

# **Sociodemographic and Health-Related Characteristics of Members Aged 20 and Over in the Santa Clara 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 – Santa Clara 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 Santa Clara 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 Santa Clara 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 2741 adult Health Plan members in the Santa Clara Medical Center Service Population (MCSP), which includes the following medical facilities: Santa Clara, Milpitas, Mountain View, and Campbell. 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 34.6%.

Final Response Rates for the 2011 DOR Member Health Survey by Age-Gender Group,  
Members Aged 20 and Over in the Santa Clara Medical Center Service Population Sample

	<u>20-44</u>	<u>45-64</u>	<u>65 and Over</u>	<u>20 and Over</u>
Women	171/591 (28.9%)	157/382 (41.1%)	170/287 (59.2%)	498/1260 (39.5%)
Men	116/645 (18.0%)	125/436 (28.7%)	170/286 (59.4%)	411/1367 (30.1%)
Total	287/1236 (23.2%)	282/818 (34.5%)	340/573 (59.3%)	909/2627 (34.6%)

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	47.5	34.5	48.4	28.7	47.9	31.9
45-64 yr	37.3	33.6	38.2	32.6	37.7	33.2
65 and over	15.2	31.9	13.4	38.6	14.3	34.9

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, Santa Clara 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	30.3	27.8	29.1	40.6	45.0	42.8	65.5	67.4	66.4	40.4	40.2	40.3
African-American/Black	2.4	3.6	3.0	3.5	2.7	3.1	1.6	2.6	2.1	2.6	3.1	2.9
Latino/other Hispanic	21.1	18.9	20.0	12.3	8.9	10.6	6.8	5.8	6.4	15.4	13.3	14.4
Asian <sup>3</sup>	45.2	49.7	47.5	41.0	39.8	40.4	24.5	24.1	24.3	39.9	42.1	41.0
Pacific Islander	<0.1	<0.1	<0.1	0.6	<0.1	0.3	<0.1	<0.1	<0.1	0.2	<0.1	0.1
Native American	<0.1	<0.1	<0.1	1.0	2.7	1.8	0.7	<0.1	0.4	0.5	0.9	0.7
Middle Eastern	1.0	<0.1	0.5	1.0	0.8	0.9	0.8	<0.1	0.4	0.9	0.3	0.6
Other	<0.1	<0.1	<0.1	<0.1	<0.1	<0.1	<0.1	<0.1	<0.1	<0.1	<0.1	<0.1
<b>Race/Ethnicity - Calif Dept of Finance</b>												
Hispanic/Latino	21.1	19.5	20.3	12.3	8.9	10.6	6.8	5.8	6.4	15.4	13.6	14.5
Native Amer./Alaska Native	<0.1	<0.1	<0.1	1.0	2.7	1.8	0.7	<0.1	0.4	0.5	0.9	0.7
Asian, non-Hispanic	45.2	49.7	47.5	41.7	39.8	40.7	24.5	24.1	24.3	40.1	42.1	41.1
Black, non-Hispanic	2.4	2.9	2.6	3.5	2.7	3.1	1.6	2.6	2.1	2.6	2.8	2.7
White, non-Hispanic	30.3	27.8	29.1	40.6	45.0	42.8	65.5	67.4	66.4	40.4	40.2	40.3
Other, non-Hispanic	1.0	<0.1	0.5	1.0	0.8	0.9	0.8	<0.1	0.4	0.9	0.3	0.6
<b>Education Attainment</b>												
< High school graduate	2.1	3.1	2.6	3.5	2.5	3.0	4.0	4.4	4.2	2.9	3.1	3.0
High school graduate, GED, or technical school	8.0	10.3	9.2	10.5	14.6	12.6	20.3	12.8	17.0	11.2	12.2	11.7
Some college	12.9	8.8	10.8	21.7	12.6	17.1	25.5	15.8	21.1	18.3	11.2	14.8
Associates degree	4.9	2.1	3.5	12.9	8.6	10.7	9.0	5.4	7.4	8.4	4.9	6.7
College graduate ( <i>BA, BS</i> )	31.8	35.5	33.7	25.7	30.3	28.0	20.9	28.0	24.0	27.6	32.5	30.0
Graduate or professional degree	40.3	40.2	40.2	25.7	31.4	28.6	20.3	33.6	26.2	31.5	36.1	33.8

