

2020 KAISER PERMANENTE MEMBER HEALTH SURVEY

CONFIDENTIAL

This questionnaire should <u>only</u> be completed for:	Do we have your correct information? Please <u>print</u> any CHANGES below.
	Address:
	Daytime phone: ()
	Email address:

We are doing this survey to learn about our adult membership's health-related needs and preferred methods of communication with Kaiser Permanente about their health and health care.

IMPORTANT:

- This questionnaire should be filled out **ONLY for the person whose name is printed above**.
- **YOUR** information is very important even if you are healthy, rarely use Kaiser Permanente services, or are not totally happy with the services you have received.
- To complete this online, go to www.mhs2020.kaiser.org/sr or email me at nancy.gordon@kp.org and I will email you a link to the online questionnaire.
- Solution YOU will be entered into a drawing for one of 100 \$100 gift cards when we receive your completed questionnaire (make your selection below).

Your answers are absolutely confidential. They will not become part of your health records or shared with your doctors or anyone outside the Division of Research in a way that identifies you. Your name and Study ID are on the questionnaire so we can note that you returned it and contact you if needed. Your participation is voluntary. If you have any questions about the survey, please call toll-free: (800) 723-8055 (choose Member Health Surveys) or email me at nancy.gordon@kp.org.

Please return your completed survey in the enclosed postage-paid envelope to: Kaiser Permanente Division of Research, 2000 Broadway, Oakland, CA 94612 attn: NPG

Thank you for taking the time to do this!

Nancy Gordon, ScD Member Health Survey Director

Which of these \$100 gift cards	would you choose if you win the drawing?
☐ Target	☐ Amazon.com

