

## **Characteristics of Adult Members in Kaiser Permanente's Northern California Region, as estimated from the 2014 Kaiser Permanente Adult Member Health Survey**

Report prepared July 2016  
Nancy P. Gordon, ScD  
Member Health Survey Director  
Division of Research

### **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 2014 survey. Similar member health survey profile reports from surveys conducted in 1990, 1993, 1996, 1999, 2002, 2005, 2008, and 2011 are available on our survey web pages ([www.memberhealthsurvey.kaiser.org](http://www.memberhealthsurvey.kaiser.org)) and additional statistics can be made available 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 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. Due to the smaller respondent samples, we are only issuing Northern California Region reports for all adults and for adults aged 65 and over) based on the 2014 survey data, not for medical center service populations (MCSPs) or sub-regions. When the 2015 survey data are ready for analysis, we will combine the 2014 and 2015 data and create our normal Regional, MCSP, and sub region reports.

In June 2014, questionnaires were mailed to a stratified random sample of approximately 22,000 adult Health Plan members in the Northern California Region.<sup>1</sup> Only current members who had been continuously enrolled since the start of 4<sup>th</sup> quarter 2013 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 mid-September. Participants were also offered the opportunity to answer a secure online version of the questionnaire reached via a link emailed to them or by logging in using a URL printed on the survey materials. Phone administration was available on request but not used. Non-eligibles (deceaseds, non-current members, members living outside the main service area, language barrier) and members for whom neither Kaiser Permanente nor the U.S. Postal Service had forwarding addresses were dropped from the initial sample with no replacement. The overall survey response rate among survey eligibles was 38.0% (n=8024/21,110). This is slightly lower than the response rate for the 2011 survey (39.5%), with most of the decrease coming from the men and women aged 65 and over (down nearly 4 percentage points). The age-gender specific response rates for the 2014 survey were as follows:

Final Response Rates for the 2014 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	1433/4631 (30.9%)	1368/3078 (44.4%)	1571/2438 (64.4%)	4372/10147 (43.1%)
Men	892/5009 (17.8%)	1186/3536 (33.5%)	1574/2418 (65.1%)	3652/10963 (33.3%)
Total	2325/9640 (24.1%)	2554/6614 (38.6%)	3145/4856 (64.8%)	8024/21110 (38.0%)

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. All estimates in this report are based on weighted survey data. 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.

Age Group	Women		Men		All	
	Wtd %	(Unwtd %)	Wtd %	(Unwtd %)	Wtd %	(Unwtd %)
All 20 and Over	100	(100)	100	(100)	100	(100)
20-44 yr	42.7	32.8	44.3	24.4	43.5	29.0
45-64 yr	36.0	31.3	36.9	32.5	36.4	31.8
65 and over	21.3	35.9	18.8	43.1	20.1	39.2
65-69	7.2	9.5	6.8	9.9	7.0	9.7
70-74	4.9	7.4	4.6	8.7	4.7	8.0
75-79	3.6	13.8	3.3	17.6	3.4	15.5
80 or over	5.6	5.3	4.1	6.9	4.9	6.0

<sup>1</sup> 1,070 adults were sampled from each of 14 medical center service populations and 1,220 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.

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 2014 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 65 and over, yields a final weighted 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 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).

**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, 2014. Internal report, Division of Research, Kaiser Permanente Medical Care Program, Oakland, CA, August 2016.

**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 this and other Member Health Survey reports, presentations, and publications 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 tie-line: 8-481-3587; email: Nancy.Gordon@kp.org.

To cite in table footnotes or text references:

Data from the 2014 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 2014 Member Health Survey*. Division of Research, Kaiser Permanente Medical Care Program, Oakland, CA, July 2016.

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 2014 Member Health Survey*. Division of Research, Kaiser Permanente Medical Care Program, Oakland, CA, July 2016.

Table 1. Sociodemographic Characteristics of Members Aged 20 and Over in the Northern California Kaiser Foundation Health Plan Membership, Spring 2014<sup>1</sup>

Sociodemographic 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	43.8	47.9	45.7	60.6	62.8	61.7	71.3	74.8	72.8	55.7	58.4	57.0
African-American/Black	7.6	3.8	5.8	7.1	6.0	6.6	7.3	5.7	6.6	7.4	5.0	6.2
Latino/other Hispanic	19.8	19.4	19.6	11.2	10.1	10.7	6.2	6.0	6.1	13.8	13.4	13.6
Asian <sup>3</sup>	25.5	26.6	26.0	18.6	17.3	18.0	13.0	11.6	12.4	20.3	20.3	20.3
Filipino	8.1	7.2	7.7	6.7	5.6	6.1	5.6	4.4	5.1	7.1	6.1	6.6
Chinese	7.3	8.0	7.6	6.2	5.4	5.8	3.0	3.9	3.4	6.0	6.3	6.1
Southeast Asia	4.3	3.9	4.1	1.7	2.1	1.9	0.8	0.5	0.7	2.6	2.6	2.6
Japanese	1.0	1.1	1.0	1.2	1.1	1.2	1.7	1.4	1.5	1.2	1.2	1.2
Korean	0.7	0.8	0.8	0.5	0.5	0.5	0.4	0.2	0.3	0.6	0.6	0.6
South Asian	3.6	5.5	4.5	2.0	2.7	2.3	1.3	1.0	1.2	2.5	3.6	3.0
Other Asian	0.6	0.1	0.4	0.3	<0.1	0.1	0.1	0.1	0.1	0.4	0.1	0.2
Native Hawaiian/Pacific Islander	0.4	0.8	0.6	0.7	0.8	0.7	0.1	0.2	0.1	0.4	0.7	0.6
Native American/Alaska native	1.5	0.5	1.0	1.2	1.9	1.6	1.6	1.0	1.3	1.4	1.1	1.3
Middle Eastern	0.9	0.9	0.9	0.5	0.9	0.7	0.4	0.8	0.6	0.7	0.9	0.8
Other	0.6	0.1	0.3	0.1	0.2	0.1	<0.1	<0.1	<0.1	0.3	0.1	0.2

Table 1. Sociodemographic Characteristics of Members Aged 20 and Over in the Northern California Kaiser Foundation Health Plan Membership, Spring 2014<sup>1</sup>

