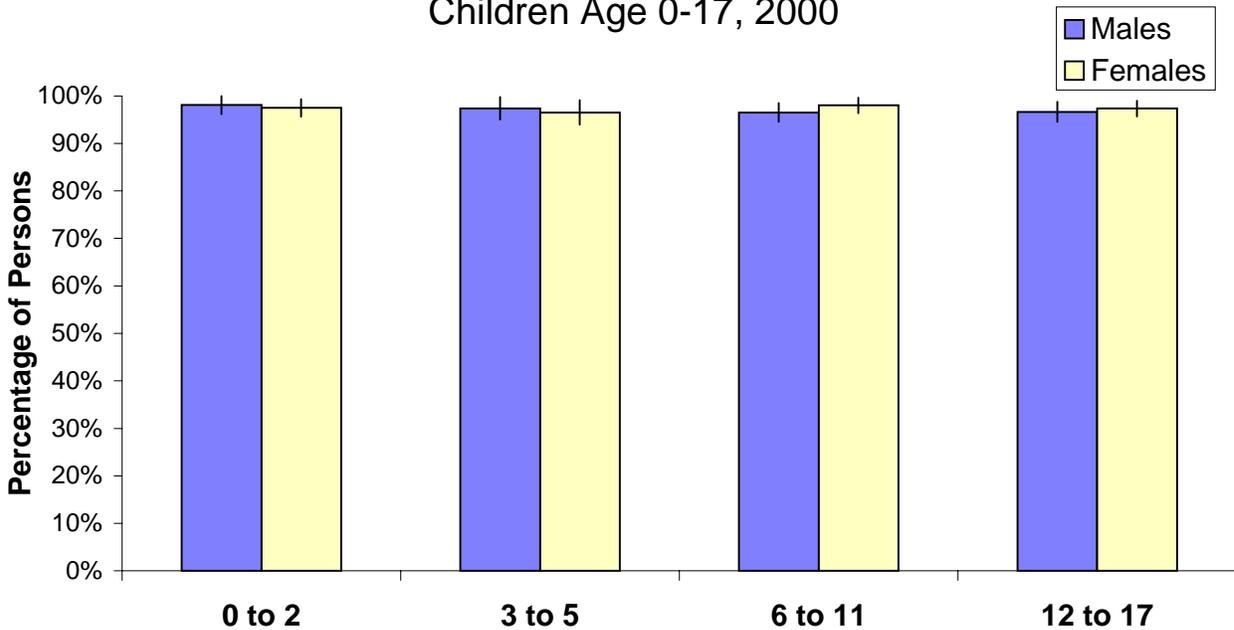


Satisfaction
With Care



Percentage of Persons Who Were Satisfied* That They Received Information From Their Medical Provider to Make Health Care Decisions for Their Child by Age and Sex, Utah Children Age 0-17, 2000



*Includes "Satisfied" and "Very Satisfied" Responses.

- In general, parents were satisfied with their ability to get information from their medical provider to make informed health care decisions for their child: 97.2% indicated they were “satisfied,” or “very satisfied.”
- Those less satisfied included parents of children with special health care needs (93.5%[‡]) and those whose children were not covered by health insurance (91.2%[‡]).

[‡] Comparisons that were found to be statistically significant have been marked with a “[‡].” All other comparisons were not statistically significant, and should be interpreted with caution.

Getting Information: Percentage of Persons Who Were Satisfied* That They Received Information From Their Medical Provider to Make Health Care Decisions for Their Child (Question C17) by Selected Demographic Characteristics, Utah Children Age 0-17, 2000.

