

# Characteristics of Adult Members in Kaiser Permanente's Northern California Region, as estimated from the 2011 Kaiser Permanente Adult Member Health Survey

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## Background

The Member Health Survey is a triennial self-administered questionnaire survey conducted by mail or online during the Spring-Summer of a survey year with a randomly selected sample of adults who are current members of the Kaiser Permanente Medical Care Program in Northern California. 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; and
- To support research to improve the health of our members and the communities we serve.

The Member Health Surveys project is funded by Kaiser Permanente's Northern California Community Benefit (CB) Program. This report presents statistics estimated from the 2011 Survey. Similar member health surveys were conducted in 1990, 1993, 1996, 1999, 2002, 2005, and 2008, and reports are available on our website [www.memberhealthsurvey.kaiser.org](http://www.memberhealthsurvey.kaiser.org) or by request.

From a strategic perspective, the process of identifying high priority health problems and health practices/lifestyle factors known to increase the risk of chronic or acute illness and targeting effective interventions at those persons in the population who are most at risk should lead to improved health status and more cost-effective use of health care dollars. The identification of age-specific prevalence rates for these health problems and lifestyle risks can also be used for forecasting the resources that will be required to provide health services in the future.

Similar to state and national health surveys, the Member Health Survey captures health risk and health status data on a relatively small proportion of the adult population for which information is desired. However, we hope the survey results will provide administrators, program planners, and researchers with a profile of the membership that can be used to identify areas for new or expanded health promotion/health maintenance interventions, social support services, and more efficient medical care delivery; study patterns and costs of care for particular types of patients by linking survey data to computerized and medical record information; and compare the health-related characteristics of their service population across medical center service populations and service areas, as well as with the general population.

## 2011 Survey Sample

In April 2011, questionnaires were mailed to a stratified random sample of approximately 43,000 adult Health Plan members in the Northern California Region.<sup>1</sup> Only current members who had been continuously enrolled during the three months prior to the survey and had no indication that

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<sup>1</sup> 2,140 adults were sampled from each of 14 medical center service populations and 2,440 members from 5 medical center service populations, with medical center service population assignment made based on outpatient facility where the member was most likely to receive primary care (PARFU assignment). Details about the sample selection and weighting methods are available on request.

they required an interpreter to communicate in English were sampled. Two subsequent survey packet mailings were sent over the next several weeks to nonrespondents, with the final wave of questionnaires mailed in mid-August. Participants were also offered the opportunity to answer a secure online version of the questionnaire reached via a link emailed to them or log in at the Member Health Survey Participant Home Page. Phone administration was available on request but not used. Non-eligibles (deceaseds, non-current members, members living outside the main service area) and members for whom Kaiser Permanente nor the U.S. Postal Service had forwarding addresses were dropped from the initial sample and replaced with other randomly selected members of the same age and sex from the same medical service area population. The overall survey response rate among survey eligibles was 39.5% (n=16,968/42,989). The age-gender specific response rates were as follows:

Final Response Rates for the 2011 DOR Member Health Survey by Age-Gender Group,  
Members Aged 20 and Over in the Northern California Region Sample

	<u>20-44 years</u>	<u>45-64 years</u>	<u>65 years or over</u>	<u>Total</u>
Women	2888/9465 (30.5%)	2820/6208 (45.4%)	3376/4896 (69.0%)	9084/20569 (44.2%)
Men	1868/10378 (18.0%)	2661/7143 (37.3%)	3355/4899 (68.5%)	7884/22420 (35.2%)
Total	4756/19843 (24.0%)	5481/13351 (41.1%)	6731/9795 (68.7%)	16968/42,989 (39.5%)

All respondents were assigned a post-stratification weighting factor based on the age-gender distribution of the medical center service population from which they were selected as of the fourth quarter of 2010 (when the sample was pulled). The table below shows the age distributions of women, men, and all adults aged 20 and over after and before applying the post-stratification weighting factor. The estimates of sociodemographic and health-related characteristics in this report are based on weighted survey data.

Age Group	Women		Men		All	
	Wtd %	(Unwtd %)	Wtd %	(Unwtd %)	Wtd %	(Unwtd %)
All 20 and Over	100	(100)	100	(100)	100	(100)
20-44 yr	42.3	(31.8)	43.4	(23.7)	42.9	(28.0)
45-64 yr	38.3	(31.0)	39.3	(33.8)	38.8	(32.3)
65 and over	19.4	(37.2)	17.3	(32.5)	18.3	(39.7)
65-74	10.4	(16.5)	10.1	(18.4)	10.2	(17.4)
75-79	3.5	(15.0)	3.2	(17.2)	3.4	(16.0)
80 or over	5.5	(5.7)	4.0	(6.9)	4.7	( 6.3)

Since the questionnaire only went out in English and very limited English-speaking members were excluded from the survey sample, non-English speaking members and members with very poor reading ability are not represented in this survey. An internal study that matched survey response status for the 2011 survey to a member race/ethnicity dataset (91% match rate for women and 84% match rate for men) found that among both women and men, nonHispanic White, Chinese, Japanese, and Korean members were more likely to respond than African-American/Other Black, Latino, and Filipino members. The differential race-ethnic response rate, exclusion of non-English speakers and members with very low literacy, and lower response rates among young and middle-aged adults

compared with adults aged 65 and over, yields a final weighted respondent sample that underestimates African-American/Blacks and Latino/Hispanic members and overestimates some of the Asian ethnic groups. Finally, results of other surveys suggest that among older members, the very sickest and frailest are unlikely to have responded.

## **Description of the Contents of Tables in this Report**

In the tables, a double dash ( - - ) or gray shaded area signifies that men, women, or people in this age group were either not asked those questions or that the items were not considered relevant to the age group or gender.

**Table 1** presents estimates of sociodemographic characteristics of adult Health Plan members.

**Table 2** presents estimates of the percentages of adult members who experienced selected chronic diseases and health problems during the previous 12 months, based on self-report unverified by medical record review or physician report. Also included in this table are estimated percentages of members who consider their overall, physical, and emotional/mental health to be excellent, good, fair, or poor, and the extent to which these components of health affect their activities.

**Table 3** presents estimates of the percentages of adult members with selected health and lifestyle risks, including tobacco and alcohol use, exercise, dietary behaviors (fat, salt), obesity, stress, hours of sleep, belief about the extent to which health habits/ lifestyle and stress/emotional troubles impact on health, and selected psychosocial stressors experienced during the previous year.

**Table 4** presents estimates of the percentages of adult members who took various actions to try to improve their health.

**Table 5** presents estimates of the percentages of adult members who received a flu shot for the 2010-2011 flu season, ever had a pneumonia shot (seniors only), and had a routine dental check-up in the past 12 months. (Note: the survey no longer collects self-reported information on recency of screening tests, just whether the most recent screening procedure was done in or out of the health plan).

**Table 6** presents estimates of use of complementary and alternative therapies (CAM) by adult members during the previous 12 months.

**Table 7** presents estimates of member access to digital tools for communication and health information (mobile phone, text messages, computer, Internet, and email)

**Table 8** presents estimated use of different KP and non-KP health information sources during the previous 12 months.

**Table 9** presents estimated percentages of adult members who indicated different preferences for receiving health information and learning about how to take care of their health, and **Table 10** presents these estimates for people who indicated at least one method preference.

For more information about the sociodemographic and health-related characteristics of seniors overall and by age group (65-74, 75-79, 80 and over), please refer to the following reports:

- Gordon NP. Sociodemographic and Health-Related Characteristics of Seniors in Kaiser Permanente's Northern California Region, 2011. Internal report, Division of Research, Kaiser Permanente Medical Care Program, Oakland, CA, December 2012. Available at: [http://www.dor.kaiser.org/external/mhs\\_seniors\\_report\\_2011\\_regional](http://www.dor.kaiser.org/external/mhs_seniors_report_2011_regional).

- Gordon NP. Seniors' Access to Information Technology and Preferred Methods for Obtaining Health Information and Health Education, 2011. Internal report, Division of Research, Kaiser Permanente Medical Care Program, Oakland, CA, November 2012. Available at [http://www.dor.kaiser.org/external/senior\\_it\\_access\\_2011](http://www.dor.kaiser.org/external/senior_it_access_2011).

### **Additional Information and Suggested Way to Cite this Report:**

We hope that this report will be of use to service planners and researchers both within and outside of the Kaiser Permanente Medical Care Program.

Information about survey methodology, copies of survey questionnaires, and downloadable copies of 2011 adult membership profile reports and special topic reports produced for dissemination to the community can be found at <http://www.memberhealthsurvey.kaiser.org>

For additional technical information about the survey or survey results, or information collected but not presented here, contact the survey director, Nancy P. Gordon, ScD, at the Division of Research, 2000 Broadway, Oakland, CA 94612. Phone: (510) 891-3587; fax: (510) 891-3606; internal KPMCP tie-line: 8-481; KP Lotus Notes: Nancy Gordon; internet: [Nancy.Gordon@kp.org](mailto:Nancy.Gordon@kp.org).