Sociodemographic 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 - Calif Dept of Finance</b>												
Hispanic/Latino	20.6	19.6	20.1	11.5	10.1	10.8	6.2	6.0	6.1	14.3	13.5	13.9
Native Amer./Alaska Native	1.5	0.5	1.0	1.2	1.9	1.6	1.6	1.0	1.3	1.4	1.1	1.3
Asian, non-Hispanic <sup>3</sup>	25.9	27.4	26.6	19.2	18.1	18.7	13.1	11.7	12.5	20.8	21.0	20.9
Black, non-Hispanic	6.7	3.6	5.2	6.9	6.0	6.5	7.3	5.7	6.6	6.9	4.9	5.9
White, non-Hispanic	43.8	47.9	45.7	60.6	62.8	61.7	71.3	74.8	72.8	55.7	58.4	57.0
Other, non-Hispanic	1.5	1.0	1.2	0.5	1.1	0.8	0.4	0.8	0.6	0.9	1.0	1.0
<u>This race/ethnicity, alone or in combination with others</u>												
White	54.5	57.3	55.8	65.6	68.1	66.8	74.5	76.8	75.5	62.8	64.9	63.8
African-American/Black	7.6	3.8	5.8	7.1	6.0	6.6	7.3	5.7	6.6	7.4	5.0	6.2
Latino/Hispanic	20.6	19.6	20.1	11.5	10.1	10.8	6.2	6.0	6.1	14.3	13.5	13.9
Asian <sup>3</sup>	26.3	27.5	26.9	19.0	17.8	18.4	13.3	11.7	12.6	20.9	20.9	20.9
Filipino	8.7	7.3	8.0	6.9	5.7	6.3	5.8	4.6	5.3	7.4	6.2	6.8
Chinese	7.8	9.1	8.4	6.6	5.8	6.2	3.1	3.9	3.5	6.4	6.9	6.6
Southeast Asian	4.3	4.0	4.1	1.7	2.1	1.9	0.9	0.5	0.8	2.6	2.6	2.6
Japanese	1.5	2.0	1.7	1.4	1.6	1.5	1.7	1.4	1.5	1.5	1.7	1.6
Korean	0.8	0.8	0.8	0.5	0.5	0.5	0.4	0.2	0.3	0.6	0.6	0.6
South Asian	3.7	5.5	4.5	2.1	2.7	2.4	1.4	1.0	1.2	2.6	3.6	3.1
Other Asian	0.6	0.2	0.4	0.3	<0.1	0.2	0.2	0.1	0.1	0.4	0.1	0.3
Native Hawaiian/Pacific Islander	0.6	1.7	1.1	1.0	0.9	1.0	0.1	0.3	0.2	0.6	1.1	0.9
Native American/Alaska native	3.0	1.1	2.1	2.4	2.7	2.5	2.1	1.4	1.8	2.6	1.7	2.2
Middle Eastern	0.9	0.9	0.9	0.5	0.9	0.7	0.4	0.8	0.6	0.7	0.9	0.8
Other	1.5	1.0	1.3	0.5	1.1	0.8	0.4	0.8	0.6	0.9	1.0	1.0

Table 1. Sociodemographic Characteristics of Members Aged 20 and Over in the Northern California Kaiser Foundation Health Plan Membership, Spring 2014<sup>1</sup>

Sociodemographic 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>Educational Attainment</b>												
< High school graduate	1.2	2.3	1.7	2.6	2.9	2.8	6.7	6.0	6.4	2.9	3.2	3.0
High school graduate, GED, or technical school	14.0	17.0	15.5	16.7	18.9	17.8	24.0	20.3	22.3	17.1	18.3	17.7
Some college	17.9	20.8	19.3	23.3	22.6	22.9	26.3	19.7	23.4	21.6	21.2	21.4
Associates degree	10.9	7.1	9.1	12.4	10.2	11.3	10.2	7.9	9.2	11.3	8.4	9.9
College graduate ( <i>BA, BS</i> )	35.0	33.6	34.3	26.1	25.2	25.7	17.2	22.2	19.4	28.0	28.4	28.2
Graduate or professional degree	21.0	19.2	20.1	18.9	20.3	19.5	15.7	23.9	19.3	19.1	20.5	19.8
<b>Marital Status</b>												
Married/in committed relationship	74.0	70.1	72.0	75.8	82.6	79.2	51.8	81.1	64.7	69.5	76.7	73.1
Married	53.4	52.1	52.7	67.6	74.9	71.3	48.2	76.0	60.4	57.4	65.0	61.1
In committed relationship	20.6	18.0	19.3	8.2	7.7	7.9	3.6	5.1	4.3	12.1	11.7	12.0
Widowed	0.5	0.2	0.3	3.7	0.8	2.2	28.2	8.3	19.4	8.1	1.9	5.1
Single, divorced, separated	25.5	29.7	27.7	20.6	16.6	18.6	20.0	10.6	15.8	22.4	21.3	21.9
<b>Employment Status</b>												
Working for pay/self-employed	77.4	85.6	81.3	73.7	78.1	75.8	17.3	22.0	19.4	63.5	71.0	67.1
Unemployed, laid off, or on strike	5.6	5.8	5.7	3.4	3.2	3.3	0.8	0.9	0.8	3.8	3.9	3.9
Full-time or almost full-time student	5.7	5.3	5.5	0.5	0.3	0.4	0.2	0.2	0.2	2.7	2.5	2.6
Full-time homemaker/parent/caregiver	9.5	0.6	5.2	6.6	0.9	3.9	9.2	0.8	5.4	8.4	0.7	4.8
Retired or unable to work due to health/disability	1.4	1.8	1.6	15.1	16.7	15.9	67.7	73.0	70.1	20.2	20.5	20.3

Table 1. Sociodemographic Characteristics of Members Aged 20 and Over in the Northern California Kaiser Foundation Health Plan Membership, Spring 2014<sup>1</sup>

Sociodemographic 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>Household Income in 2013</b>												
\$15,000 or less	7.4	5.5	6.5	3.7	3.0	3.4	9.5	2.6	6.4	6.5	4.1	5.3
\$15,001-\$25,000	4.5	4.5	4.5	3.8	4.0	3.9	16.3	7.0	12.1	6.6	4.8	5.7
\$25,001-\$35,000	6.4	6.0	6.2	5.6	4.1	4.9	13.0	9.9	11.6	7.5	6.0	6.8
\$35,001-\$50,000	11.4	11.1	11.3	12.3	7.0	9.8	16.0	17.9	16.9	12.7	10.9	11.8
\$50,001-\$65,000	10.8	10.0	10.4	9.8	9.5	9.7	12.1	13.0	12.5	10.7	10.4	10.5
\$65,001-\$80,000	13.7	10.5	12.1	13.7	11.2	12.5	10.7	13.5	12.0	13.1	11.3	12.2
\$80,001-\$100,000	14.1	14.8	14.4	14.2	17.0	15.5	8.9	13.9	11.2	13.1	15.4	14.2
\$100,001-\$150,000	18.1	21.2	19.6	19.3	23.3	21.2	9.1	14.0	11.3	16.7	20.6	18.6
Over \$150,000	13.5	16.4	14.9	17.6	21.0	19.2	4.5	8.0	6.1	13.2	16.5	14.8
<u>During the past 12 months, because of the cost:</u>												
Delayed or did not get needed medical care	17.1	11.0	14.1	14.2	10.7	12.5	5.8	3.4	4.7	13.7	9.5	11.7
Rationed a prescribed medicine	4.7	3.7	4.3	7.8	7.3	7.6	5.7	3.7	4.8	6.0	5.0	5.6
Ate less fruits/vegetables than wanted to	17.3	10.7	14.1	8.0	6.5	7.3	5.6	4.3	5.0	11.5	8.0	9.8
During past 12 months, worried a great deal about own/family's financial security	35.4	32.6	34.0	30.1	28.9	29.6	16.9	15.5	16.3	29.6	28.0	28.8
Has dental insurance that covers cost of checkups and cleaning <sup>5</sup>	88.4	90.1	89.2	80.8	81.8	81.3	--	--	--	--	--	--
Has insurance that covers cost of out of plan medical visits <sup>5</sup>	20.3	25.6	22.9	12.0	18.7	15.2	--	--	--	--	--	--

<sup>1</sup> Estimates are derived from self-report data for respondents aged  $\geq 20$  to the 2014 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.