Your Health and Health-Related Habits

		Fair □	Poor			
	th (such as	whether y	ou feel dep	oressed or	anxious).	I
a Vour physical health		_				
• •	_	_	_	_	_	
b. Your emotional/mental nealth	Ц	Ш		Ш	Ш	
How much does your health interfer	-		_	-		a Bit
a. Your physical health (including p	ain)					
b. Your emotional/mental health						
 ☐ High blood pressure (diagnosed by ☐ Heart disease (e.g., heart attack, at artery, atrial fibrillation, congestive ☐ Diabetes (other than only during production of the prediabetes ☐ High cholesterol (diagnosed by a condessed of the prediabetes) ☐ Stroke ☐ Cancer (specify type): ☐ Asthma ☐ COPD, emphysema, or chronic brood of the prediabetes ☐ Osteoarthritis ("wear and tear" arthous severe back pain or sciatica ☐ Severe neck or shoulder pain ☐ Migraine headaches ☐ Other type of severe headaches ☐ Chronic (frequent or ongoing) pain ☐ Frequent heartburn or acid reflux (condessed of the prediabete) ☐ Frequent constipation or very hard 	r a clinician) ngina, blocke heart failure) egnancy) linician) nchitis ritis) SERD) stools ("poop	□ Urin ed □ A □ V □ Visio □ Prob □ Frec □ Frec □ day □ Frec □ Som up fe □ Dep that □ Anxi □ Non	e leakage at fer feeling public feeling problem (blems with highent problequent problequent problequent very longuent very longu	t least once pressure to ing, lifting, equits on with earing and/ms with me ms falling of ery sleepy/y work or do bud snoring ped breath ou were choust 2 weeks that lasted	e a week (de urinate exercising, e out glasses for deafness ance or wal emory or staying as tired during to other daily ing in your so oking or gas ery low spirits at least 2 w	etc. s/lenses) s sking sleep the time of activities sleep or woke ping for air s
 ☐ Heart disease, heart surgery, or a h ☐ Cancer (specify type): ☐ A stroke ☐ High blood pressure (hypertension) ☐ Diabetes (other than only during pressure) ☐ Sleep apnea (OSA) In the past 12 months, how many tinfallen on stairs? (If you had no falls) Do you have problems with your tee Do you regularly use a hearing aid? 	egnancy) nes have you write "0") th, gums, or	□ Chro □ Prob □ A hy □ Non u fallen to	onic (ongoin olems with a visterectomy of these the ground hat make it o	g) pain <i>(de</i> llcohol or dr <i>(Women o</i> d or difficult to	scribe): rugs only) Falls eat or talk?	
	Health can be thought of as having emotional well-being or mental healtn general, how would you rate: a. Your physical health b. Your emotional/mental health How much does your health interfer a. Your physical health (including p b. Your emotional/mental health During the past 12 months, which o treated for? (Mark ALL you had, we) High blood pressure (diagnosed by) Heart disease (e.g., heart attack, an artery, atrial fibrillation, congestive Diabetes (other than only during pro Prediabetes High cholesterol (diagnosed by a construction of the construction of	Health can be thought of as having two componemotional well-being or mental health (such as In general, how would you rate: a. Your physical health b. Your emotional/mental health How much does your health interfere with your Note as Your physical health (including pain) b. Your emotional/mental health During the past 12 months, which of these heal treated for? (Mark ALL you had, were treated for High blood pressure (diagnosed by a clinician) Heart disease (e.g., heart attack, angina, blocke artery, atrial fibrillation, congestive heart failure) Diabetes (other than only during pregnancy) Prediabetes High cholesterol (diagnosed by a clinician) Stroke Cancer (specify type): Asthma COPD, emphysema, or chronic bronchitis Osteoarthritis ("wear and tear" arthritis) Severe back pain or sciatica Severe neck or shoulder pain Migraine headaches Other type of severe headaches Chronic (frequent or ongoing) pain Frequent heartburn or acid reflux (GERD) Frequent constipation or very hard stools ("poor Have you EVER had: (Mark ALL that apply) Heart disease, heart surgery, or a heart attack Cancer (specify type): A stroke High blood pressure (hypertension) Diabetes (other than only during pregnancy) Sleep apnea (OSA) In the past 12 months, how many times have yof fallen on stairs? (If you had no falls write "0") Do you regularly use a hearing aid?	Excellent Very good Good Fair Health can be thought of as having two components, phy emotional well-being or mental health (such as whether y In general, how would you rate: Excellent Very Good Good Fair Facellent Very Good Good Good Fair Facellent Very Good Go	Excellent Very good Good Fair Poor	Health can be thought of as having two components, physical health (includine motional well-being or mental health (such as whether you feel depressed or In general, how would you rate: Excelent Very Good Good Fair	Health can be thought of as having two components, physical health (including pain) and emotional well-being or mental health (such as whether you feel depressed or anxious). In general, how would you rate: Excellent Very Good Good Fair Poor

9. Do you have difficulty driving, or watching TV because of your eyesight? ☐ Yes ☐ I	or reading, or doing any of your daily activities No □ I am legally blind
 10. Which of the following describes your situation □ I usually need help from another person to move □ I usually use a motorized wheel chair or motori □ I usually use a cane, walker, or poles when I well don't need help from another person or special □ I am not limited at all in my ability to get around 	ve around ized scooter to move around valk around al aid, but have some trouble getting around
 11. Do you need help from another person with an ☐ Getting to places out of walking distance ☐ Shopping for groceries, etc. ☐ Doing routine household chores ☐ Preparing meals ☐ Managing your finances/money ☐ Managing and taking your medicines ☐ Communicating with your health care providers 	 □ Getting in and out of bed or chairs □ Using the telephone □ Bathing in a tub or shower □ Dressing □ Eating food and drinking liquids □ Using the toilet
12. If for any reason you need help with activities shopping, managing finances, etc., do you get □ Don't need any help □ Get all the help I need	
13. Considering all things, how well can you take o ☐ Not at all able ☐ Not very well ☐ Fairly	
 ☐ Yes → Who would be available to help you ☐ No 15. During the past 12 months, did you use any or ("over the counter") medicines at least twice at 	f the following prescription or non-prescription
□ Low dose aspirin to prevent stroke, heart attack, or cancer	☐ Anti-inflammatory medicine (NSAIDS like Advil, ibuprofen, etc.)
□ Asthma medicine or spray	☐ Prescription pain medicine
☐ Heart medicine (not including aspirin)	☐ Non-prescription (OTC) pain medicine
☐ High blood pressure medicine	☐ Prescription or non-prescription sleep medicine
☐ Insulin or other diabetes medicine	☐ Nicotine gum or patch, other quit smoking medicine
☐ Cholesterol/lipid lowering medicine	☐ Prescription or non-prescription weight loss medicine
☐ Osteoporosis medicine	□ Prescription medicine for depression
☐ Heartburn/acid reflux medicine (Pepcid, etc.)☐ Laxatives/other products for constipation	□ Prescription medicine for anxiety or panic□ None of these
16. How many <u>prescription</u> medicines do you regu	ularly take? Prescription medicines
	oroblems? (Mark ALL that apply and list others)
☐ Daily multivitamin	☐ Glucosamine
☐ Calcium with or without vitamin D included	☐ Melatonin or sleep formula containing melatonin
☐ Vitamin D (separate from calcium or multivitan	,
☐ Fish oil, flaxseed oil, other omega-3 fatty acids☐ Probiotics	S Other vitamins or supplements:

	blems? <i>(Mark ALL that apply)</i>)
□ Chiropractic		□ Vegetarian or vegan diet
□ Acupuncture		☐ Other special diet:
☐ Massage therapy		☐ Prayer or spiritual practice you do yourself
☐ Yoga or Pilates		☐ Religious or spiritual healing by others
□ Tai Chi, Chi Gong	I	☐ Psychological counseling or therapy
	nindfulness meditation, or stress management technique	□ 12-Step program or other self-help/support group□ None of these
19. How tall are you with	hout shoes? Feet	Inches
20. How much do you w	eigh without your shoes and	clothes? Pounds
	lay, about how many servings (1 serving = a half cup or a med	of fruits and vegetables dium piece) Servings per day
drinks like regular s (e.g., Gatorade), and	oda, fruit drinks, vitamin wate d energy drinks (e.g., Red Bull)	ne or more sugar- or corn syrup-sweetened er, bottled teas, coffee drinks, sports drinks)? Do not count diet drinks. ys □ 2 days □ 1 day □ Less than once a week/never
canned, packaged, _l	processed, and "fast" foods a	re high in salt or sodium (like most nd foods seasoned with a lot of salt)? ime □ A little of the time □ Never
swimming, tennis, s 7 days/week 6 days/week 24a. On days you ex 24b. On days you ex	coccer, gardening, dancing, you to the following to the f	□ 1 day/week □ Never → If NEVER, go □ Less than once a week to Question 25 es do you usually exercise? Minutes per day do you usually get? (Mark ONE only) eart rate, like an easy walk or swim)
•		ing and heart rate, like walking fast or uphill) reathing and heart rate, like running or swimming fast)
· · · · · · · · · · · · · · · · · · ·	rettes now, even occasionally? moked or I smoked less than 100	
□ NO, but I used to smoke regularly → Answer a-c	b. How many total years did	□ 6-12 months ago □ Over 5 years ago
□ YES, I smoke → Answer <u>d-g</u>	e. How many cigarettes do ye f. How many total years have	smoke? □ Every day □ Some days □ Very rarely ou usually smoke per day? Cigarettes e you smoked? Years tempt to quit smoking in the past year? □ Yes □ No
□ E-cigarettes, vape		e following? (Mark ALL that apply) □ Cigars □ Bidis □ Hookah or water pipe snus, betel) □ Nicotine gum

