

# **Sociodemographic and Health-Related Characteristics of Members Aged 20 and Over in the San Francisco Medical Center Service Population, 2014/2015**

Estimates are based on self-reported data for adults aged 20 and over who responded in the 2014/2015 cycle of the Kaiser Permanente Northern California Region Member Health Survey:

- Sociodemographic characteristics, including usual mode of transportation
- Health status, health conditions, and functional status
- Health behaviors and psychosocial risks
- Actions members are taking to try to maintain or improve their health
- IT access (computer, Internet, email, mobile phone, text messaging)
- Preferred methods for receiving health information and health education

The Member Health Survey is a project funded by Kaiser Permanente's Northern California Region Community Benefit Program (CB). These survey results are being made available to the public as part of Kaiser Permanente's commitment to sharing research findings based on our membership that might inform decisions about methods of outreach to improve the health of our communities. This information should not be used as the basis for any professional publication without permission of Dr. Nancy Gordon, and slides used for presentations should credit the Kaiser Permanente Member Health Survey as the source.

We suggest that statistics from this report be referenced as follows:

For table footnotes or text references:

Data from the 2014/2015 cycle of the Kaiser Permanente Member Health Survey conducted by the KPNC Division of Research.

In a reference list:

Gordon NP. Sociodemographic and Health-Related Characteristics of Members in Kaiser Permanente's Northern California Region – San Francisco MCSP, 2014/2015. Internal report, Division of Research, Kaiser Permanente Medical Care Program, Oakland, CA, October 2017.

For further information, go to the Member Health Survey website at

[www.memberhealthsurvey.kaiser.org](http://www.memberhealthsurvey.kaiser.org)

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# Characteristics of Adult Members in Kaiser Permanente's San Francisco Medical Center Service Population, as estimated from the 2014/2015 Kaiser Permanente Adult Member Health Survey

Report prepared October 2017  
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## Background

The Member Health Survey is a triennial mailed questionnaire survey conducted 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 2014/2015 survey cycle. Similar member health surveys were conducted in 1990, 1993, 1996, 1999, 2002, 2005, 2008, and 2011, and reports and survey questionnaires 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.

## 2014/2015 San Francisco Medical Center Service Population Survey Sample

Data collection for the 2014 survey cycle was split across two years, with half of the usual number of members in each medical center service population surveyed in 2014 and the other half in 2015. In the 2014/2015 cycle, we mailed questionnaires to a stratified random sample of 2545 adult Health Plan members in the San Francisco Medical Center Service Population (MCSP). Members are assigned to an MCSP based on where they receive or would be expected to receive most of their primary care. Only current members who had been continuously enrolled during the three months prior to the survey and had no indication that they required an interpreter to communicate in English were sampled. Two subsequent survey packet mailings were sent over the next several weeks to

non-respondents, with the final wave of questionnaires mailed in September. 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 (deceased, 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 for members sampled from this service area population was 39.2%.

Final Response Rates for the 2014/2015 DOR Member Health Survey by Age-Gender Group, Members Aged 20 and Over in the San Francisco Medical Center Service Population Sample

	<u>20-44</u>	<u>45-64</u>	<u>65 and Over</u>	<u>20 and Over</u>
Women	171/527 (32.4%)	180/386 (46.6%)	166/259 (64.1%)	517/1172 (44.1%)
Men	109/551 (19.8%)	163/437 (37.3%)	156/253 (61.7%)	428/1241 (34.5%)
Total	280/1078 (26.0%)	343/823 (41.7%)	322/512 (62.9%)	945/2413 (39.2%)

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 end of the fourth quarter of 2013. 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 Distribution	Women		Men		All	
	Wtd %	(Unwtd %)	Wtd %	(Unwtd %)	Wtd %	(Unwtd %)
20-44 yr	50.4	33.1	48.3	25.5	49.3	29.7
45-64 yr	35.2	37.9	38.6	42.0	36.9	39.8
65 and over	14.3	29.1	13.2	32.5	13.7	30.6

Because the service population samples are small, the precision of the estimates (i.e., confidence intervals around the percentage) are quite large. Please keep this in mind when making comparisons with other sources of data. The statistics contained in this MCSP report may be best used to compare against the Regional Profile report.

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, non-Hispanic 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 20 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 ( - - ) 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. A percentage of <0.1 is used when <0.05% (weighted) or no respondents indicated that response.

**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 are engaging in different health-related behaviors to try to improve their health.

**Table 5** presents estimates of the percentages of adult members who received a flu shot for the past 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).

**Table 6** presents estimates of use of complementary and integrative health (CIH) modalities 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.

Table 1. Sociodemographic Characteristics of Members Aged 20 and Over in the Northern California Kaiser Foundation Health Plan Membership, San Francisco Medical Center Service Population, 2014/2015<sup>1</sup>

Characteristics	Ages 20-44			Ages 45-64			Ages 65 and Over			Ages 20 and Over		
	Women %	Men %	All %	Women %	Men %	All %	Women %	Men %	All %	Women %	Men %	All %
<b>Race/Ethnicity<sup>2</sup></b>												
White non-Hispanic	39.4	52.4	45.8	44.6	63.5	54.5	45.5	57.2	50.9	42.1	57.0	49.6
African-American/Black	7.2	6.1	6.7	8.0	4.3	6.0	12.6	6.7	9.8	8.4	5.6	7.0
Latino/other Hispanic	15.7	14.9	15.3	13.7	11.5	12.5	6.3	6.1	6.2	13.5	12.4	12.9
Asian <sup>3</sup>	36.4	24.9	30.7	29.6	20.1	24.6	35.6	26.4	31.3	34.1	23.5	28.8
Pacific Islander	<0.1	0.6	0.3	<0.1	<0.1	<0.1	<0.1	<0.1	<0.1	<0.1	0.3	0.1
Native American	0.8	<0.1	0.4	1.4	<0.1	0.7	<0.1	1.3	0.6	0.9	0.2	0.5
Middle Eastern	<0.1	1.0	0.5	2.7	0.7	1.7	<0.1	2.3	1.1	0.9	1.1	1.0
Other	0.5	<0.1	0.2	<0.1	<0.1	<0.1	<0.1	<0.1	<0.1	0.2	<0.1	0.1
<b>Race/Ethnicity - Calif Dept of Finance</b>												
Hispanic/Latino	17.0	14.9	16.0	13.7	11.5	12.5	6.3	6.1	6.2	14.1	12.4	13.2
Native Amer./Alaska Native	0.8	<0.1	0.4	1.4	<0.1	0.7	<0.1	1.3	0.6	0.9	0.2	0.5
Asian, non-Hispanic	36.4	25.5	31.0	29.6	20.1	24.6	35.6	26.4	31.3	34.1	23.8	28.9
Black, non-Hispanic	5.9	6.1	6.0	8.0	4.3	6.0	12.6	6.7	9.8	7.7	5.6	6.6
White, non-Hispanic	39.4	52.4	45.8	44.6	63.5	54.5	45.5	57.2	50.9	42.1	57.0	49.6
Other, non-Hispanic	0.5	1.0	0.7	2.7	0.7	1.7	<0.1	2.3	1.1	1.1	1.1	1.1
<b>Education Attainment</b>												
< High school graduate	0.5	0.6	0.5	2.5	0.7	1.5	7.8	5.6	6.8	2.4	1.4	1.9
High school graduate, GED, or technical school	7.5	14.6	11.0	5.9	7.1	6.6	20.0	8.5	14.6	9.2	11.1	10.1
Some college	6.6	9.3	7.9	17.8	20.1	19.0	15.4	20.3	17.7	11.7	14.7	13.2
Associates degree	4.6	6.4	5.5	9.4	8.6	9.0	9.0	5.8	7.5	6.9	7.1	7.0
College graduate ( <i>BA, BS</i> )	49.5	48.9	49.2	34.0	26.6	30.1	17.2	32.9	24.6	39.0	38.6	38.8
Graduate or professional degree	31.3	20.2	25.8	30.3	36.9	33.8	30.6	26.9	28.9	30.9	27.0	29.0

Table 1. Sociodemographic Characteristics of Members Aged 20 and Over in the Northern California Kaiser Foundation Health Plan Membership, San Francisco Medical Center Service Population, 2014/2015<sup>1</sup>