Table 1. Sociodemographic Characteristics of Members Aged 20 and Over in the Northern California Kaiser Foundation Health Plan Membership, Santa Clara 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	79.8	79.4	79.6	78.1	86.8	82.6	49.3	81.7	63.8	73.1	82.4	77.8
Widowed	<0.1	<0.1	<0.1	2.2	0.6	1.4	24.5	8.4	17.3	5.6	1.5	3.6
Single, divorced, separated	20.2	20.6	20.4	19.8	12.6	16.1	26.2	9.9	18.9	21.3	16.1	18.6
<b>Employment Status</b>												
Working for pay/self-employed	76.3	91.7	84.2	78.9	78.4	78.7	18.4	23.2	20.6	66.4	76.2	71.3
Unemployed, laid off, or on strike	7.4	2.9	5.1	2.5	2.3	2.4	1.2	0.6	0.9	4.6	2.3	3.5
Full-time or almost full-time student	3.5	5.4	4.4	1.0	<0.1	0.5	<0.1	<0.1	<0.1	2.0	2.6	2.3
Full-time homemaker/parent/caregiver	12.8	<0.1	6.3	6.6	0.7	3.6	13.2	0.7	7.5	10.7	0.3	5.6
Retired or unable to work due to health/disability	<0.1	<0.1	<0.1	8.5	15.4	12.0	61.4	71.7	66.1	14.4	16.8	15.6
<b>Household Income in past yr</b>												
\$15,000 or less	3.5	3.2	3.4	3.4	1.9	2.7	9.5	2.8	6.4	4.6	2.7	3.6
\$15,001-\$25,000	1.0	3.2	2.1	1.9	4.0	3.0	19.2	5.6	12.9	4.6	3.9	4.2
\$25,001-\$35,000	8.2	3.7	5.9	5.4	2.2	3.8	9.6	7.3	8.5	7.5	3.7	5.6
\$35,001-\$50,000	9.3	7.8	8.6	7.5	2.0	4.7	15.8	12.0	14.0	9.9	6.4	8.1
\$50,001-\$65,000	7.4	3.6	5.5	7.0	11.4	9.2	11.2	10.3	10.8	7.9	7.4	7.7
\$65,001-\$80,000	8.6	8.9	8.7	13.9	6.7	10.3	8.6	18.8	13.3	10.4	9.7	10.1
\$80,001-\$100,000	15.5	11.2	13.3	10.0	14.4	12.2	7.4	22.0	14.2	12.2	14.1	13.1
\$100,000-\$150,000	21.8	28.9	25.4	22.1	21.4	21.8	8.2	12.5	10.2	19.5	23.7	21.6
Over \$150,000	24.6	29.4	27.1	28.7	36.0	32.3	10.4	8.7	9.6	23.5	28.5	26.0

Table 1. Sociodemographic Characteristics of Members Aged 20 and Over in the Northern California Kaiser Foundation Health Plan Membership, Santa Clara 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	12.5	4.9	8.6	5.4	7.6	6.5	7.3	4.3	6.0	9.1	5.7	7.4
Rationed a prescribed medicine	6.5	2.2	4.3	3.9	6.8	5.3	7.8	2.5	5.4	5.8	3.8	4.8
Ate less fruits/vegetables than wanted to	15.9	6.7	11.2	4.2	2.3	3.3	4.2	2.1	3.3	9.7	4.5	7.1
Has dental insurance that covers cost of check-ups and cleaning <sup>5</sup>	91.9	97.8	94.8	84.2	83.1	83.7	--	--	--	88.7	91.6	90.1
Has insurance that covers cost of out of plan medical visits <sup>5</sup>	18.6	31.4	25.1	16.9	16.2	16.5	--	--	--	17.9	25.1	21.5

Footnotes for Table 1:

