4%	32.8%	37.6%	38.4%	30.9%	32.5%	30.2%	22.1%	16.5%	33.7%
Mobile phone	65.8%	73.2%	70.0%	73.2%	73.1%	77.3%	78.1%	76.5%	52.8%	63.1%	52.6%	64.8%
Smartphone	54.9%	50.3%	52.7%	50.9%	62.3%	57.8%	60.1%	55.3%	41.9%	32.0%	36.6%	39.6%
Cell phone	16.5%	30.9%	24.6%	28.6%	16.9%	29.1%	26.0%	28.7%	15.6%	35.3%	21.7%	28.3%
Mobile phone only	8.3%	11.8%	15.8%	17.3%	9.1%	11.9%	16.2%	16.9%	6.8%	11.5%	15.0%	18.2%

¹ AAPI = Asian American/Pacific Islander

Table 14SR. Use of Digital Information Technologies, ages 65-90, by race, estimated from the 2020 Kaiser Permanente Northern California Member Health Survey

Access to digital devices	Men Ages 65-90				Women Ages 65-90			
	White	Black	Latino	AAPI ¹	White	Black	Latino	AAPI ¹
Has wi-fi enabled desktop, laptop, or tablet laptop	93.9%	93.8%	84.5%	87.4%	92.2%	83.3%	83.7%	88.3%
Has smartphone or wi-fi enabled tablet	74.4%	72.1%	64.1%	66.8%	75.1%	59.2%	62.2%	64.9%
Has wi-fi enabled tablet	39.6%	34.9%	28.4%	37.2%	44.4%	31.6%	29.2%	34.1%
Has mobile phone	95.2%	96.7%	96.9%	95.9%	95.9%	95.9%	93.1%	96.4%
Has smartphone	67.8%	66.6%	60.9%	61.9%	67.9%	51.8%	57.0%	55.8%
Has smartphone (if has mobile phone)	71.2%	68.8%	62.9%	64.6%	70.7%	54.0%	61.2%	57.9%
Has device that can be used to go online	95.1%	94.9%	89.9%	90.5%	94.4%	85.3%	89.8%	90.9%
Can easily print information/forms from the internet (all, incl. non-internet users)	83.4%	74.4%	67.2%	77.0%	78.7%	59.9%	69.8%	73.6%
Can easily print (if uses internet)	92.3%	90.8%	87.2%	89.6%	88.7%	79.4%	86.8%	86.4%
Can print at home (if uses internet)	88.9%	81.1%	79.0%	80.2%	83.6%	63.8%	74.3%	73.8%
Internet and email use								
Uses internet (by self or with help)	92.8%	85.7%	83.5%	90.2%	91.6%	81.5%	84.1%	89.1%
Uses internet by self	85.9%	74.0%	69.2%	80.4%	84.9%	71.8%	73.3%	75.6%
Uses internet by self (if uses internet)	92.5%	86.0%	82.9%	88.9%	92.7%	87.4%	87.6%	85.0%
Uses internet at home (if uses internet)	99.5%	99.5%	97.4%	98.2%	99.3%	96.2%	97.9%	98.5%
Uses internet at work (if uses internet)	13.5%	17.2%	8.9%	15.6%	10.4%	13.0%	7.5%	9.6%
Email use								
Uses email (by self or with help)	92.4%	89.4%	85.3%	91.7%	93.4%	82.1%	87.5%	92.1%
Uses email by self	87.0%	78.1%	73.5%	82.7%	88.1%	72.0%	76.3%	80.2%
Uses email by self (if uses email)	94.2%	87.4%	86.2%	90.3%	94.4%	87.9%	87.3%	87.2%
Use of text messaging and apps								
Able to send and receive text messages	94.0%	96.3%	94.2%	95.1%	95.7%	97.1%	93.4%	96.7%
Able to text (if has mobile device)	97.4%	99.5%	96.7%	97.7%	98.5%	99.6%	99.7%	99.4%
Able to use apps	61.1%	50.6%	41.1%	39.6%	59.2%	43.7%	36.7%	33.6%
Able to use apps (if has mobile device)	63.6%	52.6%	42.2%	40.9%	61.4%	45.3%	39.6%	34.6%
Willing to complete forms/questionnaires on kp.org								
Yes	63.2%	59.4%	45.5%	60.7%	60.6%	46.2%	45.2%	54.7%
No	14.6%	18.0%	29.6%	17.0%	18.2%	29.3%	25.7%	18.7%
Not Sure	22.1%	22.6%	24.8%	22.3%	21.2%	24.5%	29.1%	26.6%