Footnotes for Table 1 (continued)

- <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, Spring 2014<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	19.6	17.6	18.6	11.7	13.0	12.3	8.0	8.7	8.3	14.3	14.2	14.2
Very Good	45.2	46.5	45.8	44.5	40.8	42.7	29.5	33.3	31.2	41.6	41.9	41.8
Good	28.6	30.2	29.4	32.9	34.5	33.7	42.1	41.2	41.7	33.0	33.9	33.4
Fair	6.3	5.2	5.8	9.5	9.4	9.4	17.5	14.1	16.0	9.8	8.4	9.2
Poor	0.4	0.5	0.4	1.5	2.3	1.9	2.9	2.6	2.8	1.3	1.5	1.4
<u>Physical Health Status</u>												
Excellent	19.7	19.2	19.4	11.0	13.3	12.1	7.8	9.7	8.7	14.0	15.3	14.6
Very Good	42.5	46.3	44.4	42.8	40.5	41.7	30.8	32.7	31.6	40.2	41.6	40.8
Good	29.9	28.9	29.4	33.8	33.2	33.5	40.1	39.2	39.7	33.4	32.4	33.0
Fair	7.1	5.1	6.1	10.3	10.0	10.2	18.0	16.0	17.2	10.6	9.0	9.8
Poor	0.8	0.5	0.6	2.1	3.0	2.5	3.2	2.4	2.9	1.8	1.8	1.8
<u>Emotional Health Status</u>												
Excellent	21.1	28.1	24.5	21.7	21.9	21.8	22.1	24.3	23.1	21.5	25.1	23.2
Very Good	37.5	39.3	38.4	39.1	40.4	39.7	36.0	39.1	37.3	37.8	39.7	38.7
Good	29.1	21.0	25.2	27.7	26.8	27.3	30.0	26.0	28.2	28.8	24.0	26.5
Fair	10.6	10.5	10.6	10.1	9.9	10.0	10.8	9.4	10.2	10.5	10.1	10.3
Poor	1.6	1.1	1.4	1.3	1.1	1.2	1.1	1.2	1.2	1.4	1.1	1.3

Table 2. Health Status of Members Aged 20 and Over in the Northern California Kaiser Foundation Health Plan Membership, Spring 2014<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	56.0	54.8	41.2	43.1	42.1	32.9	35.8	34.2	44.8	47.5	46.1
A little	34.4	32.4	33.4	37.1	34.6	35.9	34.1	36.3	35.1	35.3	33.9	34.7
Moderately	8.3	7.7	8.0	13.7	12.1	12.9	19.8	18.6	19.2	12.7	11.3	12.0
Quite a bit	3.5	3.9	3.7	8.1	10.2	9.1	13.2	9.3	11.5	7.2	7.2	7.2
Emotional/mental health												
Not at all	54.1	59.6	56.7	59.1	59.2	59.1	60.3	63.4	61.7	57.2	60.1	58.6
A little	31.7	25.6	28.7	29.1	26.7	28.0	25.8	24.2	25.1	29.5	25.8	27.8
Moderately	10.3	10.6	10.4	8.3	9.3	8.8	10.1	9.9	10.0	9.5	10.0	9.8
Quite a bit	3.9	4.2	4.1	3.5	4.7	4.1	3.8	2.5	3.2	3.7	4.1	3.9
<b>Health Conditions During Past 12 Months</b>												
Diabetes <sup>2</sup>	2.0	2.5	2.2	8.9	11.4	10.1	16.6	21.1	18.6	7.6	9.3	8.4
Prediabetes	0.8	1.4	1.1	4.9	4.5	4.7	4.5	5.5	4.9	3.1	3.3	3.2
Hypertension <sup>2</sup>	5.7	6.3	6.0	28.1	31.9	30.0	58.7	59.9	59.3	25.0	25.8	25.4
High cholesterol <sup>2</sup>	2.5	6.3	4.3	22.4	32.7	27.4	46.3	52.6	49.1	19.0	24.7	21.7
Heart problems, incl. angina, MI <sup>2</sup>	0.3	0.5	0.4	2.8	6.4	4.5	12.6	19.5	15.7	3.8	6.3	5.0
Stroke	0.1	0.1	0.1	0.2	0.5	0.4	2.7	2.1	2.5	0.7	0.7	0.7
Cancer (any type)	0.3	0.9	0.6	3.6	3.4	3.5	6.8	9.4	8.0	2.9	3.4	3.1
Non-skin cancer	0.3	0.6	0.5	2.6	2.2	2.4	4.9	6.3	5.6	2.1	2.3	2.2
Skin Cancer	<0.1	0.3	0.1	0.9	1.2	1.1	1.5	2.8	2.1	0.7	1.1	0.9
Asthma <sup>2</sup>	9.8	7.4	8.6	13.0	9.0	11.1	11.8	9.5	10.8	11.3	8.4	9.9
COPD (Emphysema, Chronic Bronchitis)	0.5	0.1	0.3	1.9	1.2	1.6	5.3	5.1	5.2	2.0	1.4	1.7
Frequent heartburn/GERD	4.4	3.7	4.1	11.9	10.0	11.0	14.5	12.2	13.5	9.3	7.6	8.5

Table 2. Health Status of Members Aged 20 and Over in the Northern California Kaiser Foundation Health Plan Membership, Spring 2014<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 %
Osteoporosis	<0.1	--	--	2.2	--	--	13.4	1.5	8.1	3.6	--	--
Osteoarthritis	0.7	1.2	0.9	7.6	5.9	6.8	21.0	9.6	16.0	7.5	4.5	6.1
Enlarged Prostate	--	0.0	--	--	4.0	--	--	19.2	--	--	5.0	--
Severe or Chronic Pain	25.9	19.1	22.6	35.2	28.9	32.2	35.1	27.6	31.8	31.2	24.3	28.0
Musculoskeletal pain	11.9	10.2	11.1	20.2	19.6	19.9	23.2	20.8	22.2	17.3	15.6	16.5
Severe back pain/sciatica	8.8	7.5	8.2	13.1	12.8	13.0	17.2	14.7	16.1	12.1	10.8	11.5
Severe neck/shoulder pain	5.7	4.2	5.0	11.9	11.3	11.6	12.2	9.6	11.1	9.3	7.8	8.6
Migraine headaches	12.5	5.9	9.3	10.5	4.4	7.6	3.9	1.4	2.8	9.9	4.5	7.4
Other severe headaches	3.3	2.1	2.7	3.0	2.1	2.6	2.5	1.6	2.1	3.0	2.0	2.5
Other frequent/chronic pain	6.9	6.4	6.7	15.6	11.8	13.8	19.0	11.5	15.7	12.6	9.4	11.1
Urinary leakage ( $\geq$ once/week)	3.9	0.4	2.2	12.7	2.7	7.9	27.9	11.7	20.8	12.2	3.4	8.0
Vision problem (with or without glasses/lenses)	9.8	4.9	7.5	18.5	14.0	16.3	31.7	22.5	27.7	17.6	11.6	14.8
Hearing problem/deafness	1.4	2.1	1.7	4.4	7.6	5.9	21.6	30.0	25.3	6.8	9.4	8.0
Depression and/or Anxiety lasting at least 2 weeks or taking medication for these conditions <sup>2,4</sup>	19.0	10.9	15.1	22.7	13.2	18.1	16.4	10.6	13.9	19.8	11.7	16.0
Depression, sadness, very low spirits for $\geq$ 2 weeks or using prescription depression medicine	14.4	7.3	11.0	17.8	9.3	13.7	13.2	8.4	11.1	15.4	8.3	12.0
Anxiety/panic for $\geq$ 2 weeks or using prescription anxiety medicine	12.2	6.9	9.7	12.1	7.1	9.7	7.3	5.1	6.3	11.1	6.7	9.0
Alcohol or drug problem	0.7	1.8	1.2	0.8	0.8	0.8	0.5	1.0	0.7	0.7	1.3	1.0
Frequent problems falling or staying asleep (insomnia)	7.7	5.6	6.7	14.0	8.6	11.4	17.1	8.9	13.5	11.9	7.3	9.8
Frequent memory problems	2.1	1.4	1.7	4.3	3.2	3.8	9.4	8.6	9.0	4.4	3.4	3.9
Frequent balance/walking problems	1.3	1.0	1.1	3.9	4.6	4.2	16.9	12.5	14.9	5.5	4.4	5.0