- <sup>1</sup> Estimates are derived from self-report data for Santa Clara 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, Santa Clara 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	21.9	16.1	19.0	12.4	17.5	15.0	9.3	10.9	10.0	16.3	15.8	16.1
Very Good	45.1	40.9	43.0	45.8	37.8	41.7	32.8	32.9	32.8	43.0	38.5	40.8
Good	26.5	40.2	33.3	34.7	35.9	35.3	40.9	41.1	41.0	32.0	38.8	35.3
Fair	6.5	2.9	4.7	6.7	8.2	7.5	14.8	14.5	14.6	8.1	6.6	7.4
Poor	<0.1	<0.1	<0.1	0.5	0.6	0.6	2.3	0.6	1.5	0.6	0.3	0.5
<u>Physical Health Status</u>												
Excellent	24.4	17.4	20.9	13.4	18.4	15.9	9.8	11.1	10.4	17.9	16.7	17.3
Very Good	38.0	43.7	40.9	46.1	37.9	42.0	32.6	32.4	32.5	39.7	39.9	39.8
Good	28.1	35.1	31.6	32.8	34.2	33.5	38.0	40.5	39.1	31.6	35.7	33.6
Fair	9.5	3.7	6.6	7.2	7.5	7.3	16.1	15.5	15.8	10.0	6.9	8.5
Poor	<0.1	<0.1	<0.1	0.5	2.1	1.3	3.6	0.6	2.2	0.8	0.8	0.8
<u>Emotional Health Status</u>												
Excellent	23.4	21.5	22.5	27.5	34.9	31.3	19.2	31.6	24.8	24.0	27.8	25.9
Very Good	36.1	39.2	37.7	43.5	35.5	39.5	33.0	34.8	33.8	38.0	37.2	37.6
Good	32.2	28.9	30.5	22.9	17.9	20.4	33.1	25.8	29.8	29.2	24.6	26.9
Fair	6.4	9.7	8.1	6.1	11.0	8.5	13.0	7.9	10.7	7.5	9.9	8.7
Poor	1.9	0.7	1.3	<0.1	0.6	0.3	1.7	<0.1	0.9	1.2	0.6	0.9

Table 2. Health Status of Members Aged 20 and Over in the Northern California Kaiser Foundation Health Plan Membership, Santa Clara 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	56.3	57.8	57.1	51.3	52.2	51.8	30.3	41.3	35.3	49.8	53.2	51.5
A little	29.3	35.3	32.3	31.4	24.4	27.9	40.4	32.9	37.0	32.1	31.1	31.6
Moderately	12.0	6.2	9.1	13.4	16.7	15.0	20.2	17.5	19.0	14.0	11.7	12.9
Quite a bit	2.3	0.7	1.5	3.9	6.7	5.3	9.1	8.2	8.7	4.1	4.0	4.1
Emotional/mental health												
Not at all	51.9	49.4	50.6	63.7	66.0	64.8	59.5	69.7	64.0	57.2	58.1	57.7
A little	32.8	36.0	34.4	28.3	27.3	27.8	22.9	17.8	20.6	29.5	30.3	29.8
Moderately	11.5	12.3	11.9	5.2	4.6	4.9	15.0	11.9	13.6	10.0	9.6	9.8
Quite a bit	3.9	2.4	3.1	2.8	2.0	2.4	2.6	0.6	1.7	3.3	2.0	2.7
<b>Health Conditions During Past 12 Months</b>												
Diabetes <sup>3</sup>	4.6	3.7	4.1	11.5	17.1	14.3	13.6	16.8	15.0	8.6	10.5	9.5
Prediabetes	0.4	2.7	1.6	8.3	7.7	8.0	5.1	8.3	6.5	4.0	5.3	4.6
Hypertension	1.3	6.4	3.9	27.2	32.2	29.7	56.2	58.8	57.4	20.4	23.8	22.1
High cholesterol <sup>2</sup>	1.8	7.6	4.7	25.1	37.7	31.4	43.3	54.7	48.4	17.5	25.6	21.5
Heart problems, incl. angina, MI <sup>2</sup>	0.5	0.8	0.6	2.6	6.2	4.4	14.3	18.0	15.9	3.8	5.4	4.6
Stroke	<0.1	0.6	0.3	<0.1	<0.1	<0.1	1.9	1.0	1.5	0.4	0.5	0.4
Cancer (any type)	1.0	0.6	0.8	2.0	3.3	2.7	8.1	8.9	8.5	2.7	2.9	2.8
Non-skin cancer	0.4	<0.1	0.2	2.0	2.7	2.4	6.0	4.7	5.4	2.0	1.7	1.9
Skin cancer	<0.1	0.6	0.3	<0.1	0.6	0.3	0.3	3.9	1.9	0.1	1.2	0.6
Asthma <sup>2</sup>	6.2	8.8	7.5	7.4	10.6	9.0	11.2	5.2	8.5	7.5	8.9	8.2
COPD (Emphysema, chronic bronchitis)	0.5	<0.1	0.2	<0.1	0.7	0.3	5.5	8.1	6.6	1.3	1.5	1.4