¹ AAPI = Asian American/Pacific Islander

Table 14SR. Use of Digital Information Technologies, ages 65-90, by race, estimated from the 2020 Kaiser Permanente Northern California Member Health Survey

Devices used to access the internet	Men Ages 65-90				Women Ages 65-90			
	White	Black	Latino	AAPI¹	White	Black	Latino	AAPI¹
Desktop or laptop computer	90.4%	92.9%	81.4%	83.7%	81.4%	77.2%	79.5%	73.0%
Tablet	37.3%	37.2%	34.6%	38.1%	41.7%	35.4%	32.0%	35.8%
Mobile phone	64.7%	66.1%	72.2%	70.6%	68.8%	72.9%	64.8%	68.1%
Smartphone	55.3%	55.5%	56.2%	54.4%	56.2%	47.0%	46.8%	44.5%
Cell phone	16.5%	21.2%	31.6%	25.4%	18.2%	33.9%	23.3%	29.5%
Mobile phone only	3.4%	3.7%	9.5%	9.0%	6.3%	10.8%	9.3%	13.7%
Devices used to access email								
Desktop or laptop computer	88.1%	83.2%	74.7%	79.6%	77.2%	72.5%	73.7%	64.7%
Tablet	32.5%	34.9%	26.4%	34.1%	36.9%	32.7%	26.3%	31.8%
Mobile phone	63.7%	71.2%	74.9%	73.7%	67.5%	74.7%	66.3%	72.8%
Smartphone	55.2%	52.4%	56.1%	54.2%	54.7%	48.6%	50.0%	48.2%
Cell phone	14.9%	27.4%	30.3%	27.3%	17.7%	33.8%	20.4%	29.6%
Mobile phone only	5.7%	9.3%	16.2%	12.1%	10.4%	13.8%	15.5%	21.6%

¹ AAPI = Asian American/Pacific Islander

Table 15SR. Health information resources used in past 12 months, ages 65-90, by race, estimated from the 2020 Kaiser Permanente Northern California Member Health Survey

Health information resource used	All Ages 65-90				All Ages 65-74				All Ages 75-90			
	<u>White</u>	<u>Black</u>	<u>Latino</u>	<u>AAPI¹</u>	<u>White</u>	<u>Black</u>	<u>Latino</u>	<u>AAPI¹</u>	<u>White</u>	<u>Black</u>	<u>Latino</u>	<u>AAPI¹</u>
Used any of 11 health information resources	78.2%	68.5%	74.5%	74.1%	81.6%	74.9%	77.2%	76.9%	73.0%	56.9%	69.8%	68.1%
Used any KP health information/education resource	50.4%	51.1%	54.4%	46.5%	51.5%	54.7%	58.2%	46.5%	48.6%	44.6%	47.6%	46.4%
Used a KP interactive health education program/service (health coach, class, web-based program, etc.)	24.8%	27.6%	25.9%	20.1%	25.3%	28.5%	30.9%	22.2%	23.9%	26.0%	17.0%	15.7%
Got help from a KP health/wellness coach	6.7%	12.4%	9.0%	5.6%	7.0%	10.8%	10.5%	5.4%	6.3%	15.2%	6.3%	6.0%
Used KP print health education materials	14.0%	16.5%	14.6%	13.4%	13.9%	19.3%	15.5%	12.1%	14.2%	11.4%	12.9%	16.2%
Got health information from the kp.org website	28.9%	23.5%	29.6%	25.3%	30.2%	27.9%	32.7%	24.8%	26.7%	15.4%	23.8%	26.4%
Got health information from kp.org MD home page	19.0%	23.5%	28.1%	23.7%	18.3%	25.2%	29.3%	23.9%	20.2%	20.2%	26.1%	23.2%
Got health information from a non-KP website	19.8%	13.8%	15.2%	11.6%	22.3%	16.6%	16.8%	12.4%	15.9%	8.7%	12.2%	9.7%
Got health information from kp.org and/or other websites	45.2%	39.3%	43.5%	38.8%	47.2%	44.0%	44.4%	39.4%	41.8%	30.7%	41.9%	37.4%
Listened to a kp.org podcast	1.5%	3.0%	3.1%	1.3%	1.9%	4.7%	3.5%	1.8%	0.9%	0.0%	2.5%	0.4%
Used health education video programs on kp.org (prepare for surgery, manage pain, healthy lifestyle, etc.)	12.1%	8.9%	10.5%	10.5%	12.7%	11.3%	10.5%	11.9%	11.1%	4.3%	10.4%	7.6%
Used a health app to help with diet, exercise, sleep, monitoring a health condition, etc.	8.8%	6.3%	10.1%	6.9%	11.1%	9.2%	11.8%	8.4%	5.1%	1.1%	7.0%	3.7%
Used kp.org secure features (email, etc.)	67.4%	52.4%	59.0%	63.8%	71.9%	61.4%	65.0%	68.8%	60.3%	36.3%	48.2%	53.1%
Used a KP app to access kp.org secure features	29.3%	23.6%	31.0%	26.4%	32.5%	30.6%	35.7%	28.3%	24.2%	10.9%	22.3%	22.4%