Demographic Subgroup	Utah Population Distribution		Survey Estimates of Respondents Who Were Satisfied With the Information		
	Percentage Distribution	Number of Children ¹	Percentage of Respondents Who Were Satisfied That They Received Information ²	Number of Children ^{1,3}	Percentage Distribution of Respondents Who Were Satisfied That They Received Information by Category
Getting Information					
Satisfied	97.2%	683,900			
Disatisfied	2.8%	19,600			
Total, All Children 0-17	100.0%	703,500			
Sex					
Males	51.3%	361,100	97.0% ± 1.1%	350,200	51.2%
Females	48.7%	342,300	97.5% ± 0.9%	333,600	48.8%
Total, All Children 0-17	100.0%	703,500	97.2% ± 0.7%	683,900	100.0%
Age Group					
0 to 2	19.3%	135,700	97.8% ± 1.3%	132,700	19.4%
3 to 5	17.5%	123,100	97.0% ± 1.8%	119,400	17.5%
6 to 11	32.2%	226,300	97.3% ± 1.3%	220,100	32.2%
12 to 17	31.1%	218,500	97.0% ± 1.3%	211,900	31.0%
Total, All Children 0-17	100.0%	703,500	97.2% ± 0.7%	683,900	100.0%
Sex and Age					
Male, 0 to 2	9.9%	69,700	98.1% ± 1.9%	68,400	10.0%
Male, 3 to 5	9.0%	63,200	97.4% ± 2.4%	61,600	9.0%
Male, 6 to 11	16.5%	116,300	96.5% ± 2.0%	112,300	16.4%
Male, 12 to 17	15.9%	112,000	96.6% ± 2.1%	108,200	15.8%
Female, 0 to 2	9.4%	66,000	97.5% ± 1.9%	64,300	9.4%
Female, 3 to 5	8.5%	59,800	96.5% ± 2.6%	57,700	8.4%
Female, 6 to 11	15.6%	110,000	98.0% ± 1.6%	107,800	15.8%
Female, 12 to 17	15.1%	106,500	97.4% ± 1.6%	103,700	15.2%
Total, All Children 0-17	100.0%	703,500	97.2% ± 0.7%	683,900	100.0%
Child Has Special Healthcare Needs?					
Yes	12.6%	88,600	93.5% ± 2.0%	82,800	12.1%
No	87.4%	614,900	97.8% ± 0.8%	601,200	87.9%
Total, All Children 0-17	100.0%	703,500	97.2% ± 0.7%	683,900	100.0%
Health Insurance Coverage					
Yes	93.5%	657,800	97.6% ± 0.7%	642,100	93.9%
No	6.5%	45,700	91.2% ± 5.5%	41,700	6.1%
Total, All Children 0-17	100.0%	703,500	97.2% ± 0.7%	683,900	100.0%

(Continued from Previous Page)

Getting Information: Percentage of Persons Who Were Satisfied* That They Received Information From Their Medical Provider to Make Health Care Decisions for Their Child (Question C17) by Selected Demographic Characteristics, Utah Children Age 0-17, 2000.

Demographic Subgroup	Utah Population Distribution		Survey Estimates of Respondents Who Were Satisfied With the Information		
	Percentage Distribution	Number of Children ¹	Percentage of Respondents Who Were Satisfied That They Received Information ²	Number of Children ^{1,3}	Percentage Distribution of Respondents Who Were Satisfied That They Received Information by Category
Hispanic					
Yes	9.0%	63,300	96.9% ± 2.5%	61,300	9.0%
No	91.0%	640,200	97.3% ± 0.8%	622,600	91.0%
Total, All Children 0-17	100.0%	703,500	97.2% ± 0.7%	683,900	100.0%
Poverty					
0-100%	8.6%	60,500	95.8% ± 3.2%	58,000	8.5%
101-200%	28.6%	201,200	96.0% ± 1.9%	193,100	28.2%
201-300%	29.1%	204,700	98.1% ± 1.1%	200,900	29.3%
Over 300%	33.8%	237,800	98.2% ± 1.0%	233,600	34.1%
Total, All Children 0-17	100.0%	703,500	97.2% ± 0.7%	683,900	100.0%
County of Residence					
Urban	76.8%	540,200	97.1% ± 0.9%	524,400	76.7%
Rural	23.2%	163,300	97.7% ± 1.2%	159,600	23.3%
Total, All Children 0-17	100.0%	703,500	97.2% ± 0.7%	683,900	100.0%