Table 2. Health Status of Members Aged 20 and Over in the Northern California Kaiser Foundation Health Plan Membership, Spring 2014<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>Seniors Only:</b>												
At least 1 fall during past yr	--	--	--	--	--	--	29.4	23.6	26.7	--	--	--
Only 1 fall	--	--	--	--	--	--	15.7	11.3	13.7	--	--	--
2 falls	--	--	--	--	--	--	7.7	5.9	6.9	--	--	--
3 or more falls	--	--	--	--	--	--	5.9	6.4	6.1	--	--	--
<b>History of Selected Health Condition (Ever)<sup>5</sup></b>												
Heart problems/MI	0.5	1.0	0.8	3.3	8.4	5.7	15.0	25.7	19.8	4.6	8.4	6.4
Stroke	0.1	0.7	0.4	1.2	1.4	1.3	4.5	4.9	4.7	1.4	1.8	1.6
Cancer	1.4	2.0	1.7	10.6	7.3	9.0	20.4	20.0	20.2	8.8	7.3	8.1
Non-skin cancer	1.3	1.7	1.5	8.0	5.3	6.7	16.0	14.6	15.4	6.8	5.4	6.2
Skin cancer	0.2	0.5	0.3	2.4	2.0	2.2	5.0	5.5	5.2	2.0	2.0	2.0
Chronic pain	11.6	10.4	11.0	24.7	18.3	21.7	25.2	15.3	20.9	19.2	14.2	16.9
Adult depression	21.1	9.4	15.5	23.9	12.4	18.4	15.5	10.7	13.4	20.9	10.7	16.1
Alcohol or drug problem	2.1	3.8	2.9	2.1	3.7	2.8	1.6	3.0	2.2	2.0	3.6	2.7

<sup>1</sup> Estimates are derived from self-report data for respondents aged  $\geq 20$  to the 2014 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 for ages 65 and over 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 about having a hearing problem in the health condition checklist.

<sup>4</sup> Depression based on indication of health condition checklist item "Depression, sadness, or very low spirits lasting at least 2 weeks" or having taken prescription medicine for depression during the past 12 months. Anxiety/panic based on indication of item "Anxiety or panic lasting at least 2 weeks" or having taken prescription medicine for anxiety or panic during the past 12 months.

<sup>5</sup> Estimates include people who indicated having or having been treated for the condition during the past 12 months or ever having had this condition.

Table 3. Prevalence of Selected Behavioral and Psychosocial Risks Among Members Aged 20 and Over in the Northern California Kaiser Foundation Health Plan Membership, Spring 2014<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	5.5	9.2	7.3	7.4	8.7	8.1	3.8	4.3	4.0	5.8	8.1	6.9
Former cigarette smoker	19.1	23.7	21.3	30.0	34.4	32.1	48.7	61.4	54.3	29.4	34.8	31.9
Never smoked regularly	75.4	67.1	71.4	62.5	56.8	59.8	47.5	34.3	41.7	64.8	57.1	61.2
<b>Weight</b>												
Overweight (BMI $\geq$ 25)	49.0	63.7	56.0	63.1	77.4	70.0	59.7	71.7	65.0	56.4	70.3	62.9
Obese (BMI $\geq$ 30)	24.8	21.9	23.4	31.3	34.0	32.5	26.2	25.5	25.9	27.4	27.0	27.2
<u>BMI ranges:</u>												
BMI < 18.5 (underweight)	3.4	0.8	2.2	1.5	0.4	1.0	3.2	0.9	2.1	2.7	0.7	1.7
BMI 18.5 - 25 (healthy weight)	47.5	35.5	41.8	35.3	22.2	29.1	37.1	27.4	32.8	40.9	29.1	35.3
BMI 25 - <30 (overweight)	24.2	41.8	32.6	31.9	43.4	37.4	33.5	46.3	39.1	28.9	43.2	35.7
BMI 30 - < 35 (obese)	12.6	14.3	13.4	17.6	23.1	20.2	16.1	18.2	17.0	15.1	18.3	16.6
BMI $\geq$ 35 (very obese)	12.2	7.6	10.0	13.7	10.9	12.3	10.1	7.3	8.9	12.3	8.7	10.6
<b>Exercise Frequency</b>												
5 or more days a week	31.6	35.7	33.5	42.1	41.7	41.9	42.6	51.9	46.8	37.6	40.9	39.2
3-4 days a week	39.1	35.4	37.4	32.6	30.1	31.4	30.4	27.2	28.9	35.0	31.9	33.5
1-2 days a week	18.5	19.9	19.2	16.0	18.0	16.9	11.5	11.3	11.4	16.1	17.6	16.8
Less than once a week/never	10.8	9.0	9.9	9.4	10.3	9.8	15.6	9.6	12.9	11.3	9.6	10.5
<u>Usual type of Exercise (if exercises at least once a week)</u>												
Low impact	25.9	18.6	22.4	31.7	30.6	31.2	49.1	41.5	45.5	32.5	27.2	30.0
Moderate/vigorous	74.1	81.4	77.6	68.3	69.4	68.8	50.9	58.5	54.5	67.5	72.8	70.0
<b>Dietary Practices</b>												
Tries to eat low fat/reduced fat foods most of the time	46.4	37.9	42.3	54.6	48.0	51.4	57.0	50.4	54.1	51.6	43.9	48.0
Tries to avoid foods high in salt/sodium most of the time	57.7	47.2	52.7	66.1	55.6	61.1	66.0	61.1	63.8	62.5	52.9	58.0

Table 3. Prevalence of Selected Behavioral and Psychosocial Risks Among Members Aged 20 and Over in the Northern California Kaiser Foundation Health Plan Membership, Spring 2014<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	55.2	39.8	47.8	57.3	39.9	49.0	53.4	35.3	45.4	55.6	39.0	47.8
Eats $\geq$ 5 servings per day	17.8	10.6	14.3	19.7	12.0	16.0	15.6	9.8	13.0	18.0	11.0	14.7
<b>Supplement Use</b>												
Takes a daily multivitamin	54.2	36.0	45.4	47.3	42.7	45.1	51.4	44.2	48.2	51.1	40.0	45.9
Takes calcium supplement	14.9	3.2	9.3	35.2	11.2	23.7	54.5	18.4	38.6	30.6	9.0	20.4
Takes vitamin D supplement (not in a multivitamin/calcium pill)	12.1	6.9	9.6	26.8	13.7	20.6	41.8	24.6	34.2	23.7	12.7	18.5
<b>Alcohol Consumption</b>												
Never drinks	20.2	16.5	18.4	22.0	20.0	21.0	35.0	23.1	29.6	23.9	19.0	21.5
Drinks < once/week	49.6	40.0	45.0	42.2	30.8	36.6	30.8	25.8	28.5	43.1	34.0	38.8
Drinks 1-2 days/week	16.7	18.8	17.7	11.5	18.4	14.9	9.5	13.1	11.2	13.4	17.6	15.4
Drinks 3-4 days/week	8.6	14.2	11.3	12.0	12.2	12.1	8.0	9.8	8.8	9.7	12.7	11.1
Drinks $\geq$ 5 days/week	4.9	10.5	7.6	12.2	18.6	15.3	16.7	28.2	21.9	9.9	16.7	13.2
At-risk drinker based on:												
# Drinks/day <sup>2</sup>	41.6	29.7	35.8	32.2	20.3	26.4	18.3	11.6	15.3	33.5	22.9	28.4
Estimated # Drinks/week <sup>3</sup>	5.6	5.2	5.4	9.1	8.7	8.9	8.7	7.7	8.3	7.5	6.9	7.2
<b>Sleep (per 24 hour day, incl. naps)</b>												
< 6 hours	9.0	8.3	8.6	13.7	10.4	12.1	9.7	5.8	7.9	10.8	8.6	9.8
6-<7 hours	19.9	23.6	21.7	24.1	27.4	25.7	19.8	14.2	17.3	21.4	23.3	22.3
7-9 hours	67.7	64.6	66.2	60.1	59.0	59.6	60.8	72.4	66.0	63.5	64.0	63.7
> 9 hours	3.4	3.5	3.5	2.1	3.1	2.6	9.7	7.6	8.8	4.3	4.1	4.2