27.					k containing alcoho	ol?
	☐ Almost every day		2-4 times a month			
	☐ 5 to 6 times a wee		1 time a month or		(a state to	K NEVED (-
	☐ 3 to 4 times a wee		Never in the past	•		If NEVER, go to
	☐ 1 to 2 times a wee		Never in the past	•	7	Question 28
	27a. On days wher	•			_	
	(1 drink = a 1	2-oz. can of be	eer, 5 oz. of wine, o	or a 1 oz. shot of h	nard liquor) Dr	rinks
				-	Illy get, including na	aps? Hours
29.	How would you rate ☐ Very good ☐ Goo	-		•		
30.	During the past 12 ☐ Never ☐ A little				, tense or anxious? time □ Most of the t	ime
31.	How often do you ç ☐ Never ☐ Rarely			pport you need? □ Always	•	
32.	How often do you f	eel lonely or	isolated from thos	se around vou?		
	□ Never □ Rarely			□ Always		
33.	In general, how sat					
	□ Very satisfied	□ Satisfied	□ Dissatisfied	□ Very dissatis	stied	
34.	Are you currently d (Mark ALL that app		he following to im	prove or mainta	in your health?	
	☐ Get moderate or v	vigorous exerc	cise most days	☐ Try to get end	ough sleep to feel we	ll-rested
	□ Take walks for at	least 30 minu	tes most days	☐ Get annual de	ental checkup and tee	eth cleaning
	☐ Taking steps to q	uit smoking or	stay off cigarettes	□ Do enjoyable	activities at least one	ce a week
	☐ Taking steps to lo	se weight or r	maintain weight loss	s □ Do activities t	o keep your brain stir	mulated
	☐ Learn what is in fo	•	•		ple at least once a w	
	☐ Try to eat mostly	•	5	•	cines as prescribed	
	☐ Try to manage str	•	/		to reduce risk of fallir	na
	, ,	•	•			·
35.	How much do you to can affect your hea		ifestyle (such as e	exercise, what yo	ou eat, and your wei	ight)
			☐ Moderately	□ Quite a bit	\square Extremely	
36.	How much do you	think stress a	and emotional trou	ıbles (such as de	epression or anxiety	v)
	can affect your hea			•	•	,,
	□ Not at all □	A little bit	☐ Moderately	☐ Quite a bit	□ Extremely	
37.	During the past 12	months, did	anv of these situat	tions or problem	s occur? (Mark AL	L that apply)
			•	=	current or former spo	
	family member, o	•	•	,		,
	☐ You felt harassed					
	☐ You worried abou	ıt your or your	family's safety due	to neighborhoo	od violence, robberie	es, etc.
	☐ You worried a gre	,	•	•	•	,
	☐ You had problem				•	
	☐ You worried that	_			buv more	
	•	•	•	•	al care or medicine/m	nedical supplies
	•	_			eath of a loved one,	• •
38	During the past 12	months, did v	vou provide unnai	d care to a relati	ve or friend who is	
JJ.					motional disability?	•
	(Helping with person		•	•		□ Yes □ No