Characteristics	Ages 20-44			Ages 45-64			Ages 65 and Over			Ages 20 and Over		
	Women %	Men %	All %	Women %	Men %	All %	Women %	Men %	All %	Women %	Men %	All %
<b>Marital Status</b>												
Married/in committed relationship	67.6	60.5	63.9	67.5	72.2	70.0	48.8	70.8	59.1	64.1	66.1	65.2
Widowed	0.5	<0.1	0.3	3.3	1.1	2.1	21.3	7.1	14.6	5.2	1.5	3.3
Single, divorced, separated	31.9	39.5	35.9	29.1	26.7	27.8	30.0	22.1	26.3	30.7	32.4	31.6
<b>Employment Status</b>												
Working for pay/self-employed	83.9	85.1	84.5	80.3	78.7	79.5	16.2	27.6	21.6	71.3	74.2	72.8
Unemployed, laid off, or on strike	3.6	13.6	8.5	5.5	5.0	5.2	0.9	2.8	1.8	3.8	9.0	6.4
Full-time or almost full-time student	2.9	1.3	2.1	1.2	0.7	0.9	1.7	0.3	1.0	2.2	0.9	1.5
Full-time homemaker/parent/caregiver	7.6	<0.1	3.9	3.4	2.5	2.9	6.1	1.8	4.1	6.0	1.1	3.6
Retired or unable to work due to health/disability	2.0	<0.1	1.0	9.5	12.6	11.2	67.8	64.5	66.2	15.5	14.1	14.8
<b>Household Income in past yr</b>												
\$15,000 or less	4.3	3.9	4.1	1.8	4.7	3.3	10.7	1.3	6.1	4.5	3.8	4.1
\$15,001-\$25,000	5.0	4.2	4.6	3.3	3.3	3.3	8.9	7.1	8.0	5.1	4.3	4.7
\$25,001-\$35,000	6.7	8.0	7.4	9.1	4.9	6.9	12.8	16.6	14.7	8.4	8.2	8.3
\$35,001-\$50,000	10.8	11.3	11.0	14.5	8.1	11.1	14.7	10.8	12.8	12.6	10.1	11.3
\$50,001-\$65,000	13.9	12.2	13.1	8.3	7.5	7.9	15.9	9.4	12.7	12.4	10.2	11.3
\$65,001-\$80,000	11.2	7.8	9.5	13.2	10.0	11.5	9.5	13.2	11.3	11.5	9.4	10.4
\$80,001-\$100,000	12.9	11.4	12.2	11.2	15.3	13.4	7.4	14.2	10.8	11.5	13.2	12.4
\$100,000-\$150,000	14.9	20.7	17.8	17.6	15.8	16.7	9.3	14.6	11.9	14.9	18.1	16.5
Over \$150,000	20.4	20.4	20.4	21.1	30.5	26.0	10.7	12.8	11.7	19.1	22.8	20.9

Table 1. Sociodemographic Characteristics of Members Aged 20 and Over in the Northern California Kaiser Foundation Health Plan Membership, San Francisco Medical Center Service Population, 2014/2015<sup>1</sup>

Characteristics	Ages 20-44			Ages 45-64			Ages 65 and Over			Ages 20 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	15.7	11.4	13.6	11.9	6.9	9.3	4.0	4.1	4.1	12.5	8.7	10.6
Rationed a prescribed medicine	4.2	1.1	2.7	5.7	8.1	7.0	4.5	2.4	3.6	4.7	3.7	4.2
Ate less fruits/vegetables than wanted to	10.6	8.9	9.7	7.4	3.8	5.5	4.3	0.6	2.5	8.5	5.9	7.2
Has dental insurance that covers cost of check-ups and cleaning <sup>5</sup>	82.7	86.4	84.6	75.2	80.2	77.8	--	--	--	79.8	83.9	81.9
Has insurance that covers cost of out of plan medical visits <sup>5</sup>	19.4	15.5	17.5	12.3	12.9	12.6	--	--	--	16.6	14.4	15.5

Footnotes for Table 1:

- <sup>1</sup> Estimates are derived from self-report data for San Francisco Medical Center Service Population respondents aged  $\geq 20$  to the 2014/2015 Division of Research Northern California KP Member Health Survey weighted to age-, gender-, and geographic- distribution of the Health Plan membership in 4th quarter 2013.
- <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.
- <sup>5</sup> Asked only on questionnaires for women and men aged 20-64.

Table 2. Health Status of Members Aged 20 and Over in the Northern California Kaiser Foundation Health Plan Membership, San Francisco Medical Center Service Population, 2014/2015<sup>1</sup>

Health Status	Ages 20-44			Ages 45-64			Ages 65 and Over			Ages 20 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	24.9	18.5	21.7	13.7	11.5	12.5	11.8	9.2	10.6	19.1	14.6	16.8
Very Good	47.3	47.2	47.3	43.5	43.9	43.7	34.9	31.9	33.5	43.9	43.8	43.8
Good	24.7	27.0	25.8	30.6	34.2	32.5	33.7	43.2	38.1	28.1	31.9	30.1
Fair	2.6	6.2	4.4	11.6	8.7	10.1	15.8	12.9	14.4	7.8	8.1	7.9
Poor	0.5	1.1	0.8	0.6	1.8	1.2	3.8	2.8	3.4	1.1	1.6	1.3
<u>Physical Health Status</u>												
Excellent	27.9	19.7	23.8	15.8	11.8	13.7	11.3	9.4	10.4	21.2	15.4	18.2
Very Good	42.2	46.8	44.5	41.0	41.0	41.0	37.6	29.7	33.9	41.0	42.2	41.6
Good	23.9	27.1	25.5	31.6	33.5	32.6	29.8	44.4	36.6	27.4	31.9	29.7
Fair	5.5	6.4	5.9	11.0	11.3	11.1	16.8	13.8	15.4	9.2	9.2	9.2
Poor	0.5	<0.1	0.2	0.6	2.4	1.6	4.6	2.8	3.8	1.2	1.3	1.3
<u>Emotional Health Status</u>												
Excellent	18.7	21.6	20.1	22.8	18.4	20.5	23.4	17.0	20.3	20.8	19.8	20.3
Very Good	35.0	31.3	33.2	40.4	33.6	36.8	41.6	40.4	41.0	37.8	33.5	35.6
Good	31.4	29.4	30.4	25.1	33.1	29.4	23.1	28.9	25.9	28.0	30.6	29.3
Fair	12.9	16.6	14.7	9.9	14.0	12.1	11.9	11.9	11.9	11.8	15.0	13.4
Poor	2.1	1.1	1.6	1.7	0.8	1.3	<0.1	1.8	0.9	1.6	1.1	1.4



Table 2. Health Status of Members Aged 20 and Over in the Northern California Kaiser Foundation Health Plan Membership, San Francisco Medical Center Service Population, 2014/2015<sup>1</sup>

Health Status	Ages 20-44			Ages 45-64			Ages 65 and Over			Ages 20 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>												
Physical health (incl. pain)												
Not at all	53.7	61.1	57.4	41.0	49.0	45.2	39.6	31.1	35.6	47.3	52.3	49.8
A little	31.6	25.3	28.5	39.1	33.1	35.9	32.1	46.2	38.7	34.1	31.2	32.6
Moderately	10.7	10.1	10.4	14.1	9.0	11.4	16.0	16.6	16.3	12.7	10.7	11.7
Quite a bit	3.9	3.5	3.7	5.8	8.9	7.5	12.2	6.1	9.4	5.9	5.8	5.9
Emotional/mental health												
Not at all	43.6	51.2	47.3	59.0	52.0	55.3	62.0	54.0	58.1	51.4	51.9	51.6
A little	31.8	32.3	32.0	28.3	30.1	29.2	22.9	37.0	29.8	29.3	32.2	30.8
Moderately	16.5	11.5	14.1	9.8	13.2	11.6	14.8	6.6	10.8	14.1	11.4	12.7
Quite a bit	8.1	5.0	6.6	2.9	4.7	3.9	0.3	2.4	1.3	5.2	4.5	4.9
<b>Health Conditions During Past 12 Months</b>												
Diabetes <sup>3</sup>	0.5	1.6	1.1	6.1	10.0	8.2	11.4	13.1	12.2	4.2	6.3	5.2
Prediabetes	0.5	1.1	0.8	6.0	5.0	5.5	5.5	6.8	6.1	3.1	3.3	3.2
Hypertension	3.5	4.2	3.9	23.8	25.9	24.9	53.8	54.6	54.2	18.6	19.4	19.0
High cholesterol <sup>2</sup>	0.5	4.0	2.2	19.5	37.3	28.9	45.2	56.0	50.2	14.2	23.4	18.9
Heart problems, incl. angina, MI <sup>2</sup>	<0.1	0.6	0.3	2.9	6.1	4.6	11.7	20.7	15.9	2.9	5.5	4.2
Stroke	<0.1	<0.1	<0.1	0.6	2.1	1.4	1.0	1.9	1.4	0.4	1.0	0.7
Cancer (any type)	0.5	0.9	0.7	5.6	3.9	4.7	4.2	11.7	7.7	2.7	3.6	3.2
Non-skin cancer	0.5	0.9	0.7	5.6	3.2	4.4	4.2	9.8	6.8	2.7	3.1	2.9
Skin cancer	<0.1	<0.1	<0.1	<0.1	0.7	0.4	<0.1	1.3	0.6	<0.1	0.4	0.2
Asthma <sup>2</sup>	4.1	3.8	3.9	6.9	7.8	7.4	5.1	10.0	7.3	5.1	6.1	5.6
COPD (Emphysema, chronic bronchitis)	<0.1	<0.1	<0.1	0.5	0.4	0.4	1.0	3.3	2.1	0.3	0.6	0.5