#### To cite in table footnotes or text references:

Data from the 2011 Kaiser Permanente Member Health Survey conducted by the Division of Research.

#### To cite in a reference list for internal KP audiences:

Gordon NP. *Characteristics of Adult Health Plan Members in Kaiser Permanente's Northern California Region, as Estimated from the 2011 Member Health Survey*. Division of Research, Kaiser Permanente Medical Care Program, Oakland, CA, Apr 2013. Available at: <http://www.dor.kaiser.org/external/mhs11reg>.

#### To cite in a reference list for external audiences:

Gordon NP. *Characteristics of Adult Health Plan Members in Kaiser Permanente's Northern California Region, as Estimated from the 2011 Member Health Survey*. Division of Research, Kaiser Permanente Medical Care Program, Oakland, CA, Apr 2013. Available at: <http://www.dor.kaiser.org/external/mhs11reg>.

**Table 1. Sociodemographic Characteristics of Members Aged 20 and Over in the Northern California Kaiser Permanente Membership, Spring 2011<sup>1</sup>**

Characteristics	20-44 yr			45-64 yr			65 yr and over			20 yr and over		
	Women %	Men %	All %	Women %	Men %	All %	Women %	Men %	All %	Women %	Men %	All %
<b>Race/Ethnicity<sup>2</sup></b>												
White nonHispanic	47.4	48.7	48.0	64.1	65.6	64.8	73.3	78.3	74.9	58.9	60.1	59.5
African-American/Black	7.4	5.1	6.3	7.5	5.9	6.7	7.0	4.2	5.8	7.3	5.3	6.4
Latino/other Hispanic	16.7	16.5	16.6	9.7	8.6	9.2	6.9	7.3	7.1	12.1	11.8	12.0
Asian <sup>3</sup>	25.0	25.9	25.4	15.5	17.3	16.3	10.3	9.8	10.1	18.5	19.7	19.1
Filipino	8.5	7.0	7.8	6.2	5.8	6.0	4.7	3.4	4.1	6.9	5.9	6.4
Chinese	6.7	7.9	7.3	5.1	5.4	5.2	2.8	3.2	2.9	5.3	6.1	5.7
Southeast Asian	3.1	3.4	3.3	0.9	1.5	1.2	0.3	0.4	0.4	1.7	2.1	1.9
Japanese	1.9	1.4	1.7	1.4	1.7	1.6	1.6	1.5	1.6	1.7	1.6	1.6
Korean	1.1	1.1	1.1	0.2	0.2	0.2	0.3	0.3	0.3	0.6	0.6	0.6
South Asian	3.3	4.7	3.9	1.3	2.6	1.9	0.5	1.1	0.7	2.0	3.2	2.5
Other Asian	0.4	0.3	0.4	0.3	0.1	0.2	0.1	<0.1	0.1	0.3	0.2	0.3
Pacific Islander	0.8	0.7	0.7	0.4	0.6	0.5	0.3	0.3	0.3	0.5	0.6	0.6
Native American	1.0	1.1	1.0	1.9	1.0	1.5	1.3	1.1	1.2	1.4	1.1	1.2
Middle Eastern	1.5	1.9	1.7	0.9	0.8	0.8	0.4	1.0	0.6	1.0	1.3	1.1
Other	0.3	0.2	0.3	0.1	0.1	0.1	0.2	0.1	0.1	0.2	0.2	0.2
<b>Race/Ethnicity – Calif Dept of Finance</b>												
Hispanic/Latino	17.3	16.6	17.0	9.9	8.8	9.4	7.0	7.3	7.1	12.5	11.9	12.2
Native Amer./Alaska Native	1.0	1.1	1.0	1.9	1.0	1.5	1.3	1.1	1.2	1.4	1.1	1.2
Asian, nonHispanic	25.7	26.6	26.1	15.8	17.9	16.8	10.5	10.1	10.3	19.0	20.3	19.6
Black, nonHispanic	6.9	4.9	6.0	7.4	5.8	6.6	6.9	4.2	5.7	7.1	5.1	6.2
White, nonHispanic	47.4	48.7	48.0	64.1	65.6	64.8	73.8	76.2	74.9	58.9	60.1	59.5
Other, nonHispanic	1.7	2.1	1.9	1.0	0.9	0.9	0.5	1.1	0.8	1.1	1.5	1.3

**Table 1. Sociodemographic Characteristics of Members Aged 20 and Over in the Northern California Kaiser Permanente Membership, Spring 2011<sup>1</sup>**

Characteristics	20-44 yr			45-64 yr			65 yr and over			20 yr and over		
	Women %	Men %	All %	Women %	Men %	All %	Women %	Men %	All %	Women %	Men %	All %
<u>This race/ethnicity, alone or in combination with others</u>												
White	55.9	56.9	56.4	68.9	68.3	68.6	77.2	78.7	77.8	65.0	65.1	65.1
African-American/Black	7.5	5.3	6.4	7.5	6.0	6.8	7.0	4.2	5.8	7.4	5.4	6.5
Latino/Hispanic	17.5	16.9	17.2	10.0	8.9	9.5	7.0	7.4	7.2	12.6	12.1	12.4
Asian	25.0	25.9	25.4	15.5	17.3	16.3	10.3	9.8	10.1	18.5	19.7	19.1
Filipino	9.0	7.4	8.2	6.4	6.1	6.3	4.8	3.6	4.3	7.3	6.2	6.7
Chinese	7.2	9.0	8.0	5.4	5.7	5.5	3.0	3.3	3.1	5.7	6.7	6.2
Southeast Asian	3.2	3.5	3.3	1.0	1.5	1.2	0.3	0.5	0.4	1.8	2.2	2.0
Japanese	2.3	1.9	2.1	1.6	1.8	1.7	1.8	1.5	1.7	1.9	1.8	1.9
Korean	1.2	1.6	1.4	0.2	0.2	0.2	0.3	0.3	0.3	0.6	0.8	0.7
South Asian	3.5	4.8	4.1	1.3	2.6	1.9	0.6	1.2	0.8	2.1	3.3	2.7
Other Asian	0.7	0.3	0.5	0.4	0.2	0.3	0.1	<0.1	0.1	0.5	0.2	0.3
Hawaiian/Pacific Islander	1.4	1.3	1.4	0.8	1.1	1.0	0.3	0.5	0.4	1.0	1.1	1.0
Nat. Amer./Alaska native	2.5	2.4	2.5	2.6	1.5	2.1	1.8	1.5	1.7	2.4	1.9	2.2
Middle Eastern	1.6	2.1	1.8	1.0	0.8	0.9	0.4	1.0	0.6	1.1	1.4	1.3
Other	0.6	0.6	0.6	0.2	0.7	0.4	0.2	0.1	0.1	0.4	0.5	0.4
<b>Educational Attainment</b>												
< High school graduate	1.3	2.1	1.7	1.9	2.9	2.4	8.3	7.0	7.7	2.9	3.3	3.1
High school graduate, GED, or technical school	12.6	17.1	14.7	17.7	17.7	17.7	27.0	21.0	24.4	17.3	18.0	17.6
Some college	21.4	20.8	21.1	25.7	23.6	24.7	26.3	20.3	23.6	24.0	21.8	22.9
Associates degree	10.1	8.1	8.2	12.3	10.2	11.3	6.9	7.3	7.1	10.4	8.8	9.6
College graduate (BA, BS)	34.6	31.9	33.3	25.2	26.1	25.6	17.6	21.9	19.5	27.7	27.9	27.8
Graduate or professional degree	20.0	19.9	20.0	17.2	19.5	18.3	13.9	22.5	17.7	17.7	20.2	18.0

**Table 1. Sociodemographic Characteristics of Members Aged 20 and Over in the Northern California Kaiser Permanente Membership, Spring 2011<sup>1</sup>**