39. During the past 12 months, did you:			
a. Take a medicine in smaller doses or le or decide not to fill a prescription <u>bec</u>		□ Yes □ No	
b. Delay or <u>not</u> get medical care you tho	ught you needed <i>because of the cost</i> ?	□ Yes □ No	
c. Delay or <u>not</u> get dental care <u>because o</u>	of the cost?	□ Yes □ No	
d. Eat <u>less</u> fruit, vegetables, and other he	ealthy foods <u>because of the cost</u> ?	□ Yes □ No	
Health-Related Care Inside and Out	tside of Kaiser Permanente		
40. Did you get a flu (influenza) shot between □ Yes, at Kaiser Permanente □ Yes, ou	n <u>September 2019 and March 31, 2020</u> ? utside Kaiser Permanente □ No		
41. When did you last have your teeth cleans □ Less than 7 months ago □ 7-12 month	ed and checked by a dentist or dental hygiens ago More than 1 year ago Never ha		
42. Do you have insurance that pays for rout	tine dental check-ups and teeth cleaning?	□Yes □	Ν
43. During the <u>past 12 months</u> , how many vis (doctor, chiropractor, etc.) did you make	sits to <u>non</u> -Kaiser Permanente health profe for your own health? (<i>Do NOT include den</i>		ts:
44. Do you have insurance that helps pay for	r costs of <u>non</u> -Kaiser Permanente medical v	/isits? □ Yes □ l	Ν
45. During the past 12 months, how many of at non-Kaiser Permanente (KP) pharmaci		Prescriptions	s
46. During the <u>past 12 months</u> , did <u>you</u> frequence (Mark ALL that apply)	uently use any of the following services for	yourself?	
☐ Housekeeper or house cleaner	☐ Transportation service (e.g., paratra	nsit)	
☐ Home-delivered meals	☐ Paid caregiver, companion or attend	lant	
☐ Shopping/food delivery service	☐ Unpaid caregiver (e.g., relative or fri	end)	
47. Do you have any advance directives for y Life Care Planning, Medical Durable Pow		□ Yes □ N	0
48. In the <u>past 12 months</u> , have you talked w doctor, nurse, health educator, health co (Mark ALL that apply)	rith or received recommendations from a Ka ach, or other KP health care professional a		е
☐ Your diet (salt, fats, fiber, etc.)	☐ Stress or emotional problems like depress	ion or anxiety	
☐ Losing weight	\square How to reduce your risk of falling		
☐ Getting enough exercise	\square Health screening tests and shots recomme	ended for you	
☐ Getting enough sleep	\square Getting routine dental/mouth exams and te	eth cleaning	
□ Quitting smoking	\square A review of all the medicines and supplem	ents you take	
49. How would you rate Kaiser Permanente of to improve your health and well-being?	on the information and advice you've receiv	ed about how	
□ Excellent □ Very good □ Good	□ Fair □ Poor		
Your Communication Tools and P	references		
50. Do you have any of the following types o ☐ Cell phone ☐ Smartphone (e.g., iPhone		one of these	
51. Do you have access to a desktop, laptop (use the Internet)? (Mark ALL that apply)☐ Yes, at home☐ Yes, at work☐ Yes,		use to go online □ No access	

52 .	Do you use the Internet (go on	lline) to get information	on, watch videos, fill out forms, pay for things, etc.?		
	☐ Yes, I use it by myself ☐ Yes, but someone else helps or uses it for me	□ Desktop or laptop	ou/your helper usually use to go online? computer □ Tablet (e.g., iPad) □ E-reader martphone □ Other:		
	□ No, I don't use the Internet b		information/forms you get from the Internet? Yes, at another location □ No		
53.	If you use the Internet, where	do you use it: 🗆 At he	ome □ At work □ Other: □ Don't use it		
54.	Are you able to send and rece	ive/check email, and i	f so, what type of device do you use for email?		
	☐ Yes, I do this myself☐ Yes, but someone else helps or does this for me☐ No, I don't use email		ou/your helper usually use to send/check email? computer □ Cell phone □ Smartphone □ Other:		
55.	Are you able to: ☐ Send and	receive text messages	□ Use apps		
56.	Would you be willing to enter i	information into an o	nline questionnaire/form on		
	the kp.org website if you were	sent a link by email of	or kp.org secure message? □ Yes □ No □ Not sure		
57.	7. During the past 12 months, have you done any of the following? (Mark ALL that apply) Participated in any Kaiser Permanente group or individual health education program/service Used any quit smoking program/service (wellness coach, group, phone quit line, web-based, etc.) Used any weight loss or Healthy Eating, Active Living program/service (wellness coach, group, individual in-person counseling, web-based, email-based, etc.) Got help from a Kaiser Permanente health educator or wellness coach with changing health-related behaviors (e.g., diet, exercise) or managing a chronic health condition like diabetes Used Kaiser Permanente print health education materials (handouts, pamphlets, etc.) Got health or medication-related information or advice from Kaiser Permanente's website Got health or medication-related information or advice from a non-Kaiser Permanente website Used any online education videos on a Kaiser Permanente website (preparing for a procedure or surgery, managing pain, or healthy lifestyle for weight loss, stress, etc.) Listened to a kp.org podcast Used any health app to help with diet, exercise, sleep, monitoring a health condition, etc. Used the kp.org website to view lab results, refill prescriptions, or email doctors/other staff Used a Kaiser Permanente app to use the kp.org website's secure features or get reminders I did not do any of these things				
58.		in health behaviors (rmation and advice about how to manage health diet, exercise, etc.)? (Mark ALL that apply) □ Get information from your doctor's home page		
	☐ In-person counseling with a	patient educator	□ Watch DVDs at home		
	□ Video visit with a patient edu	cator	☐ Watch online videos about health topics		
	☐ Video visit with a doctor		☐ Listen to podcasts or online audio programs		
	☐ Information/advice by text me	•	☐ Watch live webinars or talks		
	☐ Information/advice by kp.org		□ One-session class, workshop or group program		
	□ Print materials (e.g., brochur	•	☐ Multi-session class or group program		
	☐ Health information/newslette	ers <u>by mail</u>	□ Online interactive program		
	☐ Health information/newslette	ers <u>by email</u>	☐ Use a health app on your tablet or smartphone		
	☐ Get information from Internet	websites	☐ Join an online chat room/online community		