Table 2. Health Status of Members Aged 20 and Over in the Northern California Kaiser Foundation Health Plan Membership, Santa Clara 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	6.8	5.1	5.9	10.7	9.6	10.2	14.2	13.5	13.9	9.5	8.0	8.8
Osteoporosis	<0.1	--	--	3.4	--	--	13.2	1.6	8.0	3.6	--	--
Osteoarthritis	<0.1	<0.1	<0.1	8.1	5.3	6.7	19.3	6.5	13.6	6.4	2.9	4.7
Enlarged prostate	--	<0.1	--	--	0.6	--	--	29.9	--	--	1.4	--
Severe or chronic pain	18.6	16.1	17.3	25.0	25.5	25.3	35.7	21.1	29.2	24.0	20.2	22.1
Musculoskeletal pain	10.0	5.8	7.9	12.9	14.7	13.8	22.3	15.3	19.1	13.3	10.4	11.9
Severe back pain/sciatica	8.1	3.6	5.9	9.2	9.0	9.1	15.6	9.8	13.0	9.9	6.5	8.2
Severe neck/shoulder pain	5.2	3.7	4.4	7.1	9.1	8.1	9.3	8.5	9.0	6.6	6.3	6.5
Migraine headaches	12.4	6.7	9.5	8.5	2.9	5.7	4.3	1.5	3.0	9.5	4.5	7.1
Other severe headaches	1.4	2.2	1.8	2.2	3.8	3.0	2.5	0.3	1.5	1.8	2.4	2.1
Other frequent/chronic pain	2.8	4.5	3.6	9.6	9.4	9.5	17.8	7.8	13.3	7.9	6.7	7.3
Urinary leakage ( $\geq$ once/wk)	5.5	<0.1	2.8	15.3	<0.1	7.6	26.9	12.0	20.2	12.9	1.9	7.5
Vision problem (with or without glasses/lenses)	8.6	3.8	6.2	15.6	13.7	14.6	25.5	19.8	22.9	14.1	9.8	12.0
Hearing problem/deafness	0.9	0.6	0.8	4.6	7.1	5.9	22.8	26.9	24.6	6.3	7.1	6.7
Depression and/or Anxiety lasting at least 2 wks in past yr or taking medicine for this condition <sup>2</sup>	12.9	11.1	12.0	17.4	6.5	12.0	13.2	6.3	10.1	14.5	8.7	11.7
Depression, sadness, very low spirits <sup>2,4</sup>	9.2	6.5	7.9	13.1	4.6	8.9	12.3	5.2	9.1	11.1	5.7	8.4
Anxiety/panic <sup>2</sup>	10.0	6.8	8.4	8.0	3.2	5.6	4.0	2.5	3.3	8.2	4.8	6.5
Alcohol or drug problem	0.5	1.6	1.0	<0.1	0.6	0.3	0.7	0.6	0.6	0.4	1.1	0.7
Frequent problems falling or staying asleep (insomnia)	5.8	4.5	5.1	9.5	4.2	6.9	17.9	9.3	14.1	9.3	5.1	7.3
Frequent memory problems	1.0	<0.1	0.5	2.0	2.1	2.1	7.6	9.5	8.4	2.6	2.2	2.4
Frequent balance/walking problems	1.0	<0.1	0.5	2.6	4.5	3.5	10.3	12.1	11.1	3.3	3.5	3.4