Table 2. Health Status of Members Aged 20 and Over in the Northern California Kaiser Foundation Health Plan Membership, San Francisco Medical Center Service Population, 2014/2015<sup>1</sup>

Health Status	Ages 20-44			Ages 45-64			Ages 65 and Over			Ages 20 and Over		
	Women %	Men %	All %	Women %	Men %	All %	Women %	Men %	All %	Women %	Men %	All %
Frequent heartburn/GERD	1.0	3.7	2.3	8.0	8.9	8.5	6.8	7.2	7.0	4.2	6.0	5.1
Osteoporosis	<0.1	--	--	2.5	--	--	16.6	3.2	10.3	3.7	--	--
Osteoarthritis	1.1	<0.1	0.5	5.7	6.0	5.8	14.1	12.6	13.4	4.8	4.0	4.4
Enlarged prostate	--	<0.1	--	--	2.7	--	--	30.8	--	--	2.1	--
Severe or chronic pain	28.1	17.6	22.8	33.0	23.1	27.8	28.9	27.1	28.1	29.8	21.0	25.3
Musculoskeletal pain	14.4	10.3	12.4	16.2	10.1	13.0	18.0	16.6	17.3	15.6	11.2	13.4
Severe back pain/sciatica	9.3	7.4	8.4	11.7	7.7	9.6	10.4	9.5	10.0	10.3	7.8	9.0
Severe neck/shoulder pain	9.1	5.4	7.3	7.4	5.4	6.4	11.2	9.3	10.3	8.9	6.0	7.4
Migraine headaches	10.3	5.6	7.9	8.6	5.7	7.1	4.2	3.7	4.0	8.7	5.4	7.0
Other severe headaches	3.8	<0.1	1.9	3.5	0.4	1.9	5.1	1.9	3.6	3.9	0.4	2.2
Other frequent/chronic pain	5.7	6.4	6.0	14.0	13.1	13.5	13.4	9.9	11.7	9.6	9.3	9.5
Urinary leakage ( $\geq$ once/wk)	4.1	<0.1	2.1	9.1	2.3	5.5	21.4	7.8	15.0	8.7	2.0	5.3
Vision problem (with or without glasses/lenses)	11.4	7.1	9.3	17.5	13.7	15.5	31.3	20.7	26.3	16.8	11.5	14.1
Hearing problem/deafness	1.8	<0.1	0.9	6.5	7.5	7.0	16.3	26.4	21.0	5.8	6.6	6.2
Depression and/or Anxiety lasting at least 2 wks in past yr or taking medicine for this condition <sup>2</sup>	21.1	13.1	17.1	21.2	21.1	21.2	13.8	13.5	13.7	19.9	16.0	17.9
Depression, sadness, very low spirits <sup>2,4</sup>	17.3	10.1	13.7	17.4	14.4	15.8	12.1	9.6	11.0	16.5	11.5	14.0
Anxiety/panic <sup>2</sup>	14.4	9.5	11.9	9.7	10.1	9.9	3.6	6.7	5.1	11.1	9.3	10.2
Alcohol or drug problem	0.5	2.8	1.7	<0.1	2.6	1.4	0.8	0.9	0.8	0.4	2.5	1.4
Frequent problems falling or staying asleep (insomnia)	9.6	6.3	7.9	10.5	11.7	11.1	7.9	9.8	8.8	9.6	8.7	9.1
Frequent memory problems	1.0	0.9	1.0	3.7	3.8	3.7	8.2	6.2	7.3	3.1	2.7	2.9
Frequent balance/walking problems	0.5	0.6	0.5	6.7	2.7	4.6	10.2	7.4	8.9	4.1	2.3	3.2

Table 2. Health Status of Members Aged 20 and Over in the Northern California Kaiser Foundation Health Plan Membership, San Francisco Medical Center Service Population, 2014/2015<sup>1</sup>

Health Status	Ages 20-44			Ages 45-64			Ages 65 and Over			Ages 20 and Over		
	Women %	Men %	All %	Women %	Men %	All %	Women %	Men %	All %	Women %	Men %	All %
<i>Seniors Only:</i>												
At least 1 fall during past yr	--	--	--	--	--	--	19.8	23.2	21.5	--	--	--
Only 1 fall	--	--	--	--	--	--	8.3	15.5	11.9	--	--	--
2 falls	--	--	--	--	--	--	6.6	2.6	4.6	--	--	--
3 or more falls	--	--	--	--	--	--	4.9	5.1	5.0	--	--	--
<b>History of Selected Health Condition (Ever)</b>												
Heart problems/MI	<0.1	1.6	0.8	3.4	7.9	5.8	13.2	24.9	18.7	3.4	7.3	5.4
Stroke	<0.1	<0.1	<0.1	1.2	3.2	2.3	3.9	4.4	4.1	1.1	1.8	1.4
Cancer	1.0	1.9	1.4	10.6	7.0	8.7	12.6	22.1	17.0	6.0	6.7	6.4
Non-skin cancer	0.5	1.9	1.2	10.6	5.5	7.9	9.4	18.6	13.7	5.2	5.7	5.4
Skin cancer	0.5	<0.1	0.2	<0.1	1.5	0.8	1.2	4.9	2.9	0.4	1.2	0.8
Chronic pain	11.0	9.4	10.2	25.3	19.8	22.4	15.1	12.8	14.0	16.3	13.5	14.9
Adult depression	25.4	13.4	19.4	21.1	20.7	20.9	13.5	16.5	14.9	22.0	16.4	19.2
Alcohol or drug problem	3.4	3.8	3.6	1.1	6.9	4.1	1.8	3.2	2.4	2.4	4.8	3.6

Footnotes for Table 2:

- <sup>1</sup> Estimates are derived from self-report data for San Francisco Medical Center Service Population respondents aged  $\geq 20$  to the 2014/2015 Division of Research Northern California KP Member Health Survey weighted to age-, gender-, and geographic- distribution of the Health Plan membership in 4th quarter 2013.
- <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. Estimates for those aged 20-64 based only on response to health condition checklist.
- <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 Foundation Health Plan Membership, San Francisco Medical Center Service Population, 2014/2015<sup>1</sup>