Table 3. Prevalence of Selected Behavioral and Psychosocial Risks Among Members Aged 20 and Over in the Northern California Kaiser Foundation Health Plan Membership, Spring 2014<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</b>												
Worries a great deal about personal/family financial security	35.4	32.6	34.0	30.1	28.9	29.6	16.9	15.5	16.3	29.6	28.0	28.8
Worries about neighborhood safety	11.4	8.2	9.9	7.3	7.8	7.6	4.8	4.9	4.8	8.6	7.4	8.0
Has felt harassed or discriminated against	7.3	6.8	7.0	8.1	6.3	7.3	2.1	2.6	2.3	6.5	5.8	6.2
Experienced other major life stress	30.4	22.5	26.6	27.6	22.4	25.1	17.9	9.2	14.1	26.7	20.0	23.5
Very stressed, tense, or anxious much of the time	28.9	19.7	24.5	22.6	15.3	19.1	9.3	4.5	7.1	22.6	15.3	19.1
Is an unpaid caregiver for a relative or /friend who is seriously ill or has a physical, developmental, mental, or emotional disability	14.1	13.3	13.7	32.0	21.8	27.1	27.6	19.8	24.1	23.2	17.6	20.6
<u>Overall satisfaction with life</u>												
Very satisfied	28.5	29.0	28.8	29.5	30.6	30.0	37.9	41.4	39.5	30.8	31.9	31.3
Fairly satisfied	61.6	59.4	60.5	58.7	58.5	58.6	52.4	52.0	52.2	58.6	57.7	58.2
Not very/not at all satisfied	9.9	11.6	10.7	11.8	10.9	11.4	9.7	6.6	8.3	10.6	10.4	10.5
<u>Overall happiness</u>												
Very happy	23.1	23.0	23.0	22.2	21.5	21.8	30.5	30.8	30.6	24.3	23.9	24.1
Pretty/very happy	66.3	65.5	65.9	63.9	65.3	64.6	59.5	60.9	60.1	64.0	64.5	64.3
Not very/not at all happy	10.6	11.5	11.1	13.9	13.2	13.6	10.0	8.3	9.3	11.7	11.5	11.6

Table 3. Prevalence of Selected Behavioral and Psychosocial Risks Among Members Aged 20 and Over in the Northern California Kaiser Foundation Health Plan Membership, Spring 2014<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>Health-Related Beliefs</b>												
<u>Belief about extent to which lifestyle/habits can affect health</u>												
Not at all/a little bit	2.8	5.0	3.8	2.7	5.1	3.8	5.5	5.9	5.7	3.3	5.2	4.2
Moderately	7.1	8.9	8.0	7.1	8.2	7.6	9.6	12.5	10.9	7.6	9.3	8.4
Quite a bit/extremely	90.2	86.0	88.2	90.3	86.7	88.6	85.0	81.5	83.4	89.1	85.4	87.4
<u>Belief about extent to which stress/emotional troubles can affect health</u>												
Not at all/a little bit	5.5	8.6	7.0	5.9	7.7	6.8	12.3	16.0	13.9	7.0	9.7	8.3
Moderately	6.4	9.4	7.8	5.4	9.0	7.1	11.8	13.1	12.3	7.2	9.9	8.5
Quite a bit/extremely	88.1	82.0	85.2	88.7	83.3	86.1	75.9	70.9	73.7	85.8	80.4	83.2

<sup>1</sup> Estimates are derived from self-report data for respondents aged  $\geq 20$  to the 2014 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: Women and All aged 65+, > 1 drink, Men > 2 drinks.

<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 Foundation Health Plan Membership, Spring 2014<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	68.2	66.0	67.2	65.0	64.4	64.7	56.4	65.4	60.4	64.5	65.3	64.9
Get moderate/vigorous exercise most days	44.8	51.2	47.9	42.4	44.1	43.2	35.5	42.6	38.6	41.9	47.0	44.3
Daily walks for at least 30 mins most days	42.1	33.2	37.8	45.6	38.9	42.4	41.0	46.5	43.4	43.1	37.8	40.6
Reads labels/recipes to learn what is in their food	54.1	42.5	48.5	58.9	47.5	53.4	57.4	46.5	52.6	56.5	45.1	51.1
Tries to eat mostly healthy foods	78.8	67.3	73.3	78.6	69.2	74.1	76.4	70.8	73.9	78.2	68.7	73.7
Tries to manage stress	59.8	46.2	53.2	53.0	41.4	47.4	39.9	28.8	35.0	53.1	41.2	47.5
Tries to get enough sleep to feel well-rested	75.6	65.1	70.5	72.0	64.8	68.6	70.6	65.4	68.3	73.2	65.0	69.4
Taking steps to lose weight or maintain weight loss	52.6	45.3	49.1	58.7	44.5	51.9	40.7	40.0	40.4	52.3	44.0	48.4
If overweight or obese (BMI ≥25)	68.0	58.0	62.6	69.1	50.4	59.2	53.8	46.9	50.4	65.2	52.8	58.7
If obese (BMI ≥30)	68.7	64.3	66.7	68.0	59.0	63.5	59.7	55.7	58.0	66.6	60.3	63.6
Does enjoyable activities at least once a week	73.8	71.1	72.5	70.3	68.4	69.4	70.2	66.5	68.6	71.8	69.3	70.6
Takes low dose aspirin to prevent heart attack/stroke	2.3	3.3	2.8	14.2	26.1	19.9	39.2	46.0	42.2	14.4	19.7	16.9
Taking action to reduce fall risk	--	--	--	--	--	--	54.8	34.4	45.8	--	--	--
Those at high risk <sup>2</sup>	--	--	--	--	--	--	71.4	56.4	65.7	--	--	--
Does activities to keep brain stimulated <sup>3</sup>	--	--	--	--	--	--	73.9	69.0	71.7	--	--	--
Visits with people at least once/week <sup>3</sup>	--	--	--	--	--	--	68.7	59.2	64.5	--	--	--

<sup>1</sup> Estimates are derived from self-report data for respondents aged ≥ 20 to the 2014 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, Spring 2014<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 2013-14 flu season												
Ages $\geq$ 20	58.0	46.8	52.6	65.8	63.8	64.8	86.5	84.7	85.7	66.8	60.2	63.7
Ages $\geq$ 65 or high risk <sup>2</sup>	70.1	50.7	61.3	73.1	74.7	73.9	86.5	84.7	85.7	80.9	77.0	79.1
Pneumococcal vaccination (ever) (ages $\geq$ 65)	--	--	--	--	--	--	76.9	65.3	71.8	--	--	--
Dental exam by a dentist/hygienist												
Within past 12 months	78.9	72.5	75.8	84.1	82.1	83.1	78.0	78.8	78.4	80.6	77.2	79.0
More than one year ago <sup>3</sup>	20.5	26.5	23.4	15.2	15.8	15.5	18.9	17.7	18.4	18.4	21.1	19.7
Never	0.6	1.0	0.8	0.7	2.1	1.4	2.3	2.5	2.4	1.0	1.7	1.3

<sup>1</sup> Estimates are derived from self-report data for respondents aged  $\geq$  20 to the 2014 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.