Characteristics	20-44 yr			45-64 yr			65 yr and over			20 yr and over		
	Women %	Men %	All %	Women %	Men %	All %	Women %	Men %	All %	Women %	Men %	All %
<b>Marital Status</b>												
Married/in committed relationship	76.6	71.3	74.1	75.3	80.5	77.8	49.6	80.3	63.2	70.8	76.5	73.5
Widowed	0.1	0.1	0.1	4.1	1.3	2.8	31.2	9.6	21.7	7.7	2.2	5.1
Single, divorced, separated	23.3	28.6	25.8	20.6	18.2	19.5	19.2	10.1	15.1	21.5	21.3	21.4
<b>Employment Status</b>												
Working for pay/self-employed	77.7	85.1	81.2	72.2	78.0	75.0	17.4	20.0	18.6	64.0	71.0	67.3
Unemployed, laid off, or on strike	6.0	6.7	6.4	4.5	4.1	4.3	1.4	1.4	1.4	4.5	4.8	4.6
Full-time or almost full-time student	5.1	4.9	5.0	0.5	0.1	0.3	0.1	0.1	0.1	2.4	2.2	2.3
Full-time homemaker, parent, or caregiver	9.3	0.8	5.2	6.3	0.3	3.4	8.4	0.4	4.8	7.9	0.5	4.4
Retired or unable to work due to health/disability	1.9	2.5	2.2	16.5	17.5	17.0	72.7	78.1	75.1	21.1	21.5	21.3
<b>Household Income (2010)</b>												
\$15,000 or less	4.9	5.2	5.0	3.2	3.2	3.2	10.0	4.7	7.6	5.2	4.3	4.8
\$15,001 - \$25,000	4.9	4.1	4.5	4.6	3.5	4.1	18.0	10.0	14.4	7.2	4.9	6.1
\$25,001 - \$35,000	7.9	6.8	7.4	6.2	5.0	5.6	17.7	11.6	15.0	9.0	6.9	8.0
\$35,001 - \$50,000	14.3	11.0	12.7	12.3	9.4	10.9	16.1	18.8	17.3	13.8	11.7	12.8
\$50,001 - \$65,000	11.9	11.9	12.0	11.7	10.6	11.2	10.5	13.4	11.8	11.6	11.7	11.6
\$65,001 - \$80,000	13.7	14.4	14.0	13.5	11.8	12.7	9.8	12.2	10.9	12.9	13.0	13.0
\$80,001-\$100,000	13.8	13.6	13.7	15.3	15.5	15.4	8.4	10.7	9.4	13.4	13.8	13.6
\$100,001-\$150,000	17.3	19.1	18.2	20.5	21.1	20.8	6.3	11.2	8.5	16.5	18.6	17.5
Over \$150,000	11.3	13.9	12.5	12.7	19.9	16.1	3.2	7.4	5.1	10.4	15.1	12.6

**Table 1. Sociodemographic Characteristics of Members Aged 20 and Over in the Northern California Kaiser Permanente Membership, Spring 2011<sup>1</sup>**

Characteristics	20-44 yr			45-64 yr			65 yr and over			20 yr and over		
	Women %	Men %	All %	Women %	Men %	All %	Women %	Men %	All %	Women %	Men %	All %
<b>During the past 12 months, because of the cost:</b>												
Delayed or did not get needed medical care	19.9	15.2	17.7	15.4	11.4	13.5	6.9	5.0	6.1	15.8	12.0	14.0
Rationed a prescribed medicine	8.9	7.4	8.2	8.9	7.7	8.3	6.6	5.9	6.3	8.5	7.3	7.9

Footnotes for Table 1:

- <sup>1</sup> Estimates are derived from self-report data for respondents aged  $\geq 20$  to the 2011 Division of Research Northern California KP Member Health Survey weighted to the age-, gender-, and geographic distribution of the Health Plan membership in 4th quarter 2010.
- <sup>2</sup> Algorithm for assigning individuals to one race/ethnicity for purposes of estimation was as follows: White if only White/Euro-American indicated; African-American/Black if African-American or Other Black indicated alone or with any other race/ethnicity; Latino/Hispanic if that category indicated alone or in combination with any other race/ethnicity except for African-American/Black; Asian if one or more of Chinese, Japanese, Korean, Filipino, Southeast Asian, Indian/Pakistani, or Other Asian category indicated and African-American/Black and Latino/Hispanic not indicated; Hawaiian or Pacific Islander if ethnicities in this group were indicated but not African-American/Black, Latino/Hispanic, or Asian race/ethnic categories. Native American/Alaska Native if this category was the only one indicated; and Other if Middle Eastern or Other indicated, but not African-American/Black, Latino/Hispanic, or Asian race/ethnic categories. The sum across these broad categories should be approximately 100%.
- <sup>3</sup> Asian race/ethnic category includes Chinese, Japanese, Korean, Filipino, Southeast Asian, South Asian (e.g., Indian/Pakistani), or other Asian subgroup.
- <sup>4</sup> May exceed 100% due to non-exclusive categories.



**Table 2. Health Status of Members Aged 20 and Over in the Northern California Kaiser Permanente Membership, Spring 2011<sup>1</sup>**

Health Status	20-44 yr			45-64 yr			65 yr and over			20 yr and over		
	Women %	Men %	All %	Women %	Men %	All %	Women %	Men %	All %	Women %	Men %	All %
<b>Overall Health Status</b>												
<u>Overall Health Status</u>												
Excellent	19.0	19.7	19.4	14.1	13.5	13.8	7.8	7.6	7.7	15.0	15.2	15.1
Very good	46.5	43.2	44.9	42.6	38.5	40.6	30.4	31.5	30.9	41.9	39.4	40.7
Good	29.4	30.1	29.7	32.7	36.4	34.5	40.1	41.5	40.7	32.7	34.5	33.6
Fair	4.5	6.4	5.4	9.4	9.6	9.5	18.7	16.3	17.6	9.1	9.3	9.2
Poor	0.6	0.6	0.6	1.2	2.0	1.6	3.0	3.1	3.0	1.3	1.6	1.4
<u>Physical Health Status</u>												
Excellent	19.8	21.0	20.4	14.2	14.0	14.1	8.1	8.1	8.1	15.4	16.1	15.7
Very good	43.1	43.1	43.1	40.5	37.7	39.2	30.1	31.7	30.8	39.6	39.0	39.3
Good	30.4	27.7	29.1	32.7	35.3	34.0	39.2	40.3	39.7	33.0	32.9	32.9
Fair	5.7	7.3	6.4	11.1	11.0	11.0	19.4	16.5	18.1	10.4	10.3	10.4
Poor	1.0	0.9	1.0	1.5	2.0	1.7	3.2	3.4	3.3	1.6	1.7	1.7
<u>Emotional Health Status</u>												
Excellent	22.0	27.0	24.4	20.5	22.4	21.4	20.9	22.8	21.7	21.2	24.5	22.7
Very good	38.4	39.2	38.8	39.1	38.2	38.7	36.9	37.5	37.2	38.4	38.5	38.5
Good	28.8	24.7	26.8	28.5	27.1	27.8	28.7	28.9	28.8	28.7	26.3	27.6
Fair	9.7	7.6	8.7	10.6	11.1	10.8	12.0	9.6	10.9	10.5	9.3	9.9
Poor	1.1	1.5	1.3	1.3	1.2	1.3	1.5	1.2	1.4	1.2	1.4	1.3

**Table 2. Health Status of Members Aged 20 and Over in the Northern California Kaiser Permanente Membership, Spring 2011<sup>1</sup>**

Health Status	20-44 yr			45-64 yr			65 yr and over			20 yr and over		
	Women %	Men %	All %	Women %	Men %	All %	Women %	Men %	All %	Women %	Men %	All %
<u>How much health interferes with work or regular daily activities</u>												
<u>Physical health (incl. pain)</u>												
Not at all	55.9	55.6	55.7	43.3	43.3	43.3	34.3	33.2	33.8	46.9	46.9	46.9
A little	31.4	29.7	30.6	35.9	34.8	35.4	33.4	35.9	34.5	33.5	32.8	33.2
Moderately	7.9	9.3	8.6	12.6	12.8	12.7	19.3	19.8	19.5	11.9	12.5	12.2
Quite a bit	4.8	5.4	5.1	8.2	9.1	8.6	13.0	11.1	12.2	7.7	7.8	7.7
<u>Emotional/mental health</u>												
Not at all	56.3	59.4	57.8	57.6	59.6	58.6	61.9	61.8	61.9	57.8	59.9	58.8
A little	30.7	27.0	28.9	29.8	25.9	27.9	23.9	25.1	24.4	29.1	26.2	27.8
Moderately	8.9	9.2	9.0	8.8	9.7	9.2	10.2	10.3	10.2	9.1	9.6	9.3
Quite a bit	4.1	4.4	4.3	3.8	4.8	4.3	4.0	2.8	3.5	4.0	4.3	4.1
<b>Health Conditions During Past 12 Months</b>												
Diabetes <sup>2</sup>	2.6	3.2	2.9	8.0	14.0	10.8	16.1	20.5	18.1	7.3	10.4	8.8
Hypertension <sup>2</sup>	5.9	8.6	7.1	30.6	36.0	33.2	61.7	61.4	61.6	26.2	28.5	27.3
High cholesterol <sup>2</sup>	3.0	8.6	5.7	23.9	35.2	29.2	47.2	53.2	49.9	19.5	26.7	22.9
Heart problems, incl. angina, MI) <sup>2</sup>	0.7	1.2	0.9	3.3	6.5	4.8	12.6	22.9	17.1	4.0	7.0	5.4
Stroke	<0.1	<0.1	<0.1	<0.1	0.5	0.3	1.9	2.2	2.1	0.4	0.6	0.5
TIA	<0.1	<0.1	<0.1	0.3	0.4	0.4	1.1	1.2	1.1	0.4	0.4	0.4
Cancer (any type)	0.6	0.4	0.4	3.8	3.2	3.5	6.9	9.7	8.1	3.0	3.1	3.1
Non-skin cancer	0.4	0.2	0.4	2.9	2.2	2.5	4.6	6.1	5.3	2.2	2.0	2.1
Skin cancer	0.1	0.2	0.1	0.5	0.9	0.7	2.2	2.9	2.5	0.7	0.9	0.8