Behavioral/Psychosocial Risks in Past 12 Months	Ages 20-44			Ages 45-64			Ages 65 and Over			Ages 20 and Over		
	Women %	Men %	All %	Women %	Men %	All %	Women %	Men %	All %	Women %	Men %	All %
<b>Tobacco Use (cigarettes)</b>												
Current cigarette smoker	7.3	17.5	12.3	6.9	13.6	10.4	2.9	1.5	2.2	6.4	13.7	10.0
Former cigarette smoker	25.0	25.1	25.0	28.5	32.7	30.7	44.3	62.5	52.8	29.4	33.5	31.5
Never smoked regularly	67.7	57.4	62.6	64.6	53.7	58.9	52.8	36.0	45.0	64.1	52.8	58.5
<b>Weight</b>												
Overweight (BMI $\geq$ 25)	32.8	47.1	39.9	50.8	63.0	57.2	44.5	52.7	48.3	40.5	53.5	47.0
Obese (BMI $\geq$ 30)	14.1	13.6	13.9	24.9	19.2	21.9	13.1	13.5	13.3	17.4	15.5	16.5
<u>BMI range:</u>												
BMI < 18.5 (under wt)	4.9	<0.1	2.5	0.6	<0.1	0.3	6.8	0.3	3.8	3.9	0.0	2.0
BMI 18.5 - 25	62.3	52.9	57.6	48.6	37.0	42.5	48.7	47.1	47.9	55.6	46.5	51.0
BMI 25 - 30 (over wt)	18.6	33.5	26.0	25.9	43.8	35.3	31.4	39.2	35.0	23.2	37.9	30.6
BMI 30 - < 35 (obese)	8.5	11.2	9.9	13.9	13.7	13.8	10.4	8.3	9.4	10.6	11.6	11.1
BMI $\geq$ 35 (very obese)	5.6	2.4	4.0	11.0	5.5	8.1	2.7	5.2	3.8	6.8	3.9	5.3
<b>Exercise Frequency</b>												
5 or more times/week	37.0	35.2	36.1	50.3	52.4	51.4	49.4	65.1	56.9	43.4	45.7	44.6
3-4 times/week	38.5	37.4	37.9	24.8	26.4	25.7	32.7	23.8	28.5	33.1	31.5	32.3
1-2 times/week	14.6	17.0	15.7	14.5	14.2	14.4	12.0	7.3	9.8	14.1	14.6	14.3
Less than once/week	9.9	10.4	10.2	10.4	6.9	8.6	5.9	3.7	4.9	9.4	8.2	8.8
<u>Usual type of Exercise (if exercises at least once a week)</u>												
Low impact	21.3	16.2	18.8	30.8	29.5	30.1	55.6	40.6	48.4	30.1	24.7	27.4
Moderate/vigorous	78.7	83.8	81.2	69.2	70.5	69.9	44.4	59.4	51.6	69.9	75.3	72.6
<b>Dietary Practices</b>												
Tries to eat reduced fat foods most of the <i>time (2014 only)</i>	49.2	33.6	41.4	60.0	38.1	48.6	54.9	57.1	56.0	53.6	38.7	46.1
Tries to avoid foods high in salt/sodium most of the time	67.4	56.7	62.1	68.2	56.6	62.1	71.7	58.8	65.7	68.4	57.0	62.7

Table 3. Prevalence of Selected Behavioral and Psychosocial Risks Among Members Aged 20 and Over in the Northern California Kaiser Foundation Health Plan Membership, San Francisco Medical Center Service Population, 2014/2015<sup>1</sup>

Behavioral/Psychosocial Risks in Past 12 Months	Ages 20-44			Ages 45-64			Ages 65 and Over			Ages 20 and Over		
	Women %	Men %	All %	Women %	Men %	All %	Women %	Men %	All %	Women %	Men %	All %
<b>Fruit/Vegetable Consumption</b>												
Eats $\geq$ 3 servings per day	61.5	44.8	53.2	59.4	47.4	53.2	50.7	46.8	48.8	59.1	46.0	52.5
Eats $\geq$ 5 servings per day	19.2	12.4	15.8	20.8	16.1	18.4	19.7	17.9	18.9	19.8	14.5	17.1
<b>Sugary beverage consumption (2015 only)</b>												
Has sugary drink $\geq$ 2 days/week	43.0	39.3	41.2	32.2	40.1	36.3	34.0	47.5	40.3	38.1	40.8	39.4
Has sugary drink $\geq$ 5 days/week	13.1	17.2	15.1	23.4	26.2	24.9	23.5	37.0	29.9	18.1	23.3	20.7
<b>Supplement Use</b>												
Takes a daily multivitamin	53.2	35.6	44.5	40.8	39.0	39.9	43.9	39.3	41.7	47.7	37.4	42.5
Takes calcium	11.4	6.1	8.7	41.5	9.5	24.6	54.2	19.7	38.1	28.3	9.3	18.8
Takes vitamin D (not as part of multivitamin/calcium)	15.3	11.1	13.2	25.8	14.7	19.9	35.1	28.1	31.8	22.0	14.9	18.4
<b>Alcohol Consumption</b>												
Never drinks	17.2	11.0	14.1	21.1	17.6	19.2	30.9	19.6	25.3	20.6	14.5	17.5
Drinks < once/week	38.6	33.4	36.0	40.1	28.4	33.8	26.1	27.0	26.5	37.1	30.7	33.8
Drinks 1-2 days/week	23.3	25.0	24.2	15.3	19.2	17.4	9.7	11.2	10.4	18.6	21.0	19.8
Drinks 3-4 days/week	17.2	12.8	15.0	9.8	13.8	11.9	6.4	8.8	7.6	13.1	12.5	12.8
Drinks $\geq$ 5 days/week	3.7	17.9	10.8	13.8	21.0	17.6	26.9	33.3	30.1	10.6	21.2	16.0
At-risk drinker based on:												
# Drinks/day <sup>2</sup>	48.4	35.1	41.7	34.7	16.6	25.0	22.6	37.0	29.6	40.1	29.1	34.4
Estimated # Drinks/wk <sup>3</sup>	5.5	9.5	7.5	13.2	7.7	10.3	16.4	25.0	20.6	9.6	11.2	10.4
<b>Sleep (per 24 hour day)</b>												
< 6 hours	6.5	6.0	6.3	8.1	7.8	7.9	9.2	11.7	10.4	7.5	7.5	7.5
6-<7 hours	21.0	24.2	22.6	28.3	21.3	24.7	24.8	19.1	22.1	24.0	22.4	23.2
7-9 hours	69.7	65.9	67.8	61.9	67.4	64.8	62.0	66.7	64.2	65.9	66.6	66.3
> 9 hours	2.8	3.9	3.3	1.7	3.5	2.6	4.0	2.5	3.3	2.6	3.5	3.1

Table 3. Prevalence of Selected Behavioral and Psychosocial Risks Among Members Aged 20 and Over in the Northern California Kaiser Foundation Health Plan Membership, San Francisco Medical Center Service Population, 2014/2015<sup>1</sup>

Behavioral/Psychosocial Risks in Past 12 Months	Ages 20-44			Ages 45-64			Ages 65 and Over			Ages 20 and Over		
	Women %	Men %	All %	Women %	Men %	All %	Women %	Men %	All %	Women %	Men %	All %
<b>Psychosocial Risks in past yr</b>												
Worried a great deal about personal/family financial security	33.0	33.4	33.2	35.8	24.0	29.6	19.5	16.3	18.0	31.6	27.5	29.5
Worried about safety	9.1	6.5	7.8	6.8	9.1	8.0	6.3	4.9	5.6	7.9	7.1	7.5
Has felt harassed or discriminated against	7.6	11.3	9.5	9.3	9.4	9.4	0.5	4.1	2.2	6.9	9.6	8.3
Experienced other major life stress	32.0	25.1	28.6	26.4	23.4	24.8	14.3	11.2	12.8	27.1	22.4	24.8
Very stressed, tense, or anxious much of the time	31.9	24.8	28.4	20.2	13.6	16.8	8.5	5.8	7.2	24.1	18.1	21.1
Was an unpaid caregiver for a seriously ill or physically, developmentally, mentally, or emotionally disabled relative/friend	15.8	13.2	14.5	23.6	19.3	21.4	36.1	25.8	31.2	21.6	17.1	19.4
<u>Overall satisfaction with life</u>												
Very satisfied	29.1	23.1	26.1	26.9	28.3	27.6	41.8	32.5	37.4	30.6	26.3	28.5
Fairly satisfied	57.8	55.6	56.7	60.8	61.9	61.4	51.7	59.2	55.2	57.7	58.3	58.0
Not very/not at all satisfied	13.1	21.4	17.2	12.3	9.8	11.0	6.5	8.3	7.3	11.7	15.4	13.5
<u>Overall happiness</u>												
Very happy	25.9	21.1	23.5	25.7	17.5	21.5	25.8	20.1	23.1	25.8	19.7	22.8
Pretty happy	57.7	61.7	59.7	62.4	67.5	65.0	62.6	69.2	65.7	60.0	64.9	62.4
Not very/not at all happy	16.4	17.2	16.8	11.9	15.0	13.5	11.6	10.7	11.2	14.2	15.4	14.8
<b>Health-Related Beliefs</b>												
<u>Belief about extent to which lifestyle/habits can affect health</u>												
Not at all/a little bit	1.8	1.7	1.7	5.2	4.1	4.6	7.5	6.7	7.1	3.8	3.3	3.5
Moderately	4.1	5.3	4.7	8.1	9.3	8.7	15.1	7.9	11.6	7.2	7.1	7.1
Quite a bit/extremely	94.0	93.1	93.6	86.7	86.6	86.7	77.4	85.4	81.3	89.0	89.7	89.3