<sup>3</sup> Includes 0.1% of women and men aged 45-64 and 0.8% of women and 1% of men ages 65 and over who indicated that they don't see a dentist because they wear dentures. However, this means that they may not be getting oral health check-ups.

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 2014<sup>1</sup>

Complementary or Alternative Medicine	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	11.1	9.1	10.1	13.8	10.9	12.4	8.2	6.7	7.5	11.5	9.3	10.4
Acupuncture	6.8	3.2	5.1	8.0	3.3	5.7	6.5	4.4	5.6	7.1	3.5	5.4
Acupressure	1.2	0.3	0.8	1.8	0.7	1.3	1.4	0.1	0.8	1.5	0.4	1.0
Massage Therapy	26.4	14.4	20.6	25.3	13.5	19.6	13.2	6.1	10.0	23.2	12.5	18.1
Deep breathing, mindfulness, or other relaxation/meditation technique	30.4	15.6	23.3	23.7	15.4	19.7	17.6	8.3	13.5	25.2	14.2	20.0
Guided imagery/visualization techniques	4.7	2.3	3.6	5.3	2.1	3.8	2.9	1.0	2.1	4.5	2.0	3.3
Hypnosis or self-hypnosis	0.8	0.6	0.7	0.8	1.0	0.9	0.5	0.9	0.7	0.7	0.8	0.8
Yoga or Pilates	25.1	6.8	16.3	15.9	6.8	11.5	8.9	2.3	6.0	18.4	5.9	12.5
Tai Chi, Chi Gong	0.8	0.6	0.7	2.2	1.1	1.7	5.3	2.2	4.0	2.2	1.1	1.7
Herbal medicine/remedies	13.5	9.4	11.5	13.8	9.8	11.9	10.5	7.6	9.2	13.0	9.2	11.2
Homeopathic medicine	3.8	0.8	2.4	4.4	1.7	3.1	2.5	1.0	1.8	3.8	1.2	2.5
Vegetarian or vegan diet	8.9	3.7	6.4	7.0	3.9	5.5	5.1	3.4	4.4	7.4	3.7	5.7
Other special diet	5.2	3.3	4.3	6.4	1.9	4.3	3.0	1.2	2.2	5.1	2.3	3.8
Prayer or spiritual practice	21.0	12.9	17.1	28.6	14.1	21.7	28.1	13.1	21.4	25.2	13.4	19.6
Religious/spiritual healing by others	3.8	1.9	2.9	3.5	2.4	2.9	3.8	2.0	3.0	3.7	2.1	2.9
Psychological counseling	10.2	7.5	8.9	8.8	3.3	6.2	3.6	2.8	3.3	8.3	5.1	6.8
12-Step/Self-help Program	0.6	1.5	1.0	2.8	3.3	3.0	1.5	1.0	1.3	1.6	2.0	1.8

<sup>1</sup> Estimates are derived from self-report data for respondents aged  $\geq 20$  to the 2014 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, Spring 2014<sup>1</sup>

Access to IT/Digital Tools	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 %
Has a mobile phone (any type)	99.2	98.2	98.7	96.6	94.1	95.4	85.4	85.3	85.4	95.4	94.3	94.9
Has a smartphone	86.0	85.5	85.7	69.6	66.7	68.2	29.8	32.3	30.9	68.3	68.6	68.5
Has a cell phone	19.7	20.3	20.0	31.4	32.7	32.0	57.5	54.9	56.3	31.9	31.3	31.6
Can get text messages on a mobile phone (all) <sup>2</sup>	82.8	89.6	86.1	73.1	76.7	74.8	41.4	38.7	40.2	70.6	75.3	72.9
Can use apps on a mobile phone (all) <sup>2</sup>	74.2	80.6	77.3	53.9	56.1	55.0	21.8	22.1	21.9	55.9	60.7	58.2
If has a smartphone	82.9	90.6	86.6	73.2	81.5	77.1	61.6	58.7	60.3	77.4	84.6	80.8
Has access to a computer (desktop, laptop, netbook)												
From any location	99.1	98.8	99.0	96.2	96.6	96.4	81.2	85.8	83.3	94.3	95.6	94.9
At home	93.3	95.2	94.2	91.7	92.3	92.0	76.4	82.2	79.0	89.2	91.7	90.4
At another location	49.2	52.3	50.7	47.3	47.7	47.5	11.8	12.9	12.3	40.6	43.3	41.9
Able to use the Internet												
By self or with help/proxy	99.3	98.3	98.8	96.8	94.9	95.9	76.5	80.1	78.1	93.7	93.6	93.6
By self	98.2	97.4	97.8	93.7	89.5	91.7	64.5	69.9	67.0	89.6	89.4	89.5
Type of device usually uses to access the internet (if uses internet)												
Computer, laptop, netbook	84.6	89.8	87.1	88.8	93.7	91.1	91.7	96.0	93.7	87.3	92.2	89.6
Tablet (e.g., iPad, iTouch)	44.2	42.6	43.4	38.1	34.6	36.4	26.7	23.2	25.1	39.0	36.6	37.9
Mobile phone	78.9	77.7	78.3	58.8	52.2	55.7	30.1	30.4	30.2	63.3	60.9	62.2
Cell phone	18.2	20.2	19.2	14.9	11.7	13.3	8.4	8.1	8.3	15.3	15.1	15.2
Smart phone	71.6	71.7	71.7	49.7	46.7	48.3	24.5	25.3	24.9	55.6	55.2	55.4
Where uses the internet (if uses)												
Home	97.6	97.8	97.7	97.7	97.4	97.5	97.8	97.2	97.5	97.7	97.5	97.6
Work	57.2	64.1	60.4	53.0	57.0	54.9	10.8	13.9	12.2	48.5	54.3	51.2
Other location	7.3	8.8	8.0	7.5	6.7	7.1	9.3	7.8	8.6	7.7	7.9	7.8

Table 7. Access to Digital Tools for Communication, Members Aged 20 and Over in the Northern California Kaiser Foundation Health Plan Membership, Spring 2014<sup>1</sup>

Access to IT/Digital Tools	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	99.5	97.6	98.6	96.3	94.2	95.3	75.8	80.9	78.1	93.4	93.2	93.3
By self	98.7	96.7	97.8	93.9	88.9	91.5	66.3	71.3	68.5	90.2	89.1	89.7
Type of device usually uses to send/check email (if uses email)												
Desktop or laptop computer	81.0	85.4	83.1	86.5	91.8	89.0	91.4	95.1	93.1	84.7	89.3	86.9
Tablet	33.6	34.9	34.2	34.3	29.1	31.8	24.5	20.3	22.5	32.3	30.5	31.5
Mobile phone	82.8	82.3	82.5	63.1	58.6	60.9	30.0	35.3	32.4	66.8	66.1	66.5
Smart phone	71.8	73.8	72.8	52.3	51.1	51.7	24.2	29.4	26.6	56.8	58.4	57.5
Cell phone	17.7	17.6	17.6	15.8	14.4	15.1	7.5	8.3	7.9	15.3	14.9	15.1
Other	0.2	0.1	0.1	0.1	0.1	0.1	0.5	0.2	0.4	0.2	0.1	0.2

<sup>1</sup> Estimates based on the data from the 2014 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 2013.

<sup>2</sup> These statistics may underestimate the percentages of adults who can get texts or use apps because this information was only ascertained for people who indicated having a mobile phone. However, some people who do not use their smartphone or cell phone to access the internet use a tablet to do so, and they could receive text messages and use apps on their internet-enabled tablet.