**Table 2. Health Status of Members Aged 20 and Over in the Northern California Kaiser Permanente Membership, Spring 2011<sup>1</sup>**

Health Status	20-44 yr			45-64 yr			65 yr and over			20 yr and over		
	Women %	Men %	All %	Women %	Men %	All %	Women %	Men %	All %	Women %	Men %	All %
<b>Health Conditions During Past 12 Months (contd.)</b>												
Asthma <sup>2</sup>	12.8	9.6	11.3	14.6	8.7	11.8	11.9	8.9	10.6	13.3	9.1	11.4
COPD (Emphysema, Chronic bronchitis)	0.6	0.7	0.6	2.1	1.8	1.9	6.6	5.5	6.1	2.3	1.9	2.2
Frequent heartburn/GERD	5.4	5.2	5.3	11.8	9.5	10.7	16.7	12.2	14.7	10.0	8.1	9.1
Osteoporosis	0.1	--	--	2.3	--	--	12.3	1.4	--	3.3	--	--
Arthritis/rheumatism	2.2	1.8	2.0	12.6	8.7	10.8	29.9	18.7	25.0	11.5	7.5	9.6
Severe or chronic pain	28.5	21.6	25.2	35.1	27.0	31.2	31.7	26.0	29.2	31.7	24.5	28.3
Musculoskeletal pain	14.3	13.2	13.8	19.3	17.2	18.3	20.8	17.2	19.2	17.5	15.5	16.5
Severe back pain/sciatica	8.4	8.4	8.4	11.8	11.7	11.7	15.5	12.1	14.0	11.1	10.3	10.7
Severe neck/shoulder pain	8.5	7.5	8.0	12.1	9.1	10.6	10.2	8.4	9.4	10.2	8.3	9.3
Migraine headaches	13.2	5.3	9.5	11.8	3.9	8.1	4.0	1.3	2.8	10.9	4.1	7.7
Other severe headaches	5.0	2.1	3.6	4.6	2.3	3.5	2.4	1.3	1.9	4.3	2.0	3.2
Other chronic pain	7.6	6.0	6.8	15.4	11.5	13.6	16.9	11.7	14.6	12.4	9.1	10.9
Urine leakage (≥ once/wk)	3.8	0.7	--	12.4	1.6	--	27.6	11.8	--	11.7	3.0	--
Frequent problems falling or staying asleep	7.0	6.0	6.5	12.7	8.0	10.5	12.5	8.7	10.8	10.2	7.3	8.8
Vision problem (not correctable by glasses)	9.4	7.4	8.5	17.0	14.3	15.7	31.5	24.1	28.3	16.6	13.0	14.9
Hearing problem/deafness	1.4	1.4	1.4	4.5	5.8	5.1	22.2	30.2	25.7	6.6	8.1	7.3
Depression and/or Anxiety lasting ≥2 wks <sup>2</sup>	18.4	12.4	15.5	22.3	14.0	18.4	18.1	10.9	14.9	19.8	12.8	16.5
Depression, sadness, very Low spirits for ≥2 wks <sup>4</sup>	14.6	9.4	12.1	17.6	10.2	14.1	14.0	8.6	11.6	15.6	9.6	12.8
Anxiety/panic for ≥2 wks <sup>2</sup>	10.3	6.2	8.4	11.0	6.9	9.0	7.7	4.6	6.3	10.1	6.2	8.3
Alcohol or drug problem	0.8	1.8	1.3	0.9	0.8	0.8	0.3	0.8	0.6	0.7	1.2	1.0

**Table 2(cont). Health Status of Members Aged 20 and Over in the Northern California Kaiser Permanente Membership, Spring 2011**

	20-44 yr			45-64 yr			65 yr and over			20 yr and over		
	Women %	Men %	All %	Women %	Men %	All %	Women %	Men %	All %	Women %	Men %	All %
<u>Seniors only:</u>												
Memory problems							14.4	12.0	13.4			
Balance/walking problem							20.7	16.0	18.6			
At least 1 fall during past yr							25.5	19.3	22.8			
Only 1 fall							13.6	9.0	11.6			
2 falls							6.2	4.6	5.5			
3 or more falls							5.7	5.7	5.7			
<b>History of Selected Health Condition (Ever)</b>												
Heart Problems/MI	1.6	2.4	2.0	5.3	9.1	7.1	16.6	30.2	22.6	5.9	9.8	7.7
Stroke	0.2	0.1	0.2	0.9	1.2	1.1	4.8	5.9	5.3	1.4	1.6	1.5
TIA	0.3	0.2	0.2	1.1	1.0	1.0	3.2	3.4	3.3	1.2	1.0	1.1
High blood pressure	8.1	11.4	9.7	33.4	39.5	36.3	64.6	64.2	64.4	28.7	31.5	30.1
Cancer	2.0	1.7	1.9	10.3	6.5	8.5	20.0	20.6	20.3	8.7	6.9	7.8
Non-skin cancer	1.3	1.4	1.3	7.5	3.8	5.7	15.1	14.5	14.8	6.3	4.5	5.5
Skin cancer	0.6	0.3	0.5	2.7	2.0	2.4	4.8	6.2	5.5	2.2	1.9	2.1
Adult depression	20.5	13.3	17.0	24.3	13.0	18.9	16.9	10.5	14.1	21.3	12.7	17.2
Chronic pain	12.1	10.9	11.5	23.9	19.0	21.6	22.5	17.1	20.1	18.6	15.1	17.0
Alcohol or drug problem	2.1	4.0	3.0	3.6	4.1	3.8	1.1	3.3	2.0	2.5	3.9	3.1

Footnotes for Table 2:

<sup>1</sup> Estimates are derived from self-report data for respondents aged ≥ 20 to the 2011 Division of Research Northern California KP Member Health Survey weighted to the age-, gender-, and geographic distribution of the Health Plan membership in 4th quarter 2010.

<sup>2</sup> Estimate based on indication of the health condition or reported use of medication to control that health condition.

<sup>3</sup> Estimates based on responses to a health condition checklist and a question about use of/need for a hearing aid.

<sup>4</sup> Depression was estimated from indication of depression, sadness, or very low spirits lasting at least 2 weeks in a health condition checklist or indication of use of a prescription anti-depressant during the previous 12 months.

**Table 3. Prevalence of Selected Behavioral and Psychosocial Risks Among Members Aged 20 and Over in the Northern California Kaiser Permanente Membership, Spring 2011<sup>1</sup>**

Behavioral/Psychosocial Risks in Past 12 mos.	20-44 yr			45-64 yr			65 yr and over			20 yr and over		
	Women %	Men %	All %	Women %	Men %	All %	Women %	Men %	All %	Women %	Men %	All %
<b>Tobacco Use</b> (cigarettes)												
Current smoker	8.4	12.0	10.1	7.2	10.6	8.8	4.3	5.9	5.0	7.1	10.4	8.7
Former smoker	9.6	10.6	10.1	22.5	23.5	22.9	33.0	47.2	39.3	19.1	22.0	20.4
Never smoked regularly	82.0	77.4	79.8	70.3	65.9	68.2	62.7	46.9	55.7	73.8	67.6	70.9
<b>Weight</b>												
Overweight (BMI ≥ 25)	47.4	60.3	53.7	58.2	74.4	65.9	56.3	65.0	60.1	53.3	66.7	59.7
Obese (BMI ≥ 30)	22.8	22.9	22.8	29.7	30.2	29.9	23.9	22.3	23.2	25.7	25.7	25.7
<u>BMI range:</u>												
BMI <18.5 (under wt)	3.1	1.3	2.3	1.3	0.5	0.9	3.3	0.7	2.1	2.5	0.9	1.7
BMI 18.5 - 25 (normal)	49.5	38.3	44.1	40.5	25.1	33.2	40.4	34.3	37.7	44.2	32.4	38.6
BMI 25 - 30 (over wt)	24.6	37.5	30.8	28.5	44.2	36.0	32.5	42.6	37.0	27.6	41.0	34.0
BMI 30 - <35 (obese)	13.2	14.5	13.8	15.1	20.0	17.4	15.1	15.9	15.5	14.3	16.9	15.6
BMI ≥ 35 (very obese)	9.6	8.4	9.0	14.6	10.2	12.5	8.7	6.5	7.7	11.4	8.8	10.1
<b>Exercise Frequency</b>												
5 or more times/week	21.0	28.2	24.4	29.3	34.9	32.0	29.0	39.2	33.6	25.7	32.7	29.0
3-4 times/week	36.4	32.8	34.7	33.8	29.7	31.8	30.4	31.0	30.6	34.3	31.3	32.9
1-2 times/week	26.1	26.0	26.1	22.4	21.9	22.2	20.9	16.2	18.8	23.7	22.7	23.2
Less than once/week	16.5	13.0	14.8	14.4	13.5	14.0	19.7	13.6	17.0	16.3	13.3	14.9
<u>Usual type of Exercise</u>												
Low impact	30.0	25.2	27.7	38.8	36.3	37.6	58.6	49.0	54.2	38.4	33.4	36.0
Moderate/vigorous	70.0	74.8	72.3	61.2	63.7	62.4	41.4	51.0	45.8	61.6	66.6	64.0