Table 2. Health Status of Members Aged 20 and Over in the Northern California Kaiser Foundation Health Plan Membership, Santa Clara 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	--	--	--	--	--	--	27.6	18.0	22.9	--	--	--
Only 1 fall	--	--	--	--	--	--	19.1	8.4	13.9	--	--	--
2 falls	--	--	--	--	--	--	5.7	8.4	7.0	--	--	--
3 or more falls	--	--	--	--	--	--	2.7	1.1	2.0	--	--	--
<b>History of Selected Health Condition (Ever)</b>												
Heart problems/MI	0.5	0.8	0.6	3.1	7.5	5.3	16.2	23.6	19.5	4.3	6.8	5.5
Stroke	<0.1	0.6	0.3	0.5	1.3	0.9	5.0	4.1	4.6	1.1	1.4	1.3
Cancer	1.9	0.6	1.3	9.1	5.3	7.2	19.9	15.0	17.7	7.7	4.5	6.2
Non-skin cancer	1.4	<0.1	0.7	6.9	3.3	5.1	19.0	10.8	15.3	6.6	2.9	4.8
Skin cancer	<0.1	0.6	0.3	1.7	1.9	1.8	1.4	5.2	3.1	0.8	1.8	1.3
Chronic pain	8.1	8.5	8.3	12.5	13.3	12.9	21.2	12.8	17.5	12.1	10.9	11.5
Adult depression	15.3	9.4	12.4	16.0	5.2	10.6	14.8	5.9	10.8	15.5	7.4	11.5
Alcohol or drug problem	1.0	3.0	2.0	1.4	2.7	2.1	2.1	0.8	1.6	1.4	2.5	1.9

Footnotes for Table 2:

- <sup>1</sup> Estimates are derived from self-report data for Santa Clara 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, Santa Clara 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	3.0	8.8	5.9	2.7	4.5	3.6	6.0	5.0	5.5	3.4	6.7	5.0
Former cigarette smoker	14.5	20.5	17.5	24.8	35.9	30.4	40.6	52.3	45.9	22.9	31.0	26.9
Never smoked regularly	82.6	70.7	76.6	72.5	59.6	66.1	53.4	42.7	48.6	73.7	62.4	68.1
<b>Weight</b>												
Overweight (BMI $\geq$ 25)	40.4	56.7	48.6	59.9	65.9	62.9	49.4	67.8	57.7	48.7	61.7	55.1
Obese (BMI $\geq$ 30)	17.5	19.9	18.7	20.9	24.8	22.8	17.8	24.9	21.0	18.7	22.4	20.5
<u>BMI range:</u>												
BMI < 18.5 (under wt)	5.8	2.2	4.0	<0.1	<0.1	<0.1	5.6	1.4	3.7	3.8	1.3	2.6
BMI 18.5 - 25	53.7	41.0	47.4	40.1	34.1	37.1	45.0	30.7	38.6	47.5	37.0	42.3
BMI 25 - 30 (over wt)	22.9	36.8	29.9	38.9	41.2	40.0	31.5	43.0	36.7	29.9	39.3	34.5
BMI 30 - < 35 (obese)	11.3	11.5	11.4	12.2	15.9	14.0	9.9	18.0	13.5	11.3	14.1	12.7
BMI $\geq$ 35 (very obese)	6.2	8.4	7.3	8.8	8.9	8.8	7.9	6.9	7.5	7.4	8.3	7.9
<b>Exercise Frequency</b>												
5 or more times/week	29.6	35.7	32.6	38.2	37.8	38.0	50.9	52.1	51.5	36.4	39.0	37.7
3-4 times/week	43.4	39.8	41.6	36.1	38.2	37.2	32.6	26.0	29.6	39.0	37.0	38.0
1-2 times/week	16.7	15.5	16.1	16.1	19.1	17.6	7.3	16.7	11.6	14.8	17.0	15.8
Less than once/week	10.3	9.1	9.7	9.5	4.8	7.2	9.2	5.2	7.4	9.9	7.0	8.4
<u>Usual type of Exercise (if exercises at least once a week)</u>												
Low impact	35.1	18.9	27.0	30.3	31.3	30.8	45.0	37.2	41.3	35.3	26.3	30.8
Moderate/vigorous	64.9	81.1	73.0	69.7	68.7	69.2	55.0	62.8	58.7	64.7	73.7	69.2
<b>Dietary Practices</b>												
Tries to eat reduced fat foods most of the time (2014 only)	49.8	46.1	48.0	63.7	53.0	58.3	61.4	52.2	57.3	56.7	49.5	53.1
Tries to avoid foods high in salt/sodium most of the time	56.2	52.1	54.1	65.3	64.3	64.8	66.5	59.2	63.2	61.2	57.5	59.4