¹ AAPI = Asian American/Pacific Islander

Table 15SR. Health information resources used in past 12 months, ages 65-90, by race, estimated from the 2020 Kaiser Permanente Northern California Member Health Survey

Health information resource used	Men Ages 65-90				Women Ages 65-90			
	<u>White</u>	<u>Black</u>	<u>Latino</u>	<u>AAPI¹</u>	<u>White</u>	<u>Black</u>	<u>Latino</u>	<u>AAPI¹</u>
Used any of 11 health information resources	75.7%	66.0%	78.4%	73.8%	80.3%	70.2%	71.5%	74.4%
Used any KP health information/education resource	50.2%	48.6%	54.9%	48.3%	50.6%	52.9%	54.0%	45.0%
Used a KP interactive health education program/service (health coach, class, web-based program, etc.)	24.7%	23.7%	26.1%	21.7%	24.8%	30.4%	25.8%	18.8%
Got help from a KP health/wellness coach	7.5%	10.8%	12.1%	5.9%	6.1%	13.5%	6.6%	5.3%
Used KP print health education materials	13.4%	14.1%	13.2%	14.2%	14.5%	18.2%	15.7%	12.8%
Got health information from the kp.org website	28.7%	22.1%	29.8%	29.2%	29.0%	24.4%	29.4%	22.1%
Got health information from kp.org MD home page	21.0%	19.8%	31.1%	23.4%	17.5%	26.1%	25.8%	23.9%
Got health information from a non-KP website	18.3%	10.0%	15.8%	15.4%	21.1%	16.5%	14.7%	8.3%
Got health information from kp.org and/or other websites	44.2%	38.5%	46.8%	42.0%	46.0%	39.8%	41.0%	36.1%
Listened to a kp.org podcast	1.1%	3.1%	3.9%	1.5%	1.9%	3.0%	2.5%	1.2%
Used health education video programs on kp.org (prepare for surgery, manage pain, healthy lifestyle, etc.)	11.5%	7.9%	11.0%	9.7%	12.6%	9.5%	10.0%	11.1%
Used a health app to help with diet, exercise, sleep, monitoring a health condition, etc.	7.3%	7.4%	11.2%	7.3%	10.0%	5.6%	9.2%	6.5%
Used kp.org secure features (email, etc.)	64.3%	54.4%	60.1%	64.5%	70.0%	51.0%	58.2%	63.2%
Used a KP app to access kp.org secure features	26.9%	25.6%	32.5%	27.9%	31.3%	22.2%	29.8%	25.2%

¹ AAPI = Asian American/Pacific Islander

Table 16SR. Preferred methods for obtaining health information and advice, ages 65-90, by race, estimated from the 2020 Kaiser Permanente Northern California Member Health Survey