**Table 3. Prevalence of Selected Behavioral and Psychosocial Risks Among Members Aged 20 and Over in the Northern California Kaiser Permanente Membership, Spring 2011<sup>1</sup>**

Behavioral/Psychosocial Risks in Past 12 mos.	20-44 yr			45-64 yr			65 yr and over			20 yr and over		
	Women %	Men %	All %	Women %	Men %	All %	Women %	Men %	All %	Women %	Men %	All %
<b>Dietary Practices</b>												
Tries to eat reduced fat foods most of the time	47.6	35.2	41.7	54.8	44.3	49.8	55.8	48.9	52.8	51.9	41.1	46.9
Tries to avoid foods high in salt/sodium most of the time	54.3	45.0	49.9	63.7	54.7	59.5	67.2	58.6	63.3	60.4	51.2	56.1
<u>Fruit/Vegetable Consumption</u>												
Eats ≥ 3 servings/day	54.0	40.9	47.7	56.2	38.2	47.6	57.0	38.3	48.7	55.4	39.4	47.9
Eats ≥ 5 servings/day	16.9	11.7	14.4	19.9	11.5	15.9	19.1	11.3	15.6	18.4	11.6	15.2
Takes a daily multivitamin	55.2	43.8	49.8	56.8	46.5	51.9	54.0	47.7	51.2	55.6	45.5	50.9
Takes calcium (any)	23.7	8.9	16.7	51.9	13.5	33.6	62.4	24.0	45.4	42.0	13.3	28.5
Calcium+D or calcium with D from another source	23.1	8.5	16.2	50.8	12.9	32.8	61.5	23.3	44.6	41.2	12.8	27.8
Takes vitamin D (not as part of multivitamin/calcium)	9.8	5.5	7.8	23.4	13.5	18.7	30.4	19.1	25.4	19.0	11.0	15.2
<b>Alcohol Consumption</b>												
Never drinks	21.5	17.5	19.6	24.6	21.4	23.1	37.5	27.6	33.0	25.7	20.8	23.3
Drinks < once/week	48.4	37.5	43.2	39.0	32.9	36.1	31.2	26.5	29.1	41.5	33.8	37.9
Drinks 1-2 days/week	16.9	20.6	18.7	13.7	14.3	14.0	9.0	10.8	9.8	14.2	16.5	15.3
Drinks 3-4 days/week	7.8	12.7	10.1	9.2	11.4	10.2	5.1	7.8	6.3	7.9	11.3	9.5
Drinks ≥ 5 days/week	5.4	11.7	8.4	13.5	20.0	16.6	17.2	27.3	21.8	10.7	17.6	14.0
At risk drinker based on:												
# Drinks/day (W >1, M >2) <sup>2</sup>	41.5	29.4	35.7	31.0	17.2	24.3	18.9	10.9	15.3	33.2	21.4	27.6
# Drinks/wk (W >7, M >14) <sup>3</sup> (Women>7, Men >14)	6.6	6.8	6.7	11.1	7.0	9.1	10.6	7.4	9.2	9.1	7.0	8.1

**Table 3. Prevalence of Selected Behavioral and Psychosocial Risks Among Members Aged 20 and Over in the Northern California Kaiser Permanente Membership, Spring 2011<sup>1</sup>**

Behavioral/Psychosocial Risks in Past 12 mos.	20-44 yr			45-64 yr			65 yr and over			20 yr and over		
	Women %	Men %	All %	Women %	Men %	All %	Women %	Men %	All %	Women %	Men %	All %
<b>Sleep (per 24 hour day)</b>												
< 6 hours	6.2	5.8	6.0	8.4	8.1	8.3	7.8	4.8	6.4	7.4	6.5	7.0
6- < 7 hours	21.2	22.4	21.8	21.2	24.2	22.6	17.0	14.0	15.6	20.4	21.7	21.0
7-9 hours	68.6	68.7	68.6	67.5	64.6	66.1	66.8	72.3	69.3	67.8	67.7	67.8
> 9 hours	4.0	3.1	3.6	2.9	3.1	3.0	8.4	8.9	8.7	4.4	4.1	4.2
<b>Psychosocial Risks</b>												
Worried about personal / Family financial security	32.4	28.4	30.5	31.3	26.0	28.8	16.2	11.2	14.0	28.8	24.5	26.8
Worried about safety	7.5	6.5	7.0	4.9	4.7	4.8	3.5	2.7	3.1	5.7	5.1	5.4
Have felt harassed or discriminated against	5.7	5.2	5.5	5.8	5.3	5.5	2.6	2.4	2.5	5.2	4.8	5.0
Very stressed, tense or anxious much of the time	25.5	17.4	21.6	20.9	13.0	17.1	6.8	4.3	5.7	20.2	13.4	17.0
Overall satisfaction with life												
Fairly/very satisfied	91.7	88.7	90.3	91.5	89.7	90.6	92.4	93.6	92.9	91.8	89.9	90.9
Not very/not at all satisfied	8.3	11.3	9.7	8.5	10.3	9.4	7.6	6.4	7.1	8.2	10.1	9.1
Overall happiness												
Pretty/very happy	89.7	89.8	89.7	88.4	86.1	87.3	89.2	90.8	89.9	89.1	88.5	88.8
Not very/not at all happy	10.3	10.2	10.3	11.6	13.9	12.7	10.8	9.2	10.1	10.9	11.5	11.2

**Table 3. Prevalence of Selected Behavioral and Psychosocial Risks Among Members Aged 20 and Over in the Northern California Kaiser Permanente Membership, Spring 2011<sup>1</sup>**

Behavioral/Psychosocial Risks in Past 12 mos.	20-44 yr			45-64 yr			65 yr and over			20 yr and over		
	Women %	Men %	All %	Women %	Men %	All %	Women %	Men %	All %	Women %	Men %	All %
<b>Health-Related Beliefs</b>												
<u>Belief about extent to which lifestyle/habits can affect health</u>												
Not at all/a little bit	4.4	6.0	5.1	4.0	6.4	5.1	5.5	5.8	5.6	4.4	6.1	5.2
Moderately	7.2	10.8	8.9	7.6	12.5	10.0	10.5	12.0	11.1	8.0	11.7	9.7
Quite a bit/extremely	88.4	83.2	86.0	88.4	81.1	84.9	84.0	82.2	83.3	87.6	82.2	85.1
<u>Belief about extent to which stress/emotional troubles can affect health</u>												
Not at all/a little bit	6.3	9.1	7.6	6.9	11.0	8.8	11.5	13.6	12.5	7.5	10.6	9.0
Moderately	8.3	11.8	10.0	7.4	10.7	9.0	11.2	12.1	11.6	8.6	11.4	9.9
Quite a bit/extremely	85.4	79.1	82.4	85.7	78.3	82.2	77.3	74.3	75.9	83.9	78.0	81.1

Footnotes for Table 3:

- <sup>1</sup> Estimates are derived from self-report data for respondents aged  $\geq 20$  to the 2011 Division of Research Northern California KP Member Health Survey weighted to the age-, gender-, and geographic distribution of the Health Plan membership in 4th quarter 2010.
- <sup>2</sup> At-risk drinker based on usual number of drinks consumed on days when had a drink: Women > 1 drink in a day, Men > 2 drinks in a day.
- <sup>3</sup> At-risk drinker based on number of drinks per week estimated by usual drinking frequency x usual number of drinks: Women > 7/week, Men > 14/week.