1 Rounded to the nearest 100 persons.

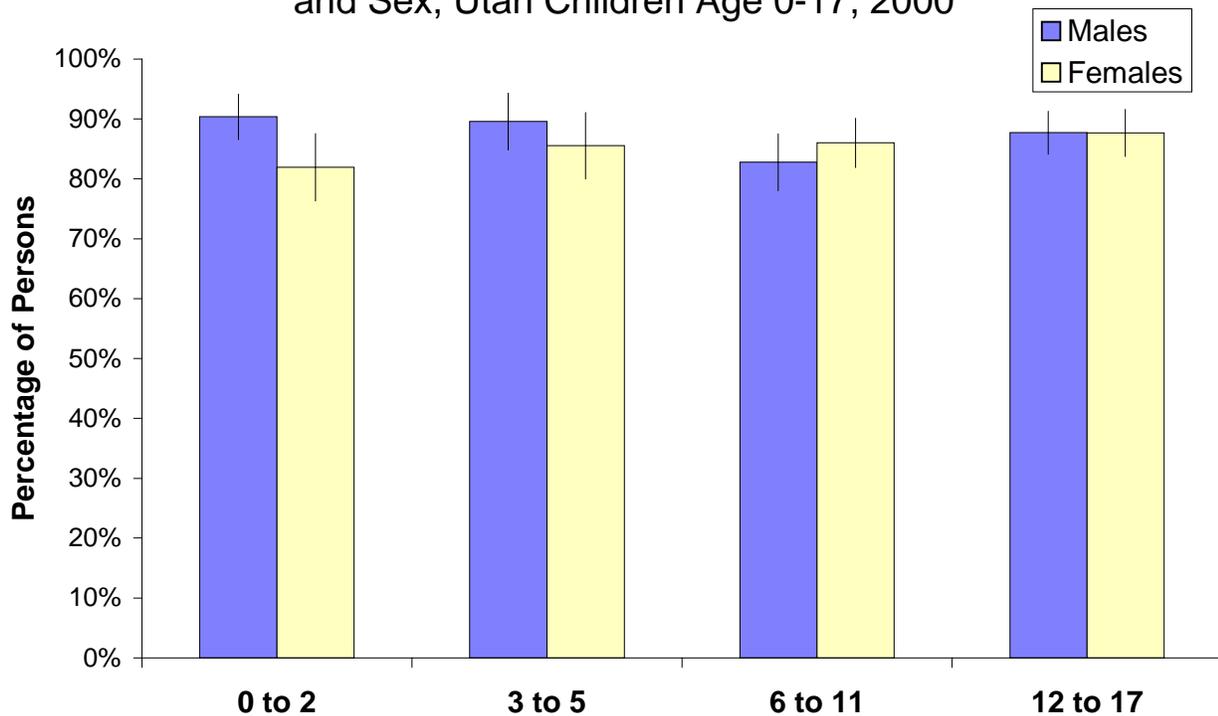
2 Plus or minus 95% confidence interval

3 Figures in these columns may not sum to the total because of missing values on the grouping variables.

*** Sample size insufficient to produce population estimates

*Includes "Satisfied" and "Very Satisfied" Responses.

Percentage of Persons Who Reported Medical & Other Staff Always Treat Them With Respect & Courtesy by Age and Sex, Utah Children Age 0-17, 2000



- Most parents felt that medical and other staff treated them with respect and courtesy: 86.4% indicated “always.”
- Those who were less likely to answer “always” were parents of children with special health care needs (82.9%), those whose children were Hispanic (83.8%), and those with incomes below poverty (83.6%).

‡ Comparisons that were found to be statistically significant have been marked with a “‡.” All other comparisons were not statistically significant, and should be interpreted with caution.

**Treated With Courtesy & Respect: Percentage of Persons Who Reported
Medical & Other Staff Always Treat Them With Respect & Courtesy (Question C15)
by Selected Demographic Characteristics, Utah Children Age 0-17, 2000.**