Health information modality preference	All Ages 65-90				All Ages 65-74				All Ages 75-90			
	White	Black	Latino	AAPI ¹	White	Black	Latino	AAPI ¹	White	Black	Latino	AAPI ¹
Indicated interest in using any health information modality	90.0%	94.1%	91.8%	92.7%	90.5%	93.9%	92.9%	93.0%	89.3%	94.4%	89.8%	92.1%
Of those who indicated in ≥ 1 modality:												
Individual in-person or virtual (phone, video) session with a patient educator	37.0%	46.0%	44.7%	33.1%	36.3%	45.4%	45.0%	33.0%	38.2%	47.0%	44.2%	33.4%
Telephone session with a wellness coach	20.7%	26.7%	22.3%	18.3%	20.6%	24.2%	21.3%	18.7%	20.9%	31.4%	24.1%	17.4%
In-person session with a patient educator	26.5%	32.2%	33.2%	23.2%	26.3%	35.6%	34.0%	23.5%	26.9%	26.1%	31.8%	22.6%
Video visit with a patient educator	16.6%	14.1%	16.8%	15.0%	19.7%	17.2%	20.8%	16.8%	11.5%	8.6%	9.3%	10.9%
Video visit with a doctor	33.6%	30.7%	30.7%	33.0%	37.1%	34.9%	37.7%	34.5%	27.9%	23.2%	17.4%	29.8%
Video visit with doctor/patient educator	36.0%	33.1%	34.8%	35.2%	39.7%	38.0%	42.7%	37.0%	29.9%	24.4%	20.1%	31.2%
Group program/class	20.8%	22.9%	17.3%	14.7%	21.4%	26.1%	21.4%	17.2%	19.7%	17.2%	9.7%	9.5%
One-session group program	17.3%	19.3%	14.9%	13.1%	17.9%	21.5%	18.4%	15.9%	16.3%	15.4%	8.4%	7.0%
Multi-session class or group program	13.8%	13.3%	10.1%	9.0%	14.4%	16.1%	12.8%	9.9%	12.9%	8.3%	5.0%	7.0%
Text messages	26.7%	30.6%	33.0%	32.5%	28.5%	37.0%	36.5%	36.6%	23.8%	19.1%	26.5%	23.8%
Secure messages	47.1%	39.6%	36.2%	44.3%	51.0%	44.1%	42.7%	46.9%	41.0%	31.5%	24.2%	38.7%
Any web-based modality	52.2%	46.8%	49.9%	55.8%	55.4%	53.3%	54.3%	59.2%	47.0%	35.2%	41.5%	48.5%
Information from any website (incl. kp.org MD Home Page)	41.9%	39.2%	40.8%	47.7%	43.2%	44.6%	43.0%	49.5%	39.8%	29.6%	36.5%	44.0%
Information from a website (not incl. KP MD Home Page)	25.9%	17.1%	18.2%	28.6%	29.5%	22.5%	20.2%	29.6%	20.2%	7.4%	14.6%	26.4%
Information from KP MD home page	27.6%	31.0%	33.2%	33.9%	26.9%	34.2%	35.5%	35.7%	28.7%	25.2%	28.9%	29.8%
Online health videos	22.4%	20.4%	24.2%	25.2%	26.1%	25.8%	28.7%	29.1%	16.5%	10.8%	15.7%	16.8%
Live webinars or talks	10.1%	10.5%	9.2%	9.9%	11.7%	14.1%	11.2%	12.6%	7.5%	4.1%	5.5%	4.0%
Online interactive program	7.5%	6.8%	6.4%	8.2%	9.0%	9.6%	8.6%	9.9%	4.9%	1.7%	2.3%	4.7%
Health app on tablet or smartphone	16.5%	14.1%	16.2%	13.8%	20.5%	18.3%	20.3%	16.0%	10.1%	6.8%	8.6%	9.0%
Podcast or online audio program	8.7%	8.0%	8.2%	5.7%	10.7%	11.5%	10.8%	7.2%	5.5%	1.8%	3.3%	2.4%
Online chat room/online community	2.9%	4.2%	2.6%	2.6%	3.1%	5.8%	2.8%	3.1%	2.5%	1.2%	2.3%	1.6%
Emailed or mailed newsletter/information	52.6%	50.6%	54.9%	55.4%	51.3%	53.2%	54.2%	54.3%	54.6%	46.0%	56.2%	57.7%
Emailed information/newsletters	38.4%	31.2%	34.0%	38.4%	41.7%	34.0%	35.7%	41.2%	33.2%	26.1%	30.8%	32.5%
Mailed information/newsletters	23.9%	34.0%	35.1%	33.0%	19.5%	33.1%	33.0%	27.3%	31.0%	35.5%	39.2%	45.2%
Print health education materials	30.5%	34.2%	29.3%	35.4%	28.4%	33.4%	27.5%	31.8%	33.8%	35.4%	32.5%	43.3%
DVD	6.8%	9.5%	8.4%	6.6%	6.9%	10.8%	9.9%	8.3%	6.6%	7.1%	5.6%	2.8%