Table 3. Prevalence of Selected Behavioral and Psychosocial Risks Among Members Aged 20 and Over in the Northern California Kaiser Foundation Health Plan Membership, San Francisco Medical Center Service Population, 2014/2015<sup>1</sup>

Behavioral/Psychosocial Risks in Past 12 Months	Ages 20-44			Ages 45-64			Ages 65 and Over			Ages 20 and Over		
	Women %	Men %	All %	Women %	Men %	All %	Women %	Men %	All %	Women %	Men %	All %
<u>Belief about extent to which stress/emotional troubles can affect health</u>												
Not at all/a little bit	4.4	6.7	5.5	8.2	7.6	7.9	22.5	16.2	19.5	8.7	8.4	8.5
Moderately	4.0	2.6	3.3	8.4	6.2	7.2	9.7	13.7	11.6	6.4	5.5	5.9
Quite a bit/extremely	91.6	90.8	91.2	83.4	86.2	84.9	67.8	70.1	68.9	84.9	86.1	85.5

Footnotes for Table 3:

- <sup>1</sup> Estimates are derived from self-report data for San Francisco Medical Center Service Population respondents aged  $\geq 20$  to the 2014/2015 Division of Research Northern California KP Member Health Survey weighted to age-, gender-, and geographic- distribution of the Health Plan membership in 4th quarter 2013.
- <sup>2</sup> At-risk drinker based on usual number of drinks consumed on days when had a drink: All women and men aged 66+, > 1 drink/day; men aged 20-65, > 2 drinks/day.
- <sup>3</sup> At-risk drinker based on number of drinks per week estimated by usual drinking frequency x usual number of drinks: All women and men aged 66+, > 7 drinks/week; men aged 20-65, > 14 drinks/week.

Table 4. Actions People Are Taking to Improve or Maintain Health, Members Aged 20 and Over in the Northern California Kaiser Foundation Health Plan Membership, San Francisco Medical Center Service Population, 2014/2015<sup>1</sup>

Health Action	Ages 20-44			Ages 45-64			Ages 65 and Over			Ages 20 and Over		
	Women %	Men %	All %	Women %	Men %	All %	Women %	Men %	All %	Women %	Men %	All %
Gets exercise most days	72.9	73.2	73.1	69.8	70.0	69.9	74.1	79.0	76.4	72.2	73.0	72.6
Get moderate/vigorous exercise most days	48.6	54.1	51.3	44.4	46.6	45.6	45.6	46.9	46.2	46.7	50.4	48.6
Daily walks for at least 30 mins most days	46.6	43.9	45.3	51.0	51.2	51.1	61.1	67.3	64.0	50.5	50.0	50.3
Reads labels/recipes to learn what is in their food	54.8	55.7	55.2	58.7	53.5	56.0	54.9	54.8	54.8	56.0	54.8	55.4
Tries to eat mostly healthy foods	82.3	74.9	78.6	86.1	73.3	79.4	82.3	83.6	82.9	83.5	75.7	79.6
Tries to manage stress	58.1	51.5	54.8	56.3	48.5	52.2	41.2	32.1	37.0	54.6	47.5	51.1
Tries to get enough sleep to feel well-rested	80.0	68.5	74.3	77.4	74.5	75.9	69.3	69.1	69.2	77.3	70.7	74.0
Taking steps to lose weight or maintain weight loss	50.6	45.6	48.1	57.9	46.1	51.7	32.0	38.2	34.9	49.7	44.6	47.2
If overweight or obese	69.9	59.2	63.5	73.9	57.2	64.3	53.0	53.3	53.2	68.2	57.5	62.0
If obese	64.6	81.8	72.9	81.9	77.5	79.6	53.6	70.5	61.9	70.7	78.4	74.5
Does enjoyable activities at least once a week	76.1	77.4	76.8	74.3	71.0	72.6	69.0	65.0	67.1	74.3	73.3	73.8
Takes low dose aspirin to prevent heart attack/stroke	3.1	3.5	3.3	11.7	27.0	19.8	44.8	48.0	46.3	13.0	18.4	15.7
<i>Seniors Only:</i>												
Taking actions to reduce risk of falling	--	--	--	--	--	--	48.3	33.2	41.2	--	--	--
Those at high risk <sup>2</sup>	--	--	--	--	--	--	74.8	48.7	60.9	--	--	--
Does activities to keep brain stimulated	--	--	--	--	--	--	75.7	73.4	74.6	--	--	--
Visit with people at least once/week <sup>3</sup>	--	--	--	--	--	--	61.5	51.0	56.6	--	--	--



## Footnotes for Table 4:

- <sup>1</sup> Estimates are derived from self-report data for San Francisco Medical Center Service Population respondents aged  $\geq 20$  to the 2014/2015 Division of Research Northern California KP Member Health Survey weighted to age-, gender-, and geographic- distribution of the Health Plan membership in 4th quarter 2013.
- <sup>2</sup> High risk for falls = has problems with balance or walking or had at least 1 fall in past 12 months.
- <sup>3</sup> Asked only on questionnaire for women and men ages 65+.

Table 5. Use of Selected Preventive Medicine Services (self-reported) by Members Aged 20 and Over in the Northern California Kaiser Foundation Health Plan Membership, San Francisco Medical Center Service Population, 2014/2015<sup>1</sup>

Preventive Services	Ages 20-44			Ages 45-64			Ages 65 and Over			Ages 20 and Over		
	Women %	Men %	All %	Women %	Men %	All %	Women %	Men %	All %	Women %	Men %	All %
Flu immunization for past flu season												
Ages $\geq$ 20	54.2	50.9	52.5	61.7	71.8	66.9	84.2	81.5	82.9	61.7	62.7	62.2
Ages $\geq$ 65 or high risk <sup>3</sup>	55.2	62.2	59.1	71.1	69.0	69.8	84.2	81.5	82.9	78.7	75.5	77.0
Pneumococcal vaccination (ever) (ages $\geq$ 65)	--	--	--	--	--	--	75.0	67.6	71.5	--	--	--
Dental exam by dentist/hygienist												
Within past 12 months	73.9	71.4	72.7	84.1	83.4	83.7	84.8	83.1	84.0	79.0	77.3	78.2
More than one year ago/never	26.1	26.5	26.3	15.4	15.9	15.7	11.5	14.1	12.7	20.2	21.0	20.6

Footnotes for Table 5:

<sup>1</sup> Estimates are derived from self-report data for San Francisco Medical Center Service Population respondents aged  $\geq$  20 to the 2014/2015 Division of Research Northern California KP Member Health Survey weighted to age-, gender-, and geographic- distribution of the Health Plan membership in 4th quarter 2013.

<sup>2</sup> High risk: having  $\geq$ 1 of the following: history of heart disease, Parkinson's disease, diabetes, asthma, COPD, chronic bronchitis.