Information Describing Who Participated in this Survey

59.	What is your gender? □ Male □ Fe	emale □Tra	nsgender Male	e □Tra	ansgender Female Other
60.	What is your date of birth? (Year sho	uld not be 202	20)1		
				DAY	YEAR
61.	What describes your race and ethnici	•			
	□ White or of European descent		□ Japanese		
	☐ Middle Eastern/North African Arab		☐ South Asian (Indian, Pakistani, Afghani, etc.)		
	□ African-American		□ Southeast Asian <i>(specify)</i> :		
	☐ Other Black (specify):		□ Iranian or P	ersian	
	☐ Mexican or Central American ancest	ry	□ Other Asian	n (specify	r):
	☐ Other Hispanic/Latino (specify):		□ Native Hawa	aiian or F	Pacific Islander
	□ Filipino		☐ Native American Indian or Alaska Native		
	☐ Chinese or Taiwanese		☐ Other (spec	cify):	
	□ Korean				
62.	What is the <u>highest</u> level of school yo	ou completed	? (Mark ONE	only)	
	☐ 8th grade or less (primary or middle		☐ Some colle		egree)
	☐ 9th - 11th grade (some high school)	•	☐ Associate's		-
	☐ 12th grade (high school graduate or				e.g., BA), teaching credential
	☐ Technical/trade school certificate	,			ional degree (e.g., MA, MD)
63 1	What is your current work status? <i>(Ma</i>	ark ΔII that a	nnly)		
00	☐ Working for pay → How many hour				
	□ Self-employed → How many hour			r naront	or uppaid carogiver
			☐ Part-time or		
	☐ Unemployed or laid off				
	☐ Unable to work due to health or a dis	sability	□ Do voluntee	er work a	t least once a week
64.	Are you currently: (Mark ONE only)		1. – 0		W. 1
	☐ Married/living with partner ☐ In a co				-
65.	(Optional) Are you gay/lesbian or bise	exual? □ l	No □ Yes, g	ay or les	oian □ Yes, bisexual
66.	Which of the following best describes		ousehold (fam	nily) inco	me from all sources
	in 2019, before taxes? (Mark ONE or	T -	00		\$20,004
	□ Under \$15,000 □ \$3				
		50,001 - \$65,0			\$100,001 - \$150,000
	□ \$25,001 - \$35,000 □ \$6	65,001 - \$80,0	00	Ш	More than \$150,000
67.	Which of the following best describes	s your current	living situati	ion? <i>(Ma</i>	rk ONE only)
	☐ Live alone (or just with a pet) in your	•	-		
	☐ Live in a household with spouse/part	ner, family me	mbers, or non	-relatives	i
	☐ Live in a residence or community set	tting where me	als, help, and	social ac	tivities are available
	☐ Temporarily staying with a relative or	r friend			
	☐ Other (describe):				
68.	When you are going someplace that i (Mark ALL that apply)	s too far to w	alk, how do y	ou usua	lly get there?
	☐ I drive myself	□ Take a taxi	or Uber/Lyft	□ Oth	er (specify):
	☐ Spouse or housemate drives me	☐ Take the b	us or BART		
	☐ Family member or friend drives me		service for ser	niors or p	eople with disabilities

Thank you!