¹ AAPI = Asian American/Pacific Islander

Table 16SR. Preferred methods for obtaining health information and advice, ages 65-90, by race, estimated from the 2020 Kaiser Permanente Northern California Member Health Survey

Health information modality preference	Men Ages 65-90				Women Ages 65-90			
	White	Black	Latino	AAPI ¹	White	Black	Latino	AAPI ¹
Indicated interest in using any health information modality	89.8%	93.5%	91.2%	91.6%	90.2%	94.5%	92.3%	93.6%
Of those who indicated in ≥ 1 modality:								
Individual in-person or virtual (phone, video) session with a patient educator	36.9%	44.6%	45.5%	35.5%	37.1%	46.9%	44.1%	31.2%
Telephone session with a wellness coach	20.3%	23.9%	20.7%	20.1%	21.0%	28.7%	23.5%	16.8%
In-person session with a patient educator	26.8%	33.1%	37.0%	26.7%	26.3%	31.6%	30.3%	20.3%
Video visit with a patient educator	18.7%	16.1%	18.1%	16.4%	14.8%	12.7%	15.8%	13.8%
Video visit with a doctor	38.4%	34.5%	33.7%	33.3%	29.6%	28.0%	28.3%	32.8%
Video visit with doctor/patient educator	40.4%	36.1%	38.8%	35.0%	32.3%	31.0%	31.7%	35.3%
Group program/class	15.6%	19.5%	10.0%	14.2%	25.0%	25.3%	23.0%	15.2%
One-session group program	13.3%	16.2%	8.4%	12.1%	20.6%	21.5%	20.0%	13.9%
Multi-session class or group program	10.2%	12.6%	5.7%	7.1%	16.7%	13.7%	13.5%	10.5%
Text messages	25.4%	33.0%	43.4%	34.4%	27.7%	28.9%	25.0%	31.0%
Secure messages	47.3%	41.7%	35.1%	43.2%	47.0%	38.1%	37.1%	45.2%
Any web-based modality	54.5%	49.7%	51.0%	58.9%	50.2%	44.8%	49.0%	53.3%
Information from any website (incl. kp.org MD Home Page)	45.4%	39.8%	41.7%	51.6%	39.1%	38.8%	40.1%	44.6%
Information from a website (not incl. KP MD Home Page)	28.1%	15.2%	19.8%	33.9%	24.1%	18.4%	17.0%	24.3%
Information from KP MD home page	30.2%	30.7%	35.8%	37.1%	25.5%	31.2%	31.2%	31.2%
Online health videos	22.1%	19.2%	20.7%	28.4%	22.6%	21.3%	26.8%	22.6%
Live webinars or talks	9.2%	8.3%	8.2%	10.9%	10.8%	12.1%	10.0%	9.1%
Online interactive program	7.6%	8.7%	9.3%	10.2%	7.3%	5.4%	4.2%	6.6%
Health app on tablet or smartphone	16.4%	15.2%	20.2%	15.0%	16.5%	13.4%	13.2%	12.7%
Podcast or online audio program	7.1%	8.3%	6.9%	7.5%	9.9%	7.8%	9.1%	4.2%
Online chat room/online community	2.5%	0.0%	3.5%	2.7%	3.2%	7.1%	1.9%	2.6%
Emailed or mailed newsletter/information	49.7%	46.6%	47.8%	53.1%	54.9%	53.5%	60.4%	57.3%
Emailed information/newsletters	38.5%	30.4%	33.6%	37.7%	38.3%	31.8%	34.2%	38.9%
Mailed information/newsletters	22.0%	27.7%	29.7%	30.8%	25.4%	38.4%	39.3%	34.8%
Print health education materials	28.8%	25.8%	23.3%	33.0%	31.8%	40.0%	33.9%	37.3%
DVD	7.4%	9.7%	4.2%	7.1%	6.3%	9.3%	11.6%	6.2%

¹ AAPI = Asian American/Pacific Islander