Table 6. Use of Selected Complementary and Integrative Health 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, San Francisco medical Center Service Population, 2014/2015<sup>1</sup>

Complementary and Integrative Health Modality	Ages 20-44			Ages 45-64			Ages 65 and Over			Ages 20 and Over		
	Women %	Men %	All %	Women %	Men %	All %	Women %	Men %	All %	Women %	Men %	All %
Chiropractic	12.0	11.4	11.7	10.6	6.8	8.6	6.9	5.0	6.1	10.7	8.9	9.8
Acupuncture	15.0	5.2	10.1	15.2	4.2	9.4	7.2	1.9	4.7	13.7	4.4	9.0
Acupressure	0.6	<0.1	0.3	4.4	2.2	3.3	0.3	1.3	0.8	1.8	1.0	1.4
Massage therapy	36.4	25.7	31.1	30.1	16.3	22.8	18.1	6.4	12.6	31.2	19.5	25.3
Deep breathing, mindfulness, or other relaxation/meditation technique	37.5	24.8	31.2	31.8	26.5	29.0	24.3	13.0	19.0	33.4	23.6	28.5
Guided imagery/visualization techniques	5.8	1.5	3.6	6.6	3.8	5.1	2.9	1.8	2.4	5.5	2.3	3.9
Hypnosis or self-hypnosis	<0.1	<0.1	<0.1	1.3	1.8	1.6	0.9	1.4	1.1	0.6	0.8	0.7
Yoga or Pilates	41.1	11.1	26.2	22.3	7.7	14.6	16.0	1.7	9.3	30.8	8.5	19.6
Tai Chi, Chi Gong	<0.1	<0.1	<0.1	2.0	1.6	1.8	9.7	3.2	6.7	2.3	1.0	1.7
Herbal medicine/remedies	19.6	17.0	18.3	14.7	12.5	13.5	10.1	11.2	10.6	16.4	14.5	15.5
Homeopathic medicine	6.9	3.2	5.0	8.4	3.3	5.7	4.5	<0.1	2.4	6.9	2.7	4.8
Vegetarian or vegan diet	8.8	4.5	6.7	6.1	9.1	7.7	9.5	4.1	7.0	8.1	6.1	7.1
Other special diet	4.1	8.1	5.8	3.7	2.2	3.0	4.4	1.6	3.1	4.0	4.8	4.4
Prayer or spiritual practice	20.1	7.2	13.7	17.0	9.8	13.2	22.6	13.7	18.4	19.6	9.0	14.3
Religious/spiritual healing by others	5.6	1.5	3.5	1.4	<0.1	0.7	3.0	1.0	2.1	3.8	0.9	2.3
Psychological counseling	17.4	2.8	10.2	12.2	5.1	8.5	3.6	2.5	3.1	13.4	3.6	8.5
12-Step/Self-help Program	1.9	0.7	1.3	2.6	6.0	4.4	3.0	2.5	2.8	2.3	2.8	2.6

Footnotes for Table 6:

<sup>1</sup> Estimates are derived from self-report data for San Francisco Medical Center Service Population respondents aged  $\geq 20$  to the 2014/2015 Division of Research Northern California KP Member Health Survey weighted to age-, gender-, and geographic- distribution of the Health Plan membership in 4th quarter 2013.

Table 7. Access to Digital Tools for Communication, Members Aged 20 and Over in the Northern California Kaiser Foundation Health Plan Membership, San Francisco Medical Center Service Population, 2014/2015<sup>1</sup>

Access to IT/Digital Tool	Ages 20-44			Ages 45-64			Ages 65 and Over			Ages 20 and Over		
	Women %	Men %	All %	Women %	Men %	All %	Women %	Men %	All %	Women %	Men %	All %
Mobile phone (any)	99.2	98.7	99.0	96.5	92.0	94.2	85.2	81.6	83.5	96.0	93.8	94.9
Smartphone	91.4	93.9	92.6	75.2	73.8	74.5	34.8	32.6	33.7	76.7	77.8	77.2
Cell phone	11.8	7.8	9.8	28.7	21.3	24.9	53.5	48.0	50.9	24.2	18.5	21.3
Able to send/receive text messages on a mobile phone	87.1	88.0	87.6	70.8	78.0	74.6	41.2	39.3	40.3	74.2	77.2	75.7
Able to use apps on a smartphone	78.0	87.4	82.6	52.7	60.2	56.6	18.8	20.3	19.5	60.0	67.9	63.9
If has a smartphone	85.4	93.0	89.2	70.1	81.5	76.0	54.1	62.2	57.8	78.2	87.3	82.8
Computer (desktop, laptop, netbook)												
From any location	>99.0	97.8	98.9	96.6	96.4	96.5	77.9	83.7	80.7	95.2	95.2	95.2
At home	97.1	93.5	95.3	94.5	92.5	93.5	74.1	79.3	76.6	92.4	91.0	91.7
Other location	62.3	59.8	61.1	44.0	54.7	49.6	7.5	15.7	11.4	47.2	51.4	49.3
Able to use the Internet												
By self or with help/proxy	99.5	97.4	98.5	96.5	94.9	95.6	74.6	84.8	79.5	94.4	94.6	94.5
By self	99.5	96.3	97.9	93.7	92.7	93.1	62.4	76.9	69.3	91.4	92.1	91.8
Device used usually for Internet access (if uses Internet)												
Computer, laptop, net book	88.2	93.0	90.5	91.3	92.2	91.8	92.8	93.0	92.9	89.7	92.7	91.2
Tablet (e.g., iPad, iTouch)	48.5	39.4	44.1	38.1	39.3	38.7	36.2	35.8	36.0	43.7	38.9	41.3
Mobile phone	81.1	84.7	82.8	64.4	57.9	61.0	41.5	28.8	35.1	70.7	67.8	69.3
Cell phone	18.8	21.1	19.9	15.6	8.0	11.6	14.5	4.4	9.5	17.2	14.3	15.8
Smartphone	74.2	73.1	73.7	54.8	51.6	53.1	28.7	27.0	27.9	62.2	59.4	60.8
Where Internet used (if uses Internet)												
Home	99.4	96.7	98.0	97.9	97.6	97.8	96.5	97.7	97.1	98.6	97.1	97.8
Work	72.8	73.7	73.2	60.4	64.3	62.4	7.7	18.8	12.9	61.0	64.9	63.0
Other location	5.9	8.0	7.0	8.2	4.7	6.4	7.6	14.8	11.0	6.9	7.6	7.2

Table 7. Access to Digital Tools for Communication, Members Aged 20 and Over in the Northern California Kaiser Foundation Health Plan Membership, San Francisco Medical Center Service Population, 2014/2015<sup>1</sup>

Access to IT/Digital Tool	Ages 20-44			Ages 45-64			Ages 65 and Over			Ages 20 and Over		
	Women %	Men %	All %	Women %	Men %	All %	Women %	Men %	All %	Women %	Men %	All %
Able to send and check email												
Yes, by self or proxy uses	>99.0	98.7	99.4	95.6	94.1	94.8	74.6	85.9	79.9	94.3	95.2	94.8
By self	99.2	98.7	99.0	92.6	91.2	91.9	69.2	77.1	73.0	92.0	92.9	92.5
Devices usually used to send/check email (if uses email)												
Desktop or laptop computer	83.1	87.3	85.2	88.6	88.2	88.4	87.7	94.2	91.0	85.4	88.6	87.0
Tablet	35.4	27.8	31.7	27.9	34.6	31.4	31.1	23.0	27.0	32.5	29.5	31.0
Mobile phone	86.8	89.5	88.1	71.9	71.0	71.4	42.0	30.5	36.1	76.4	75.3	75.9
Smartphone	76.5	80.1	78.2	55.2	61.5	58.5	29.4	27.2	28.2	63.8	66.7	65.3
Cell phone	19.6	16.4	18.1	19.9	11.7	15.6	16.8	6.3	11.4	19.3	13.5	16.4
Other	<0.1	<0.1	<0.1	0.7	<0.1	0.3	<0.1	0.9	0.4	0.2	0.1	0.2

Footnotes for Table 7:

<sup>1</sup> Estimates are derived from self-report data for San Francisco Medical Center Service Population respondents aged  $\geq 20$  to the 2014/2015 Division of Research Northern California KP Member Health Survey weighted to age-, gender-, and geographic- distribution of the Health Plan membership in 4th quarter 2013.