Demographic Subgroup	Utah Population Distribution		Survey Estimates of Respondents Whose Medical & Other Staff Always Treat Them With Respect & Courtesy			
	Percentage Distribution	Number of Children ¹	Percentage of Persons Who Were Always Treated With Respect & Courtesy ²		Number of Children ^{1,3}	Percentage Distribution of Persons Who Were Always Treated With Respect & Courtesy by Category
Treated With Courtesy and Respect						
Never	0.7%	5,200				
Sometimes	2.0%	14,100				
Usually	10.9%	76,500				
Always	86.4%	607,800				
Total, All Children 0-17	100.0%	703,500				
Sex						
Males	51.3%	361,100	87.0%	± 2.2%	314,300	51.7%
Females	48.7%	342,300	85.7%	± 2.3%	293,500	48.3%
Total, All Children 0-17	100.0%	703,500	86.4%	± 1.6%	607,800	100.0%
Age Group						
0 to 2	19.3%	135,700	86.6%	± 3.3%	117,400	19.3%
3 to 5	17.5%	123,100	87.6%	± 3.7%	107,800	17.7%
6 to 11	32.2%	226,300	84.4%	± 3.2%	191,100	31.4%
12 to 17	31.1%	218,500	87.7%	± 2.7%	191,600	31.5%
Total, All Children 0-17	100.0%	703,500	86.4%	± 1.6%	607,800	100.0%
Sex and Age						
Male, 0 to 2	9.9%	69,700	90.4%	± 3.8%	63,000	10.4%
Male, 3 to 5	9.0%	63,200	89.6%	± 4.8%	56,600	9.3%
Male, 6 to 11	16.5%	116,300	82.8%	± 4.8%	96,200	15.8%
Male, 12 to 17	15.9%	112,000	87.7%	± 3.6%	98,200	16.2%
Female, 0 to 2	9.4%	66,000	81.9%	± 5.6%	54,100	8.9%
Female, 3 to 5	8.5%	59,800	85.5%	± 5.6%	51,100	8.4%
Female, 6 to 11	15.6%	110,000	86.0%	± 4.2%	94,600	15.6%
Female, 12 to 17	15.1%	106,500	87.7%	± 3.9%	93,400	15.4%
Total, All Children 0-17	100.0%	703,500	86.4%	± 1.6%	607,800	100.0%
Child Has Special Healthcare Needs?						
Yes	12.6%	88,600	82.9%	± 4.4%	73,400	12.1%
No	87.4%	614,900	86.6%	± 1.7%	532,600	87.9%
Total, All Children 0-17	100.0%	703,500	86.4%	± 1.6%	607,800	100.0%
Health Insurance Coverage						
Yes	93.5%	657,800	86.6%	± 1.7%	569,500	93.5%
No	6.5%	45,700	85.9%	± 6.3%	39,300	6.5%
Total, All Children 0-17	100.0%	703,500	86.4%	± 1.6%	607,800	100.0%

**Treated With Courtesy & Respect: Percentage of Persons Who Reported
Medical & Other Staff Always Treat Them With Respect & Courtesy (Question C15)**

by Selected Demographic Characteristics, Utah Children Age 0-17, 2000.

(Continued from Previous Page)

Demographic Subgroup	Utah Population Distribution		Survey Estimates of Respondents Whose Medical & Other Staff Always Treat Them With Respect & Courtesy		
	Percentage Distribution	Number of Children ¹	Percentage of Persons Who Were Always Treated With Respect & Courtesy ²	Number of Children ^{1,3}	Percentage Distribution of Persons Who Were Always Treated With Respect & Courtesy by Category
Hispanic					
Yes	9.0%	63,300	83.8% ± 5.6%	53,000	8.7%
No	91.0%	640,200	86.6% ± 1.7%	554,700	91.3%
Total, All Children 0-17	100.0%	703,500	86.4% ± 1.6%	607,800	100.0%
Poverty					
0-100%	8.6%	60,500	83.6% ± 6.4%	50,600	8.3%
101-200%	28.6%	201,200	87.4% ± 3.2%	175,900	28.9%
201-300%	29.1%	204,700	85.4% ± 3.4%	174,700	28.7%
Over 300%	33.8%	237,800	87.6% ± 2.7%	208,400	34.2%
Total, All Children 0-17	100.0%	703,500	86.4% ± 1.6%	607,800	100.0%
County of Residence					
Urban	76.8%	540,200	86.4% ± 1.9%	466,700	76.8%
Rural	23.2%	163,300	86.4% ± 3.1%	141,000	23.2%
Total, All Children 0-17	100.0%	703,500	86.4% ± 1.6%	607,800	100.0%