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, Spring 2014<sup>1</sup>

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>Internet-based Health Ed Resource</b>												
Got health information from kp.org or other websites												
All	40.5	22.3	31.7	42.0	32.4	37.4	30.6	30.6	30.6	38.9	27.6	33.6
Those with web access	40.8	22.8	32.2	43.6	34.0	39.0	40.5	37.6	39.1	41.8	29.4	35.9
Got health information from kp.org/other websites OR indicated use of the kp.org MD home page, Health/Drug Encyclopedia, or online patient education programs												
All	50.9	30.4	41.0	53.0	41.9	47.6	40.9	46.4	43.4	49.5	37.7	43.9
Those with web access	51.1	31.0	41.5	54.8	44.0	49.6	53.5	56.4	54.8	52.9	39.9	46.7
Used kp.org Health or Drug Encyclopedia												
All	11.1	7.0	9.1	17.0	13.6	15.4	13.2	16.5	14.7	13.7	11.2	12.5
Those with web access	11.2	7.1	9.2	17.5	14.1	15.9	17.3	20.6	18.8	14.6	11.9	13.3
Used any online kp.org health/patient education program												
All	7.6	2.3	5.0	11.9	7.5	9.8	7.9	6.7	7.3	9.2	5.0	7.2
Those with web access	7.7	2.3	5.1	12.3	7.8	10.1	10.4	8.1	9.4	9.9	5.3	7.7
Got health information from MD home page on kp.org/mydoctor												
All	21.0	11.6	16.5	22.7	18.4	20.6	19.9	26.4	22.8	21.4	16.9	19.3
Those with web access	21.1	11.8	16.6	23.5	19.3	21.5	26.2	31.8	28.8	22.8	17.8	20.5
Listened to a kp.org podcast	2.1	0.8	1.5	2.1	1.7	1.9	1.5	1.6	1.5	2.0	1.3	1.6
Used any health app (diet, exercise, sleep, etc.)	18.5	11.3	15.0	11.2	6.5	9.0	3.7	4.1	3.8	12.7	8.2	10.6

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, Spring 2014<sup>1</sup>

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>Internet-based Health Ed Resource (contd.)</b>												
Used at least one kp.org health information source												
All	31.1	17.0	24.3	37.6	28.8	33.4	29.9	36.0	32.6	33.2	24.9	29.6
Those with web access	31.2	17.3	24.6	38.9	30.1	34.7	39.2	43.8	41.3	35.4	26.3	31.1
Participated in an online chat room or online community												
All	1.4	1.7	1.5	1.4	0.4	1.0	0.6	0.5	0.5	1.2	1.0	1.1
Those with web access	1.4	1.8	1.5	1.5	0.5	1.0	0.6	0.5	0.5	1.3	1.0	1.2
Used KP website secure features (lab view, Rx refill, doctor messaging)												
All	66.4	38.0	52.7	66.7	52.8	60.0	52.0	54.2	53.0	63.5	46.5	55.4
Those with web access	66.8	38.7	53.3	68.7	55.1	62.3	67.5	66.5	67.0	67.6	49.3	58.9
Used KP app to use kp.org secure features												
All	23.9	13.8	19.0	19.0	13.3	16.3	14.9	13.9	14.5	20.2	13.6	17.1
Those with web access	24.0	14.0	19.2	19.7	13.9	16.9	19.3	16.5	18.0	21.6	14.4	18.2
Used at least one kp.org health information source or kp.org secure features												
All	71.6	44.3	58.4	71.1	59.0	65.4	56.0	60.8	58.2	68.1	52.9	60.9
Those with web access	72.0	45.1	59.1	73.3	61.6	67.8	72.0	73.3	72.6	72.5	55.8	64.6

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, Spring 2014<sup>1</sup>

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	10.0	9.9	10.0	13.2	10.9	12.1	15.6	12.2	14.1	12.3	10.7	11.6
Individual health behavior counseling from a patient educator or health coach	3.4	2.7	3.0	5.9	5.7	5.8	7.3	7.6	7.5	5.1	4.7	4.9
Read a member newsletter	31.2	18.0	24.8	38.4	34.6	36.6	46.0	47.3	46.6	36.9	29.6	33.5
Used print health education materials	18.5	8.1	13.5	20.7	16.2	18.5	24.7	23.1	24.0	20.6	13.9	17.4

<sup>1</sup> Estimates based on the data from the 2014 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 2013.

Table 9. Preferred Methods for Learning about Health, Members Aged 20 and Over in the Northern California Kaiser Foundation Health Plan Membership, Spring 2014<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-based Modalities</b>												
Information from Internet websites	36.7	30.2	33.6	35.8	34.5	35.2	22.8	26.0	24.2	33.5	31.0	32.3
If uses the web	37.0	30.5	33.9	37.2	36.5	36.9	30.5	32.5	31.4	36.0	33.1	34.6
Information from KP MD home page (all)	20.4	16.1	18.3	23.9	22.8	23.4	22.4	26.5	24.3	22.1	20.5	21.4
If uses the web	20.4	16.2	18.4	24.7	23.5	24.1	28.4	31.7	30.0	23.4	21.4	22.4
Information from any website, including KP MD home page (all)	42.2	34.6	38.5	43.3	43.3	43.3	33.1	37.9	35.2	40.7	38.4	39.6
If uses the web	42.3	35.0	38.8	45.0	45.2	45.1	42.7	46.1	44.3	43.4	40.6	42.0
<b>Web/Email-Based Program</b>												
Single session	9.7	7.5	8.6	10.6	7.7	9.2	5.3	3.7	4.6	9.1	6.8	8.0
Multi-session	7.6	6.9	7.3	8.2	6.1	7.2	4.3	3.0	3.7	7.1	5.9	6.5
If uses the web												
Single session	9.8	7.6	8.7	11.0	7.9	9.5	7.0	4.7	5.9	9.8	7.2	8.6
Multi session	7.7	7.1	7.4	8.5	6.2	7.4	5.8	3.5	4.7	7.7	6.2	7.0
Watch live webinars/talks on kp.org	9.5	7.9	8.7	10.4	6.1	8.4	5.0	3.8	4.4	8.9	6.5	7.7
If uses the web	9.5	8.0	8.8	10.9	6.5	8.8	6.6	4.5	5.6	9.5	6.9	8.3
Watch health videos on kp.org or other websites	19.0	19.7	19.3	19.4	18.6	19.0	11.1	10.5	10.9	17.5	17.5	17.5
Podcasts/online audio programs	7.2	5.8	6.6	8.1	4.5	6.4	3.5	3.5	3.5	6.8	4.9	5.9
If uses the web	7.3	6.0	6.7	8.5	4.8	6.7	4.3	4.1	4.2	7.2	5.2	6.3
Emailed health newsletters and tip sheets	33.8	25.6	29.9	31.4	31.8	31.6	26.6	29.1	27.7	31.4	28.6	30.1
If uses the web	34.1	26.0	30.2	32.6	33.0	32.8	33.0	34.2	33.5	33.4	29.9	31.7