Table 8. Use of Selected Health Information Resources During the Past 12 Months, Members Aged 20 and Over in the Northern California Kaiser Foundation Health Plan Membership, San Francisco Medical Center Service Population, 2014/2015<sup>1</sup>

Accessed Internet-based Health Information Resource	Ages 20-44			Ages 45-64			Ages 65 and Over			Ages 20 and Over		
	Women %	Men %	All %	Women %	Men %	All %	Women %	Men %	All %	Women %	Men %	All %
Got health information from kp.org or other websites												
All	34.8	33.8	34.3	39.4	39.4	39.4	24.4	28.8	26.5	34.4	35.0	34.7
Those with web access	34.9	34.9	34.9	41.1	41.1	41.1	33.8	34.0	33.9	36.8	36.9	36.8
Got health information from kp.org/other websites OR kp.org MD home page, Health/Drug Encyclopedia, online patient ed program												
All	49.8	38.6	44.2	49.6	51.0	50.3	32.8	43.3	37.7	46.8	43.6	45.2
Those with web access	50.1	39.8	45.0	51.7	52.6	52.2	43.5	51.0	47.3	49.7	45.8	47.7
Used kp.org Health or Drug Encyclopedia												
All	8.2	5.7	6.9	11.1	20.8	16.2	10.5	15.1	12.6	9.5	12.3	10.9
Those with web access	8.2	5.9	7.1	11.6	21.4	16.7	14.6	17.7	16.2	10.2	12.9	11.5
Used any online kp.org health/patient ed program												
All	8.7	<0.1	4.4	10.6	12.2	11.4	7.1	7.1	7.1	9.0	5.3	7.1
Those with web access	8.7	<0.1	4.5	11.0	12.9	12.0	9.8	8.3	9.0	9.6	5.6	7.6
Got health information from MD home page on kp.org/mydoctor												
All	23.3	11.0	17.2	25.9	20.5	23.1	15.0	21.1	17.9	22.7	15.9	19.3
Those with web access	23.4	11.4	17.5	27.0	20.2	23.5	18.7	24.9	21.9	24.0	16.3	20.1
Listened to a kp.org podcast	1.3	1.1	1.2	1.3	0.8	1.0	1.0	1.7	1.3	1.2	1.1	1.2
Used any health app (diet, exercise, sleep, etc.)	20.8	16.5	18.7	18.3	7.5	12.7	8.1	3.5	5.9	17.8	11.4	14.6

Table 8. Use of Selected Health Information Resources During the Past 12 Months, Members Aged 20 and Over in the Northern California Kaiser Foundation Health Plan Membership, San Francisco Medical Center Service Population, 2014/2015<sup>1</sup>

Accessed Internet-based Health Information Resource	Ages 20-44			Ages 45-64			Ages 65 and Over			Ages 20 and Over		
	Women %	Men %	All %	Women %	Men %	All %	Women %	Men %	All %	Women %	Men %	All %
Used at least one kp.org health information source												
All	30.5	15.2	22.9	36.2	36.0	36.1	24.8	31.2	27.8	31.3	24.8	28.1
Those with web access	30.6	15.7	23.3	37.7	36.6	37.1	32.4	36.8	34.6	33.2	25.8	29.5
Participated in an online chatroom or online community												
All	1.0	1.8	1.4	2.2	<0.1	1.1	0.8	0.3	0.5	1.4	1.0	1.2
Those with web access	1.0	1.9	1.5	2.3	<0.1	1.1	1.1	0.3	0.7	1.4	1.0	1.2
Used KP website secure features (lab view, Rx refill, doctor messaging)												
All	64.4	41.5	53.1	60.3	58.5	59.4	48.4	49.4	48.9	60.4	48.6	54.5
Those with web access	64.8	41.5	53.4	62.9	60.7	61.8	65.1	57.4	61.2	64.2	50.4	57.2
Used KP app to use kp.org secure features												
All	20.9	17.9	19.4	16.7	21.4	19.1	13.1	8.3	10.9	18.2	17.7	17.9
Those with web access	21.0	17.2	19.1	17.4	21.3	19.4	14.9	9.0	11.9	19.0	17.5	18.2
Used at least one kp.org health information source or kp.org secure feature												
All	72.2	43.6	58.0	67.7	66.9	67.3	54.6	56.9	55.7	67.8	53.7	60.7
Those with web access	72.6	43.7	58.4	70.6	68.7	69.6	72.4	65.5	68.9	71.9	55.4	63.6

Table 8. Use of Selected Health Information Resources During the Past 12 Months, Members Aged 20 and Over in the Northern California Kaiser Foundation Health Plan Membership, San Francisco Medical Center Service Population, 2014/2015<sup>1</sup>

Accessed Internet-based Health Information Resource	Ages 20-44			Ages 45-64			Ages 65 and Over			Ages 20 and Over		
	Women %	Men %	All %	Women %	Men %	All %	Women %	Men %	All %	Women %	Men %	All %
<b>Accessed Other KP Health Ed Resource</b>												
Any individual or group program/service	9.3	6.0	7.6	11.9	10.9	11.4	9.2	9.6	9.4	10.1	8.2	9.2
Individual Health behavior counseling from patient educator or health coach	5.6	1.0	3.3	6.0	6.2	6.1	5.7	4.9	5.3	5.8	3.4	4.6
Read a member newsletter	35.6	17.7	26.7	42.3	41.2	41.7	38.5	43.9	41.0	38.2	29.8	34.0
Used print health education materials	21.4	11.5	16.5	16.7	16.4	16.6	27.1	28.3	27.7	20.9	15.7	18.3

Footnotes for Table 8:

<sup>1</sup> Estimates are derived from self-report data for San Francisco Medical Center Service Population respondents aged  $\geq 20$  to the 2014/2015 Division of Research Northern California KP Member Health Survey weighted to age-, gender-, and geographic- distribution of the Health Plan membership in 4th quarter 2013.



Table 9. Preferred Methods for Learning about Health, Members Aged 20 and Over in the Northern California Kaiser Foundation Health Plan Membership, San Francisco Medical Center Service Population, 2014/2015<sup>1</sup>

Preferred Methods for Learning about Health	Ages 20-44			Ages 45-64			Ages 65 and Over			Ages 20 and Over		
	Women %	Men %	All %	Women %	Men %	All %	Women %	Men %	All %	Women %	Men %	All %
<b>Internet/Digital Modalities</b>												
Information from Internet websites	34.1	36.1	35.1	40.5	43.9	42.3	15.4	26.8	20.8	32.9	37.4	35.2
If has web access	34.4	37.2	35.8	42.4	46.6	44.6	21.4	31.6	26.6	35.3	39.7	37.5
Information from MD home page (all)	18.8	15.0	16.9	22.2	23.7	23.0	13.0	22.4	17.4	18.9	19.2	19.0
If has web access	19.0	15.5	17.3	23.3	24.4	23.9	15.6	25.0	20.3	19.9	19.9	19.9
<b>Web/Email-Based Program</b>												
Single session	11.1	5.2	8.2	13.3	9.7	11.4	3.6	3.7	3.7	10.5	6.5	8.5
Multi-session	10.0	4.6	7.3	13.3	7.6	10.3	3.4	3.9	3.6	9.9	5.5	7.7
If has Internet access												
Single session	11.2	5.4	8.4	14.0	10.2	12.1	5.0	4.4	4.7	11.3	6.9	9.1
Multi session	10.1	4.8	7.5	13.9	8.0	10.9	4.8	4.6	4.7	10.6	5.9	8.2
Watch live webinars/talks on kp.org	8.2	8.9	8.5	10.4	10.6	10.5	2.2	0.9	1.6	7.9	8.3	8.1
If has web access	8.3	7.8	8.1	10.9	11.3	11.1	3.0	1.1	2.0	8.4	8.1	8.3
Watch health videos on kp.org or other websites	23.0	28.4	25.7	22.3	31.9	27.3	6.8	10.2	8.4	20.0	26.9	23.4
Podcasts and online audio programs	14.4	10.6	12.5	8.6	10.9	9.8	2.4	3.3	2.9	10.5	9.6	10.1
If has web access	14.6	10.9	12.8	9.1	11.6	10.4	3.4	3.6	3.5	11.3	10.1	10.7
Emailed health newsletters and tip sheets	33.5	28.5	31.0	34.7	40.4	37.7	21.0	25.8	23.3	31.7	32.2	32.0
If has web access	33.8	28.1	31.0	35.7	41.5	38.7	27.1	29.7	28.4	33.6	33.0	33.3
Secure email communications	32.7	24.9	28.8	33.6	33.2	33.4	19.5	24.6	21.9	30.7	27.7	29.2
If has email access	33.0	25.7	29.4	35.2	34.5	34.9	27.0	29.0	28.0	32.9	29.2	31.1

Table 9. Preferred Methods for Learning about Health, Members Aged 20 and Over in the Northern California Kaiser Foundation Health Plan Membership, San Francisco Medical Center Service Population, 2014/2015<sup>1</sup>