Table 3. Prevalence of Selected Behavioral and Psychosocial Risks Among Members Aged 20 and Over in the Northern California Kaiser Foundation Health Plan Membership, Santa Clara 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><u>Fruit/Vegetable Consumption</u></b>												
Eats $\geq$ 3 servings per day	52.3	33.9	43.0	48.6	51.5	50.0	53.9	36.3	46.0	51.4	40.4	45.9
Eats $\geq$ 5 servings per day	17.1	3.5	10.3	18.4	14.1	16.3	19.2	10.9	15.5	18.0	8.4	13.2
<b><u>Sugary beverage consumption (2015 only)</u></b>												
Has sugary drink $\geq$ 2 days/week	40.2	48.9	44.5	26.8	41.5	34.2	25.8	31.5	28.5	33.2	43.6	38.3
Has sugary drink $\geq$ 5 days/week	25.1	22.0	23.5	14.6	28.5	21.6	18.8	18.8	18.8	20.4	23.8	22.1
<b><u>Supplement Use</u></b>												
Takes a daily multivitamin	48.3	37.6	42.9	40.4	37.3	38.9	46.0	44.0	45.1	45.2	38.5	41.9
Takes calcium	14.7	3.5	9.1	34.0	11.4	22.7	60.8	23.5	44.1	29.9	9.4	19.8
Takes vitamin D (not as part of multivitamin/calcium)	17.0	15.9	16.4	31.8	17.8	24.8	45.2	24.4	35.8	27.3	17.9	22.7
<b><u>Alcohol Consumption</u></b>												
Never drinks	27.3	18.0	22.6	32.4	22.1	27.0	30.4	27.8	29.1	29.5	21.0	25.2
Drinks < once/week	41.4	40.6	41.0	42.1	33.7	37.7	28.7	26.5	27.6	39.4	35.9	37.7
Drinks 1-2 days/week	19.3	20.3	19.8	10.9	18.4	14.8	9.1	9.4	9.3	14.8	17.9	16.4
Drinks 3-4 days/week	8.0	13.1	10.5	6.9	10.3	8.7	5.4	11.1	8.2	7.2	11.8	9.5
Drinks $\geq$ 5 days/week	4.1	8.0	6.0	7.7	15.5	11.8	26.3	25.2	25.8	9.1	13.4	11.3
At-risk drinker based on:												
# Drinks/day <sup>2</sup>	38.7	25.6	31.9	26.6	14.5	20.2	18.4	28.3	23.2	31.0	22.1	26.4
Estimated # Drinks/wk <sup>3</sup>	4.0	4.3	4.1	5.6	5.6	5.6	10.2	16.7	13.3	5.6	6.7	6.1
<b><u>Sleep (per 24 hour day)</u></b>												
< 6 hours	4.6	6.4	5.5	17.9	10.9	14.4	10.6	4.5	7.9	10.2	7.7	9.0
6-<7 hours	20.9	23.4	22.2	18.1	26.4	22.3	25.1	15.0	20.6	20.7	23.2	21.9
7-9 hours	69.2	69.5	69.3	62.5	60.8	61.6	55.2	78.5	65.6	64.3	67.8	66.0
> 9 hours	5.4	0.7	3.0	1.5	1.9	1.7	9.1	2.0	5.9	4.8	1.3	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, Santa Clara Medical Center Service Population, 2014/2015<sup>1</sup>