Table 9. Preferred Methods for Learning about Health, Members Aged 20 and Over in the Northern California Kaiser Foundation Health Plan Membership, Spring 2014<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-based Modalities (contd.)</b>												
Secure email communications	30.9	26.1	28.6	31.8	26.8	29.4	22.0	25.5	23.5	29.4	26.2	27.9
If uses email	31.0	26.6	28.9	33.0	28.4	30.8	28.9	31.9	30.2	31.4	28.1	29.8
Video/Skype session with a patient educator	6.9	6.7	6.8	7.7	5.7	6.7	3.1	3.6	3.4	6.4	5.8	6.1
If uses the web	7.0	6.9	6.9	7.8	6.0	7.0	3.9	4.5	4.2	6.8	6.2	6.5
Use a health app on a tablet or smartphone	31.8	21.9	27.0	20.3	13.8	17.2	6.9	6.0	6.5	22.4	15.9	19.3
Join an online chat room/community	4.3	1.9	3.1	3.4	1.6	2.5	0.9	0.7	0.8	3.2	1.6	2.4
<b>Non-Internet-based Modalities</b>												
In-person counseling with a patient educator	25.9	19.0	22.6	27.7	24.5	26.2	23.7	24.4	24.0	26.1	22.1	24.2
Telephone sessions with a health coach <sup>2</sup>	13.1	7.9	10.6	15.6	12.4	14.1	15.6	11.6	13.8	14.5	10.3	12.5
One-session class/program	15.5	10.2	12.9	22.7	11.9	17.5	19.3	13.3	16.6	18.9	11.4	15.3
Multi-session class/group program	12.6	7.3	10.0	16.7	8.2	12.7	12.2	8.1	10.4	14.0	7.8	11.1
Print materials (brochures, etc.)	21.8	16.9	19.4	28.8	26.1	27.5	31.7	32.1	31.9	26.4	23.1	24.9
Watch DVDs at home	9.1	8.1	8.6	14.9	12.3	13.7	12.9	13.8	13.3	12.0	10.7	11.4
Use an interactive computer program	13.6	13.3	13.5	15.4	15.9	15.6	5.6	7.5	6.4	12.6	13.1	12.8
If has computer access	13.8	13.5	13.6	16.1	16.5	16.3	6.6	8.6	7.5	13.4	13.8	13.6
Health newsletters/information/print materials mailed to home	15.7	11.4	13.7	24.1	20.8	22.5	36.1	32.7	34.6	23.1	18.9	21.1

<sup>1</sup> Estimates based on the data from the 2014 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 2013.

<sup>2</sup> The percentages of adults interested in telephone sessions with a health coach in 2014 were significantly lower than the percentages of adults interested in brief telephone counseling sessions in 2011. It is unclear whether this reflects an actual difference in interest in using this modality or whether people are not less interested in being “coached” versus “counseled.”

Table 10. Preferred Methods for Learning about Health, Members Aged 20 and Over in the Northern California Kaiser Foundation Health Plan Membership, Spring 2014<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-based Modalities</b>												
Information from Internet websites	43.2	41.4	42.4	41.1	41.2	41.1	28.5	32.6	30.3	39.5	39.6	39.5
If uses the web	43.4	41.8	42.7	42.3	43.2	42.7	36.3	39.5	37.7	41.8	42.0	41.9
Information from MD home page	24.0	22.0	23.1	27.4	27.3	27.4	28.1	33.2	30.4	26.1	26.2	26.2
If uses the web	23.9	22.1	23.1	28.1	27.8	27.9	33.8	38.5	35.9	27.1	27.1	27.1
Information from any website, including KP MD home page (all)	49.6	47.3	48.6	49.7	51.7	50.7	41.4	47.5	44.1	48.0	49.1	48.5
If uses the web	49.6	47.8	48.8	51.0	53.5	52.1	50.8	55.9	53.1	50.3	51.4	50.8
<b>Web/Email-Based Program</b>												
Single session	11.4	10.2	10.9	12.1	9.1	10.7	6.6	4.6	5.7	10.7	8.7	9.8
Multi-session	8.9	9.5	9.2	9.4	7.2	8.4	5.4	3.8	4.7	8.4	7.5	8.0
If uses the web												
Single session	11.5	10.4	11.0	12.5	9.3	11.0	8.4	5.6	7.1	11.3	9.2	10.4
Multi session	9.0	9.7	9.3	9.7	7.3	8.6	6.8	4.3	5.7	8.9	7.8	8.4
Watch live webinars/talks on kp.org	11.1	10.8	11.0	11.9	7.3	9.8	6.3	4.7	5.6	10.5	8.2	9.4
If uses the web	11.1	11.0	11.1	12.3	7.7	10.2	7.9	5.4	6.8	11.0	8.7	10.0
Watch health videos on kp.org or other websites	22.4	26.9	24.4	22.3	22.2	22.2	14.0	13.2	13.6	20.6	22.4	21.4
Podcasts/online audio programs	8.5	8.0	8.3	9.3	5.4	7.5	4.4	4.4	4.4	8.0	6.3	7.2
If uses the web	8.6	8.2	8.4	9.6	5.7	7.8	5.1	4.9	5.1	8.4	6.6	7.6
Emailed health newsletters and tip sheets	39.8	35.0	37.7	36.0	38.0	36.9	33.3	36.5	34.7	37.1	36.5	36.8
If uses the web	40.0	35.6	38.0	37.0	39.0	37.9	39.2	41.5	40.2	38.7	37.9	38.4
Secure email communications	36.4	35.7	36.1	36.5	32.0	34.4	27.5	32.0	29.5	34.6	33.5	34.1
If uses email	36.3	36.4	36.4	37.4	33.6	35.6	34.3	38.7	36.3	36.4	35.7	36.1

Table 10. Preferred Methods for Learning about Health, Members Aged 20 and Over in the Northern California Kaiser Foundation Health Plan Membership, Spring 2014<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-based Modalities (contd.)</b>												
Secure email communications	36.4	35.7	36.1	36.5	32.0	34.4	27.5	32.0	29.5	34.6	33.5	34.1
If uses email	36.3	36.4	36.4	37.4	33.6	35.6	34.3	38.7	36.3	36.4	35.7	36.1
Video/Skype session with a patient educator	8.2	9.2	8.6	8.8	6.8	7.9	3.9	4.5	4.2	7.6	7.4	7.5
If uses the web	8.2	9.4	8.7	8.9	7.1	8.1	4.7	5.4	5.0	7.9	7.8	7.9
Use a health app on tablet or smartphone	37.4	30.0	34.1	23.2	16.5	20.1	8.7	7.6	8.2	26.4	20.4	23.7
Join an online chat room/community	5.1	2.6	4.0	3.9	1.9	3.0	1.1	0.9	1.0	3.8	2.0	3.0
<b>Non-Internet-based Modalities</b>												
In-person counseling with a patient educator	30.4	26.0	28.5	31.7	29.3	30.6	29.7	30.6	30.1	30.8	28.2	29.6
Telephone sessions with a health coach <sup>2</sup>	15.4	10.8	13.3	17.9	14.9	16.4	19.5	14.6	17.3	17.1	13.1	15.3
One-session class/program	18.2	13.9	16.3	26.1	14.2	20.5	24.1	16.6	20.8	22.3	14.5	18.8
Multi-session class/group program	14.8	10.0	12.7	19.2	9.8	14.8	15.3	10.2	13.0	16.5	10.0	13.6
Print materials (brochures, etc.)	25.7	23.1	24.5	33.0	31.1	32.1	39.7	40.2	39.9	31.2	29.5	30.4
Watch DVDs at home	10.7	11.1	10.9	17.1	14.7	16.0	16.2	17.3	16.7	14.1	13.7	13.9
Use an interactive computer program	16.0	18.2	17.0	17.7	18.9	18.3	7.0	9.4	8.0	14.8	16.8	15.7
If has computer access	16.2	18.4	17.2	18.4	19.6	18.9	8.0	10.6	9.1	15.5	17.5	16.4
Health newsletters/information/print materials mailed to home	18.5	15.7	17.2	27.6	24.8	26.3	45.2	41.0	43.4	27.2	24.1	25.8

<sup>1</sup> Estimates based on the data from the 2014 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 2013.

<sup>2</sup> The percentages of adults interested in telephone sessions with a health coach in 2014 were significantly lower than the percentages of adults interested in brief telephone counseling sessions in 2011. It is unclear whether this reflects an actual difference in interest in using this modality or whether people are not less interested in being “coached” versus “counseled.”