**Table 4. Actions People Are Taking to Improve or Maintain Health, Members Aged 20 and Over in the Northern California Kaiser Permanente Membership, Spring 2011<sup>1</sup>**

Health Action	20-44 yr			45-64 yr			65 yr and over			20 yr and over		
	Women %	Men %	All %	Women %	Men %	All %	Women %	Men %	All %	Women %	Men %	All %
Gets exercise most days	60.0	61.9	60.9	61.3	61.6	61.5	49.6	58.8	53.7	58.5	61.2	59.8
Gets moderate/vigorous exercise most days	49.5	53.1	51.2	47.6	48.2	47.9	39.7	46.8	42.8	46.9	50.1	48.4
Daily walks/10,000 steps	23.5	18.8	21.2	30.1	28.0	29.1	22.6	27.0	24.6	25.9	23.8	24.9
Reads labels/recipes to learn what is in their food	56.4	48.1	52.5	59.8	49.4	54.9	57.9	43.7	51.7	58.0	47.9	53.3
Tries to eat mostly healthy foods	77.7	65.7	72.0	80.4	71.7	76.3	76.0	67.3	72.2	78.4	68.4	73.7
Tries to manage stress	58.0	47.9	53.2	56.4	44.8	50.9	39.7	28.4	34.7	53.8	43.3	48.9
Tries to get enough sleep to feel well-rested	73.2	65.0	69.3	74.9	66.7	71.0	67.3	61.7	64.8	72.7	65.1	69.2
Taking steps to lose weight or maintain weight loss	49.3	39.7	44.7	56.5	43.7	50.4	35.7	33.9	34.9	49.4	40.3	45.1
If overweight or obese	65.8	50.7	57.5	65.7	51.3	58.0	46.5	42.8	44.7	61.8	49.7	55.3
If obese	65.0	59.9	62.5	66.7	58.8	61.9	51.6	50.0	51.0	63.3	57.0	60.2
Does enjoyable activities at least once a week	72.9	71.6	72.3	70.0	67.6	68.8	65.4	60.6	63.3	70.3	68.1	69.3
Takes low dose aspirin to prevent heart attack/stroke	3.0	4.6	3.7	20.4	29.4	24.7	43.5	50.0	46.4	17.5	22.2	19.7
<i>Seniors Only:</i>												
Taking actions to reduce risk of falling							46.4	29.8	39.1			
Those at high risk*							61.9	50.7	57.7			
Does activities to keep brain stimulated							74.1	66.6	70.8			
Visits with people at least once a week							67.3	55.8	62.3			

Footnotes for Table 4:

<sup>1</sup> Estimates are derived from self-report data for respondents aged  $\geq 20$  to the 2011 Division of Research Northern California KP Member Health Survey weighted to the age-, gender-, and geographic distribution of the Health Plan membership in 4th quarter 2010.

**Table 5. Use of Selected Preventive Medicine Services (self-reported) by Members Aged 20 and Over in the Northern California Kaiser Permanente Membership, Spring 2011<sup>1</sup>**

Preventive Service	20-44 yr			45-64 yr			65 yr and over			20 yr and over		
	Women %	Men %	All %	Women %	Men %	All %	Women %	Men %	All %	Women %	Men %	All %
Flu immunization in 2010-11 flu season												
Ages ≥ 20	45.5	41.5	43.6	56.5	55.2	55.8	79.0	78.6	78.9	58.2	53.3	54.9
Ages ≥ 50				59.7	56.7	58.3	79.0	78.6	78.9	67.5	65.0	66.4
Ages ≥ 65 or high risk <sup>3</sup>	51.7	44.1	48.3	67.7	63.3	65.5	79.0	78.6	78.9	70.7	67.6	69.3
Pneumococcal vaccination ever (ages ≥ 65)							74.8	63.5	69.8			
<u>Dental exam by dentist or hygienist</u>												
Within past 12 months	78.5	74.7	76.7	84.0	80.2	82.2	75.9	75.6	75.7	80.1	77.0	78.6
More than one year ago	21.0	23.8	22.3	15.1	17.1	16.1	19.6	19.9	19.7	18.5	20.5	19.4

<sup>1</sup> Estimates based on the data from the 2011 KPNC Division of Research Adult Member Health Survey, a random sample survey of Health Plan members ≥ 20, weighted to the age, gender, and geographic distribution of the adult membership in the KPNC in 4th quarter 2010. NE means estimate was not calculated due to small cell size.

<sup>2</sup> Based on self-report data. Previous research suggests that self-report tends to underestimate the length of time since procedures were done, so these rates may overestimate the actual rates of members who had these procedures during the specified interval.

<sup>3</sup> High risk: having ≥1 of the following: history of heart disease, MI in past year, Parkinson's disease, diabetes, asthma, COPD, chronic bronchitis.

**Table 6. Use of Selected Complementary or Alternative Medicine, Modalities in Past 12 Months to Treat or Prevent Own Health Problems, Members Aged 20 and Over in the Northern California Kaiser Foundation Health Plan Membership, Spring 2011<sup>1</sup>**

CAM Modality	20-44 yr			45-64 yr			65 yr and over			20 yr and over		
	Women %	Men %	All %	Women %	Men %	All %	Women %	Men %	All %	Women %	Men %	All %
Chiropractic	10.4	8.4	9.4	13.4	9.8	11.7	7.9	6.1	7.1	11.1	8.6	9.9
Acupuncture	5.1	2.7	4.0	6.4	3.3	4.9	5.2	2.6	4.1	5.6	2.9	4.4
Acupressure	1.9	0.9	1.4	2.3	1.0	1.7	0.9	0.5	0.7	1.9	0.9	1.4
Massage Therapy	25.5	15.8	20.9	22.8	13.0	18.2	9.1	5.4	7.5	21.3	12.9	17.4
Deep breathing, mindfulness, or other relaxation/meditation technique	22.5	12.8	17.9	23.5	12.6	18.3	12.7	8.1	10.7	21.0	12.0	16.7
Guided imagery/visualization techniques	4.1	1.2	2.7	5.6	1.5	3.6	2.3	0.9	1.7	4.3	1.3	2.9
Hypnosis or self-hypnosis	0.8	0.5	0.6	0.9	0.6	0.7	0.6	0.5	0.5	0.8	0.6	0.7
Yoga	20.7	8.7	15.0	14.9	5.7	10.5	5.7	2.5	4.3	15.5	6.4	11.3
Tai Chi, Chi Gong, other movement therapy	1.3	1.1	1.2	3.8	2.5	3.2	4.0	2.2	3.2	2.8	1.8	2.3
Body work (e.g., Feldenkreis)	1.5	1.3	1.4	2.2	1.2	1.7	1.6	1.1	1.4	1.8	1.4	1.5
Herbal medicines/remedies	9.1	6.4	7.8	9.9	7.0	8.5	8.2	5.7	7.1	9.2	6.5	7.9
Chinese, Indian, or Native American medicine	2.8	2.6	2.7	2.8	2.2	2.5	1.1	1.0	1.1	2.5	2.2	2.3
Megavitamin/high dose vitamin therapy	0.5	0.8	0.7	1.2	0.9	1.1	0.8	1.1	0.9	0.8	0.9	0.9
Homeopathic medicine	3.8	1.4	2.7	4.0	1.8	3.0	2.1	1.0	1.7	3.6	1.5	2.6
Very low fat diet	2.0	1.4	1.7	2.1	1.3	1.7	1.7	1.5	1.6	2.0	1.4	1.7
Very low carb diet	3.6	2.6	3.1	5.0	2.9	4.0	1.8	2.2	2.0	3.8	2.7	3.3
Prayer or spiritual practice	17.4	10.5	14.2	25.7	15.1	20.7	24.4	12.1	19.0	22.0	12.6	17.6
Religious/spiritual healing by others	2.6	2.4	2.5	3.3	2.1	2.8	2.1	1.5	1.8	2.8	2.1	2.5
Psychological counseling	8.4	4.9	6.7	7.3	3.6	5.5	3.0	2.0	2.6	6.9	3.9	5.5
12-Step/Self-help Program	1.7	1.5	1.6	2.8	2.6	2.7	0.9	1.2	1.0	2.0	1.9	1.9

Footnotes for Table 6:

- <sup>1</sup> Estimates based on the data from the 2011 KPNC Division of Research Adult Member Health Survey, a random sample survey of Health Plan members  $\geq 20$ , weighted to the age, gender, and geographic distribution of the adult membership in the KPNC in 4th quarter 2010. NE means estimate was not calculated due to small cell size.