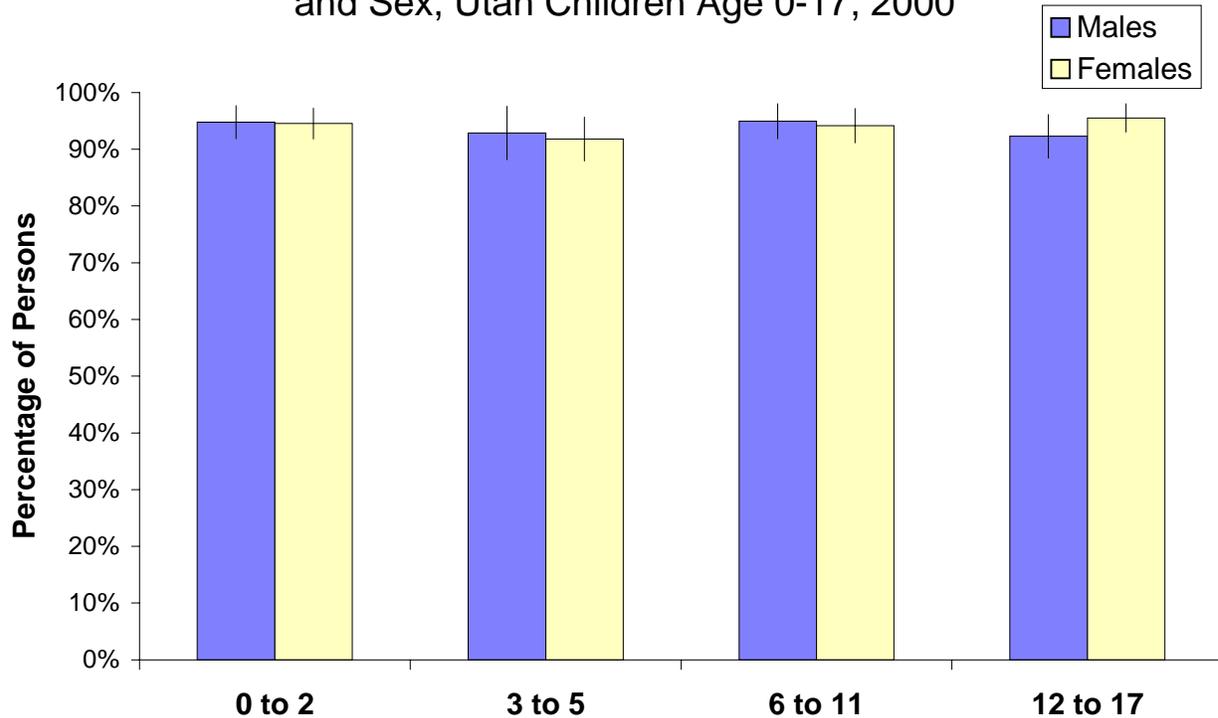
1 Rounded to the nearest 100 persons.

2 Plus or minus 95% confidence interval

3 Figures in these columns may not sum to the total because of missing values on the grouping variables.

*** Sample size insufficient to produce population estimates

Percentage of Persons Who Reported Doctor Always Had Respect for Their Customs, Beliefs and Language by Age and Sex, Utah Children Age 0-17, 2000



- Persons who have traditionally been in the minority, such as various racial and ethnic groups and persons in poverty, have reported that the health care system is not responsive to their unique needs and cultural differences. There has recently been an increased emphasis on cultural competency for health care providers. Cultural competency is necessary not just to make consumers feel better about their care, but in many cases it will also improve the health care provider’s ability to provide effective and appropriate care.
- Almost all parents felt that their doctor always had respect for their customs and beliefs (94%). There was little variability in this item by Hispanic or poverty status.
- These survey results are at odds with anecdotal evidence that respect for cultural differences is not always shown.

‡ Comparisons that were found to be statistically significant have been marked with a “‡.” All other comparisons were not statistically significant, and should be interpreted with caution.

**Doctor Respected Family's Customs: Percentage of Persons Who Reported
 Doctor Always Had Respect for Their Customs, Beliefs and Language (Question C6)
 by Selected Demographic Characteristics, Utah Children Age 0-17, 2000.**