Preferred Methods for Learning about Health	Ages 20-44			Ages 45-64			Ages 65 and Over			Ages 20 and Over		
	Women %	Men %	All %	Women %	Men %	All %	Women %	Men %	All %	Women %	Men %	All %
Text messages <i>(2015 only)</i>	16.6	18.8	17.7	19.2	8.5	13.6	7.1	8.5	7.7	15.8	13.6	14.7
Video/Skype session with a patient educator	8.8	8.1	8.5	11.1	12.2	11.7	1.8	2.4	2.1	8.3	8.7	8.5
If has web access	8.9	8.4	8.6	11.6	12.3	11.9	2.5	2.5	2.5	8.9	8.9	8.9
Use an interactive computer program	12.0	13.0	12.5	13.0	18.5	15.9	3.6	2.9	3.3	10.9	13.4	12.1
If has computer access	12.1	13.3	12.7	13.6	19.4	16.6	4.8	3.5	4.1	11.6	14.1	12.9
Use a health app on tablet or smartphone	34.7	35.2	35.0	24.2	23.8	24.0	6.8	9.1	7.9	26.6	27.3	26.9
Join an online chatroom/community	3.6	2.4	3.0	3.3	1.9	2.6	<0.1	3.3	1.5	2.9	2.3	2.6
<b>Non-Digital Modalities</b>												
In person counseling with a patient educator	37.3	19.8	28.7	29.4	33.0	31.2	23.5	27.6	25.4	32.4	25.6	29.0
Telephone-based health coaching	19.6	5.4	12.5	18.1	14.2	16.0	17.3	13.1	15.4	18.7	9.6	14.2
One-session class/program	28.3	9.6	19.0	25.4	17.2	21.1	17.9	16.3	17.2	25.6	13.2	19.4
Multi-session class/group program	15.5	5.8	10.7	22.1	10.5	16.1	13.5	11.3	12.5	17.3	8.3	12.8
Watch DVDs at home	4.1	1.5	2.8	7.1	11.2	9.2	12.2	13.9	13.0	6.4	6.7	6.6
Health newsletters/information/print materials mailed to home	11.0	10.4	10.7	24.1	14.3	19.0	33.3	29.5	31.5	19.0	14.7	16.9

Footnotes for Table 9:

<sup>1</sup> Estimates are derived from self-report data for San Francisco Medical Center Service Population respondents aged  $\geq 20$  to the 2014/2015 Division of Research Northern California KP Member Health Survey weighted to age-, gender-, and geographic- distribution of the Health Plan membership in 4th quarter 2013.

Table 10. Preferred Methods for Learning about Health, Members Aged 20 and Over in the Northern California Kaiser Foundation Health Plan Membership, San Francisco Medical Center Service Population, 2014/2015<sup>1</sup> (Restricted to People Who Indicated at Least One Method)

Preferred Methods for Learning about Health	Ages 20-44			Ages 45-64			Ages 65 and Over			Ages 20 and Over		
	Women %	Men %	All %	Women %	Men %	All %	Women %	Men %	All %	Women %	Men %	All %
<b>Internet/Digital Modalities</b>												
Information from Internet websites	38.8	44.4	41.5	44.8	49.4	47.2	19.5	34.7	26.5	37.8	44.9	41.3
If uses the Internet	39.0	45.8	42.2	46.6	52.4	49.6	26.3	40.7	33.4	40.0	47.6	43.7
Information from MD home page	21.4	18.5	20.0	24.6	26.7	25.7	16.4	29.0	22.2	21.7	23.0	22.3
If uses the Internet	21.5	19.1	20.4	25.6	27.5	26.5	19.1	32.2	25.6	22.6	23.9	23.2
<b>Web/Email-Based Program</b>												
Single session	12.7	6.4	9.7	14.8	10.9	12.8	4.5	4.8	4.7	12.1	7.8	10.0
Multi-session	11.4	5.7	8.7	14.7	8.5	11.5	4.3	5.0	4.7	11.4	6.7	9.1
If has Internet access												
Single session	12.7	6.6	9.9	15.4	11.5	13.4	6.1	5.7	5.9	12.8	8.3	10.6
Multi session	11.4	5.9	8.8	15.3	9.0	12.1	5.8	5.9	5.9	12.0	7.1	9.6
Watch live webinars/talks on kp.org	9.3	10.9	10.1	11.5	11.9	11.7	2.7	1.2	2.0	9.0	9.9	9.5
If uses the Internet	9.4	9.6	9.5	12.0	12.7	12.3	3.7	1.4	2.6	9.6	9.7	9.6
Watch health videos on kp.org or other websites	26.2	35.0	30.4	24.7	35.9	30.5	8.6	13.2	10.7	22.9	32.2	27.5
Podcasts and online audio programs	16.4	13.0	14.8	9.6	12.3	11.0	3.1	4.3	3.6	12.1	11.5	11.8
If uses the Internet	16.5	13.4	15.1	9.9	13.0	11.5	4.1	4.6	4.4	12.8	12.2	12.5
Emailed health newsletters and tip sheets	38.1	35.1	36.7	38.4	45.5	42.1	26.6	33.3	29.7	36.4	38.7	37.5
If uses the Internet	38.3	34.6	36.6	39.3	46.6	43.0	33.3	38.3	35.8	38.0	39.5	38.8
Secure email communications	37.2	30.7	34.1	37.2	37.3	37.3	24.7	31.8	28.0	35.3	33.3	34.3
If has email access	37.4	31.7	34.7	38.7	38.8	38.7	33.2	37.4	35.2	37.3	35.0	36.2

Table 10. Preferred Methods for Learning about Health, Members Aged 20 and Over in the Northern California Kaiser Foundation Health Plan Membership, San Francisco Medical Center Service Population, 2014/2015<sup>1</sup> (Restricted to People Who Indicated at Least One Method)

Preferred Methods for Learning about Health	Ages 20-44			Ages 45-64			Ages 65 and Over			Ages 20 and Over		
	Women %	Men %	All %	Women %	Men %	All %	Women %	Men %	All %	Women %	Men %	All %
Text messages <i>(2015 only)</i>	19.1	22.5	20.7	21.9	9.9	15.6	8.7	12.4	10.3	18.3	16.6	17.5
Video/Skype session with a patient educator	10.0	10.0	10.0	12.2	13.7	13.0	2.3	3.1	2.7	9.6	10.4	10.0
If uses the Internet	10.1	10.3	10.2	12.7	13.8	13.3	3.1	3.3	3.2	10.1	10.7	10.4
Use an interactive computer program	13.7	16.0	14.8	14.4	20.9	17.7	4.5	3.8	4.2	12.5	16.1	14.2
If has computer access	13.8	16.5	15.0	14.9	21.7	18.4	6.0	4.5	5.3	13.2	17.0	15.0
Use a health app on tablet or smartphone	39.5	43.4	41.3	26.8	26.8	26.8	8.7	11.8	10.1	30.5	32.8	31.6
Join an online chatroom/community	4.1	2.9	3.5	3.6	2.1	2.9	<0.1	4.3	2.0	3.3	2.8	3.1
<b>Non-Digital Modalities</b>												
In person counseling with a patient educator	42.5	24.4	33.9	32.5	37.1	34.9	29.8	35.7	32.5	37.2	30.7	34.0
Telephone-based health coaching	22.3	6.6	14.8	20.0	16.0	17.9	21.9	17.0	19.6	21.5	11.5	16.6
One-session class/program	32.2	11.8	22.5	28.2	19.3	23.6	22.6	21.1	21.9	29.4	15.9	22.8
Multi-session class/group program	17.7	7.1	12.7	24.5	11.8	17.9	17.1	14.6	15.9	19.8	9.9	15.0
Watch DVDs at home	4.7	1.9	3.4	7.8	12.6	10.3	15.4	18.0	16.6	7.4	8.1	7.7
Health newsletters/information/print materials mailed to home	12.6	12.9	12.7	26.7	16.1	21.2	42.1	38.2	40.3	21.8	17.6	19.8

Footnotes for Table 10:

<sup>1</sup> Estimates are derived from self-report data for San Francisco Medical Center Service Population respondents aged  $\geq 20$  to the 2014/2015 Division of Research Northern California KP Member Health Survey weighted to age-, gender-, and geographic- distribution of the Health Plan membership in 4th quarter 2013.