**Table 7. Access to Digital Tools for Communication, Members Aged 20 and Over in the Kaiser Permanente Northern California Membership, Spring 2011**

Access to IT/ Digital Tool	20-44 yr			45-64 yr			65 yr and over			20 yr and over		
	Women %	Men %	All %	Women %	Men %	All %	Women %	Men %	All %	Women %	Men %	All %
Mobile phone	95.9	94.4	95.2	91.3	89.7	90.5	67.2	70.4	68.6	88.7	88.5	88.6
Text Messages (all)	89.0	85.8	87.5	75.7	73.1	74.5	33.0	37.7	35.0	73.3	72.7	73.0
Those with mobile phone	92.8	91.0	92.0	83.1	81.7	82.4	49.8	54.2	51.8	82.9	82.4	82.7
Computer (desktop, laptop, net book)												
From any location	99.0	98.2	98.7	95.9	95.4	95.6	70.6	79.8	74.7	92.3	93.9	93.1
At home	93.7	94.1	93.9	90.4	91.1	90.7	65.4	75.9	70.0	87.1	89.8	88.4
Other location	33.3	37.9	35.5	29.8	32.3	31.0	10.4	11.3	10.8	27.6	31.1	29.3
Able to use the Internet												
From any location	99.5	98.7	99.1	96.3	96.0	96.2	74.0	81.8	77.5	93.4	94.7	94.0
At home	94.6	94.6	94.6	90.4	90.3	90.4	59.2	70.2	64.1	86.3	88.7	87.4
Other location	49.2	50.9	50.0	36.0	38.1	37.0	8.2	12.0	9.9	36.3	39.2	37.7
Requires help to use	0.9	3.2	2.0	3.4	3.5	3.5	13.6	11.2	12.5	4.3	4.7	4.5
Able to send/receive email	98.9	97.8	98.4	94.4	93.4	94.0	69.3	77.7	73.0	91.6	92.6	92.0
Requires help to use	0.7	2.2	1.4	2.8	3.6	3.2	11.1	10.8	11.0	3.5	4.2	3.8
Method usually for Internet access (those with access)												
Computer, laptop, net book	97.3	97.3	97.4	98.4	98.0	98.2	98.5	98.5	98.5	98.0	97.8	97.9
Tablet (e.g., iPad, iTouch)	13.2	16.3	14.6	7.8	10.5	9.1	4.5	5.1	4.8	9.8	12.4	11.0
Mobile phone	54.6	56.4	55.5	28.7	30.5	29.5	10.2	13.1	11.6	38.0	39.8	38.9
Cell phone	27.3	22.8	25.2	14.4	11.7	13.1	5.9	6.0	5.9	19.1	16.0	17.7
Smart phone	38.5	46.4	42.1	18.6	24.6	21.4	5.3	8.5	6.8	25.9	32.2	28.9

Footnotes for Table 7:

<sup>1</sup> Estimates based on the data from the 2011 KPNC Division of Research Adult Member Health Survey, a random sample survey of Health Plan members  $\geq 20$ , weighted to the age, gender, and geographic distribution of the adult membership in the KPNC in 4th quarter 2010. NE means estimate was not calculated due to small cell size.

**Table 8. Use of Selected Health Information Resources in the Past 12 Months, Members Aged 20 and Over in the Northern California Kaiser Permanente Membership, Spring 2011**

Accessed Internet-based Health Information Resource	20-44 yr			45-64 yr			65 yr and over			20 yr and over		
	Women %	Men %	All %	Women %	Men %	All %	Women %	Men %	All %	Women %	Men %	All %
Got health information from kp.org or other websites												
All	42.0	25.9	34.3	39.3	29.4	34.6	21.0	22.1	21.5	36.9	26.6	32.1
Those with web access	42.2	26.2	34.6	40.8	30.7	36.0	28.6	27.0	27.8	39.6	28.1	34.2
Got health information from kp.org/other websites OR kp.org MD home page, Health/Drug Encyclopedia, online patient ed program												
All	54.0	35.6	45.3	51.8	42.5	47.4	32.7	34.6	33.6	49.0	38.1	43.9
Those with web access	54.2	36.0	45.6	53.7	44.3	49.3	44.5	42.4	43.5	52.6	40.3	46.8
Used kp.org Health or Drug Encyclopedia												
All	17.0	8.6	13.0	20.3	15.1	17.8	11.4	12.9	12.1	17.2	11.9	14.7
Those with web access	17.1	8.7	13.1	21.1	15.8	18.6	15.6	15.8	15.7	18.4	12.6	15.7
Used any online kp.org health/patient ed program												
All	10.2	3.7	7.1	12.9	7.1	10.1	5.9	5.7	5.8	10.4	5.4	8.0
Those with web access	10.3	3.7	7.2	13.4	7.4	10.6	8.0	6.9	7.5	11.2	5.7	8.6
Got health information from MD home page on kp.org												
All	25.3	16.1	20.9	23.6	22.2	22.9	17.7	19.5	18.5	23.2	19.1	21.3
Those with web access	25.4	16.4	21.1	24.5	23.1	23.8	24.0	24.0	24.0	24.8	20.2	22.6
Used at least one kp.org health information source												
All	37.0	22.7	30.2	38.4	31.4	35.1	25.2	27.3	26.1	35.3	26.9	31.3
Those with web access	37.2	23.0	30.5	39.9	32.7	36.5	34.2	33.5	33.9	37.8	28.4	33.3

**Table 8. Use of Selected Health Information Resources in the Past 12 Months, Members Aged 20 and Over in the Northern California Kaiser Permanente Membership, Spring 2011**

Accessed Internet-based Health Information Resource	20-44 yr			45-64 yr			65 yr and over			20 yr and over		
	Women %	Men %	All %	Women %	Men %	All %	Women %	Men %	All %	Women %	Men %	All %
Used kp.org website secure features (lab view, Rx refill, doctor messaging)												
All	72.1	48.9	61.1	68.4	59.6	64.2	43.8	50.0	46.5	65.2	53.3	59.6
Those with web access	72.4	49.6	61.6	71.0	62.2	66.8	59.5	61.2	60.3	69.9	56.3	63.5
Used at least one kp.org health information source or kp.org secure feature												
All	74.8	53.0	64.4	70.6	63.0	67.0	46.4	52.5	49.1	67.7	56.8	62.6
Those with web access	75.1	53.7	65.0	73.3	65.7	69.7	63.1	64.4	63.7	72.6	60.1	66.7
<b>Accessed Other KP Health Ed Resource</b>												
Any individual or group health education program	10.7	7.2	9.0	13.1	9.7	11.4	11.0	11.0	11.0	11.7	8.8	10.3
Health Education Center or Resource Desk	9.1	5.3	7.3	13.6	6.8	10.4	9.0	7.5	8.3	10.8	6.3	8.7
Individual health behavior counseling	3.8	3.5	3.7	5.7	5.7	5.7	5.8	7.3	6.5	4.9	5.0	5.0
Read a member newsletter	30.9	16.6	24.1	45.5	33.1	39.6	58.5	48.6	54.2	41.8	28.6	35.6
Used print health education materials or DVDs	15.9	7.1	11.7	20.0	14.4	17.3	21.1	21.0	21.1	18.5	12.4	15.6

Footnotes for Table 8:

<sup>1</sup> Estimates based on the data from the 2011 KPNC Division of Research Adult Member Health Survey, a random sample survey of Health Plan members  $\geq 20$ , weighted to the age, gender, and geographic distribution of the adult membership in the KPNC in 4th quarter 2010. NE means estimate was not calculated due to small cell size.

**Table 9. Preferred Methods for Learning About Health, Members Aged 20 and Over in the Northern California Kaiser Permanente Membership, Spring 2011**

Preferred Methods for Learning about Health	20-44 yr			45-64 yr			65 yr and over			20 yr and over		
	Women %	Men %	All %	Women %	Men %	All %	Women %	Men %	All %	Women %	Men %	All %
<b>Internet / Digital Modalities</b>												
Information from Internet websites	37.5	32.5	35.1	34.4	33.5	34.0	17.9	21.6	19.5	32.5	31.0	31.8
If has web access	37.6	32.9	35.4	35.7	34.9	35.3	24.2	26.4	25.2	34.8	32.7	33.9
Information from MD home page (all)	27.3	23.3	25.4	26.7	28.9	27.8	17.8	22.5	19.9	25.2	25.4	25.3
If has web access	27.4	23.6	25.6	27.5	30.1	28.8	23.7	27.2	25.3	26.9	26.7	26.8
<b>Web/Email-Based Program</b>												
Single session	12.5	10.7	11.7	11.8	10.2	11.1	6.1	6.7	6.4	11.0	9.8	10.5
Multi-session	8.9	7.1	8.0	7.4	7.3	7.4	2.3	4.4	3.3	7.0	6.7	6.9
If has Internet access												
Single session	12.6	10.8	11.8	12.2	10.7	11.5	8.3	8.2	8.2	11.8	10.4	11.1
Multi session	8.9	7.2	8.1	7.7	7.6	7.7	3.2	5.4	4.2	7.6	7.1	7.3
Watch live webinars/talks on kp.org	14.7	14.5	14.6	14.1	13.8	13.9	4.0	5.2	4.5	12.4	12.6	12.5
If has web access	14.7	14.7	14.7	14.6	14.3	14.3	5.4	6.3	5.8	13.2	13.3	13.3
Watch health videos on kp.org or other websites	17.2	17.3	17.3	16.6	16.1	16.4	8.0	8.9	8.4	15.2	15.4	15.3
If has web access	17.2	17.4	17.4	17.2	16.8	16.7	10.9	10.8	10.8	16.2	16.1	16.2
Podcasts and online audio programs	10.7	11.9	11.3	8.4	7.6	8.0	1.5	2.8	2.1	8.0	8.6	8.3
If has web access	10.87	12.1	12.1	8.7	7.9	8.3	2.0	3.4	2.7	8.6	9.1	8.9
Emailed health newsletters and tip sheets	32.0	25.5	28.9	31.2	27.4	29.4	21.6	25.3	23.3	29.7	26.2	28.1
If has email access	32.2	26.1	29.4	32.8	29.1	31.1	30.0	31.8	30.9	32.2	28.1	30.3
Secure email communications	40.5	32.6	36.7	32.8	29.8	31.4	15.8	17.5	16.5	32.8	28.9	30.9
If has email access	40.9	33.4	37.4	34.7	31.9	33.4	22.8	22.4	22.6	35.8	31.2	33.6