Demographic Subgroup	Utah Population Distribution		Survey Estimates of Children Whose Doctor Always Had Respect for Family's Customs			
	Percentage Distribution	Number of Children ¹	Percentage of Children Whose Doctor Always Had Respect for Family's Customs ²	Number of Children ^{1,3}	Percentage Distribution of Children Whose Doctor Always Had Respect for Family's Customs by Category	
Doctor Respected Family's Customs						
Always	94.0%	661,100				
Frequently	4.5%	31,900				
Sometimes	1.1%	7,500				
Rarely	0.2%	1,400				
Never	0.2%	1,500				
Total, All Children 0-17	100.0%	703,500				
Sex						
Males	51.3%	361,100	93.7% ± 1.8%	338,500		51.2%
Females	48.7%	342,300	94.2% ± 1.5%	322,500		48.8%
Total, All Children 0-17	100.0%	703,500	94.0% ± 1.2%	661,100		100.0%
Age Group						
0 to 2	19.3%	135,700	94.7% ± 2.0%	128,400		19.4%
3 to 5	17.5%	123,100	92.3% ± 3.1%	113,700		17.2%
6 to 11	32.2%	226,300	94.6% ± 2.2%	214,000		32.4%
12 to 17	31.1%	218,500	93.9% ± 2.3%	205,200		31.0%
Total, All Children 0-17	100.0%	703,500	94.0% ± 1.2%	661,100		100.0%
Sex and Age						
Male, 0 to 2	9.9%	69,700	94.8% ± 2.9%	66,000		10.0%
Male, 3 to 5	9.0%	63,200	92.9% ± 4.7%	58,700		8.9%
Male, 6 to 11	16.5%	116,300	94.9% ± 3.1%	110,400		16.7%
Male, 12 to 17	15.9%	112,000	92.3% ± 3.9%	103,400		15.6%
Female, 0 to 2	9.4%	66,000	94.5% ± 2.7%	62,400		9.4%
Female, 3 to 5	8.5%	59,800	91.8% ± 3.9%	54,900		8.3%
Female, 6 to 11	15.6%	110,000	94.2% ± 3.0%	103,600		15.7%
Female, 12 to 17	15.1%	106,500	95.5% ± 2.5%	101,700		15.4%
Total, All Children 0-17	100.0%	703,500	94.0% ± 1.2%	661,100		100.0%
Child Has Special Healthcare Needs?						
Yes	12.6%	88,600	93.9% ± 2.6%	83,200		12.6%
No	87.4%	614,900	94.0% ± 1.3%	577,900		87.4%
Total, All Children 0-17	100.0%	703,500	94.0% ± 1.2%	661,100		100.0%
Health Insurance Coverage						
Yes	93.5%	657,800	94.2% ± 1.2%	619,800		93.7%
No	6.5%	45,700	90.6% ± 6.2%	41,400		6.3%
Total, All Children 0-17	100.0%	703,500	94.0% ± 1.2%	661,100		100.0%

**Doctor Respected Family's Customs: Percentage of Persons Who Reported
 Doctor Always Had Respect for Their Customs, Beliefs and Language (Question C6)
 by Selected Demographic Characteristics, Utah Children Age 0-17, 2000. (Continued from Previous Page)**

Demographic Subgroup	Utah Population Distribution		Survey Estimates of Children Whose Doctor Always Had Respect for Family's Customs		
	Percentage Distribution	Number of Children ¹	Percentage of Children Whose Doctor Always Had Respect for Family's Customs ²	Number of Children ^{1,3}	Percentage Distribution of Children Whose Doctor Always Had Respect for Family's Customs by Category
Hispanic					
Yes	9.0%	63,300	92.8% ± 4.1%	58,700	8.9%
No	91.0%	640,200	94.1% ± 1.3%	602,400	91.1%
Total, All Children 0-17	100.0%	703,500	94.0% ± 1.2%	661,100	100.0%
Poverty					
0-100%	8.6%	60,500	91.9% ± 5.0%	55,600	8.4%
101-200%	28.6%	201,200	92.6% ± 2.7%	186,300	28.1%
201-300%	29.1%	204,700	94.8% ± 2.4%	194,100	29.3%
Over 300%	33.8%	237,800	95.5% ± 1.6%	227,200	34.3%
Total, All Children 0-17	100.0%	703,500	94.0% ± 1.2%	661,100	100.0%
County of Residence					
Urban	76.8%	540,200	94.1% ± 1.4%	508,200	76.9%
Rural	23.2%	163,300	93.7% ± 2.2%	152,900	23.1%
Total, All Children 0-17	100.0%	703,500	94.0% ± 1.2%	661,100	100.0%

1 Rounded to the nearest 100 persons.

2 Plus or minus 95% confidence interval

3 Figures in these columns may not sum to the total because of missing values on the grouping variables.

*** Sample size insufficient to produce population estimates