**Table 9. Preferred Methods for Learning About Health, Members Aged 20 and Over in the Northern California Kaiser Permanente Membership, Spring 2011**

Preferred Methods for Learning about Health	20-44 yr			45-64 yr			65 yr and over			20 yr and over		
	Women %	Men %	All %	Women %	Men %	All %	Women %	Men %	All %	Women %	Men %	All %
<b>Digital Modalities (contd)</b>												
Text messages	14.1	10.2	12.2	10.7	9.9	10.3	3.4	3.1	3.3	10.7	8.8	9.9
If can get text messages	15.9	11.6	13.9	14.1	13.4	13.8	9.7	7.2	8.6	14.7	11.9	13.4
Use an interactive computer program	19.3	19.2	19.3	16.1	19.3	17.6	5.0	9.4	6.9	15.3	17.6	16.4
If has computer access	19.5	19.7	19.6	16.7	20.3	18.4	7.0	11.9	9.3	16.5	18.7	17.6
<b>Non-Digital Modalities</b>												
Individual counseling	33.7	27.9	31.0	32.5	30.3	31.5	24.8	25.3	25.0	31.5	28.4	30.1
Brief individual telephone counseling sessions	25.2	18.2	21.9	29.1	24.6	27.0	24.7	21.1	23.1	26.6	21.3	24.1
Small group appointments	8.5	7.3	8.0	13.3	9.4	11.5	12.0	10.7	11.4	11.0	8.7	10.0
One session workshop	13.9	7.6	10.9	16.8	10.2	13.7	11.1	8.7	10.0	14.5	8.8	11.8
Multi-session in person class/group	9.3	5.9	7.7	12.0	8.5	10.3	7.3	7.1	7.2	9.9	7.2	8.6
Multi-session phone-in group program	2.1	1.1	1.6	2.0	1.4	1.7	0.6	1.1	0.8	1.8	1.2	1.5
Watch DVDs at home	9.4	8.4	8.9	10.9	11.3	11.1	8.7	10.0	9.3	9.8	9.8	9.8
Health newsletters and tip sheets mailed to home	13.5	9.8	11.7	19.4	15.6	17.6	35.9	29.4	33.1	20.1	15.5	17.9

Footnotes for Table 9:

<sup>1</sup> Estimates based on the data from the 2011 KPNC Division of Research Adult Member Health Survey, a random sample survey of Health Plan members  $\geq 20$ , weighted to the age, gender, and geographic distribution of the adult membership in the KPNC in 4th quarter 2010. NE means estimate was not calculated due to small cell size.

**Table 10. Preferred Methods for Learning About Health, Members Aged 20 and Over in the Northern California Kaiser Permanente Membership, Spring 2011 (Restricted to People Who Indicated at Least One Method)**

Preferred Methods for Learning about Health	20-44 yr			45-64 yr			65 yr and over			20 yr and over		
	Women %	Men %	All %	Women %	Men %	All %	Women %	Men %	All %	Women %	Men %	All %
<b>Internet / Digital Modalities</b>												
Information from Internet websites	44.3	42.8	43.6	41.0	41.9	41.4	22.9	28.5	25.4	39.2	40.0	39.5
If has web access	44.4	43.0	43.8	42.2	42.8	42.5	29.1	33.2	30.9	41.3	41.6	41.5
Information from MD home page (all)	32.2	30.6	31.5	31.8	36.2	33.8	22.8	29.7	25.8	30.4	32.7	31.4
If has web access	32.3	30.8	31.6	32.5	37.0	34.6	28.5	34.1	31.1	31.8	33.8	32.8
Web/Email-Based Program												
Single session	14.8	14.1	14.5	14.1	12.8	13.5	7.8	8.9	8.2	13.3	12.7	13.0
Multi-session	10.5	9.3	10.0	8.8	9.1	9.0	3.0	5.9	4.2	8.5	8.7	8.6
If has Internet access												
Single session	14.9	14.2	14.5	14.4	13.1	13.8	9.9	10.3	10.1	14.0	13.2	13.6
Multi session	10.5	9.4	10.0	9.1	9.3	9.2	3.8	6.7	5.2	8.9	9.0	9.0
Watch live webinars/talks on kp.org	17.3	19.1	18.1	16.8	17.2	17.0	5.2	6.8	5.9	14.9	16.3	15.5
If has web access	17.3	19.2	18.2	17.2	17.6	17.4	5.5	8.0	7.2	15.7	16.8	16.2
Watch health videos on kp.org or other websites	20.3	22.7	21.4	19.8	20.2	20.0	10.3	11.7	10.9	18.3	19.8	19.0
If has web access	20.3	22.7	21.4	20.3	20.6	20.4	13.1	13.5	13.3	19.2	20.4	19.8
Podcasts and online audio programs	12.7	15.7	14.0	10.0	9.5	9.8	1.9	3.7	2.7	9.7	11.1	10.4
If has web access	12.7	15.8	14.1	10.3	9.8	10.0	2.4	4.3	3.3	10.2	11.6	10.8
Emailed health newsletters and tip sheets	37.8	33.5	35.9	37.2	34.2	35.8	27.7	33.4	30.2	35.7	33.8	34.9
If has email access	38.0	34.0	36.2	38.8	35.5	37.3	36.0	39.8	37.8	38.0	35.5	36.8
Secure email communications	47.8	42.9	45.6	39.1	37.2	38.3	20.3	23.0	21.5	39.5	37.2	38.5
If has email access	48.1	43.5	46.1	40.8	38.9	39.9	27.2	28.1	27.6	42.2	39.4	40.9

**Table 10. Preferred Methods for Learning About Health, Members Aged 20 and Over in the Northern California Kaiser Permanente Membership, Spring 2011 (Restricted to People Who Indicated at Least One Method)**

Preferred Methods for Learning about Health	20-44 yr			45-64 yr			65 yr and over			20 yr and over		
	Women %	Men %	All %	Women %	Men %	All %	Women %	Men %	All %	Women %	Men %	All %
<b>Digital Modalities (contd)</b>												
Text messages	16.7	13.4	15.2	12.8	12.3	12.6	4.4	4.1	4.3	12.9	11.4	12.2
If can get text messages	18.5	15.0	17.0	16.7	16.0	16.4	11.5	8.8	10.2	17.2	14.8	16.1
Use an interactive computer program	22.8	25.3	23.9	19.2	24.2	21.5	6.4	12.4	9.0	18.4	22.7	20.3
If has computer access	23.0	25.6	24.1	19.8	24.8	22.1	8.2	14.9	11.3	19.5	23.7	21.4
<b>Non-Digital Modalities</b>												
Individual counseling	39.9	36.7	38.5	38.8	37.9	38.4	31.8	33.3	32.5	38.0	36.6	37.4
Brief individual telephone counseling sessions	29.8	24.0	27.2	34.8	30.8	32.9	31.7	27.9	30.0	32.0	27.4	30.0
Small group appointments	10.1	9.6	9.9	15.9	11.7	14.0	15.4	14.2	14.8	13.3	11.2	12.4
One session workshop	16.4	10.0	13.6	20.0	12.7	16.6	14.2	11.4	13.0	17.4	11.3	14.7
Multi-session in person class/group	10.9	7.8	9.5	14.3	10.7	12.6	9.3	9.4	9.4	11.9	9.2	10.7
Multi-session phone-in group program	2.5	1.5	2.0	2.3	1.8	2.0	0.8	1.5	1.1	2.1	1.6	1.9
Watch DVDs at home	11.1	11.0	11.1	13.0	14.2	13.5	11.1	13.2	12.0	11.9	12.7	12.2
Health newsletters and tip sheets mailed to home	15.9	12.9	14.6	23.1	19.6	21.5	46.0	38.8	42.9	24.2	20.0	22.3

Footnotes for Table 10:

<sup>1</sup> Estimates based on the data from the 2011 KPNC Division of Research Adult Member Health Survey, a random sample survey of Health Plan members  $\geq 20$ , weighted to the age, gender, and geographic distribution of the adult membership in the KPNC in 4th quarter 2010. NE means estimate was not calculated due to small cell size.