Behavioral/Psychosocial Risks in Past 12 Months	<u>Ages 20-44</u>			<u>Ages 45-64</u>			<u>Ages 65 and Over</u>			<u>Ages 20 and Over</u>		
	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	25.3	26.7	26.0	17.8	21.5	19.7	14.3	12.8	13.6	20.7	22.7	21.7
Worried about safety	6.3	9.7	8.0	6.2	5.6	5.9	2.3	2.0	2.2	5.5	7.1	6.3
Has felt harassed or discriminated against	4.5	6.8	5.6	8.2	6.4	7.3	1.5	1.7	1.6	5.2	5.9	5.5
Experienced other major life stress	21.5	21.9	21.7	22.7	20.4	21.5	14.9	9.1	12.3	20.7	19.3	20.0
Very stressed, tense, or anxious much of the time	22.4	23.3	22.8	17.5	13.8	15.6	11.1	3.3	7.6	18.6	16.8	17.7
Was an unpaid caregiver for a seriously ill or physically, developmentally, mentally, or emotionally disabled relative/friend	15.1	14.8	14.9	31.3	27.1	29.2	25.0	18.9	22.2	22.4	19.8	21.1
<u>Overall satisfaction with life</u>												
Very satisfied	27.5	19.4	23.4	37.2	33.6	35.4	33.9	40.5	36.9	31.9	27.8	29.9
Fairly satisfied	61.1	70.8	65.9	58.9	55.2	57.0	58.1	54.9	56.7	59.8	62.7	61.2
Not very/not at all satisfied	11.5	9.8	10.7	3.9	11.2	7.6	8.0	4.6	6.5	8.3	9.5	8.9
<u>Overall happiness</u>												
Very happy	23.3	16.2	19.8	26.4	19.4	22.9	19.9	28.6	23.8	23.7	19.3	21.5
Pretty happy	65.9	73.5	69.6	65.6	64.3	64.9	68.1	61.2	65.0	66.2	68.2	67.2
Not very/not at all happy	10.9	10.3	10.6	7.9	16.4	12.2	12.0	10.2	11.2	10.1	12.5	11.2
<b>Health-Related Beliefs</b>												
<u>Belief about extent to which lifestyle/habits can affect health</u>												
Not at all/a little bit	4.9	5.5	5.2	4.3	1.3	2.8	3.6	4.2	3.8	4.4	3.8	4.1
Moderately	11.4	6.1	8.7	9.1	12.6	10.9	11.6	9.8	10.8	10.7	9.0	9.8
Quite a bit/extremely	83.8	88.4	86.1	86.5	86.1	86.3	84.8	86.0	85.4	84.9	87.2	86.0

Table 3. Prevalence of Selected Behavioral and Psychosocial Risks Among Members Aged 20 and Over in the Northern California Kaiser Foundation Health Plan Membership, Santa Clara 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	10.2	8.1	9.1	11.7	8.3	10.0	13.9	14.8	14.3	11.4	9.2	10.3
Moderately	5.4	11.6	8.5	6.5	8.4	7.4	7.1	8.7	7.8	6.1	10.0	8.0
Quite a bit/extremely	84.4	80.3	82.3	81.8	83.2	82.5	78.9	76.4	77.8	82.5	80.7	81.6

Footnotes for Table 3:

- <sup>1</sup> Estimates are derived from self-report data for Santa Clara 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, Santa Clara 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	69.6	68.9	69.3	75.5	74.8	75.1	69.8	66.9	68.5	71.6	70.6	71.1
Get moderate/vigorous exercise most days	39.2	54.7	46.9	46.2	52.9	49.5	44.1	44.2	44.1	42.5	52.4	47.3
Daily walks for at least 30 mins most days	43.3	37.0	40.1	59.1	46.3	52.7	50.0	42.9	46.8	49.9	41.2	45.6
Reads labels/recipes to learn what is in their food	50.6	42.9	46.7	55.3	50.5	52.9	63.3	40.2	52.9	54.5	45.2	49.9
Tries to eat mostly healthy foods	77.9	74.3	76.1	77.1	76.5	76.8	79.9	70.9	75.9	78.0	74.6	76.3
Tries to manage stress	55.4	40.4	47.9	48.9	33.8	41.3	40.0	21.0	31.5	50.3	35.0	42.8
Tries to get enough sleep to feel well-rested	71.8	62.9	67.4	65.8	59.6	62.6	77.3	62.1	70.5	70.8	61.6	66.3
Taking steps to lose weight or maintain weight loss	41.6	44.5	43.1	58.9	50.2	54.5	38.4	39.5	38.9	46.9	45.7	46.3
If overweight or obese	54.1	58.4	56.6	70.2	60.7	65.2	48.6	46.1	47.2	59.9	57.1	58.3
If obese	59.4	79.4	70.0	63.1	61.0	61.9	47.1	54.5	51.0	58.6	67.6	63.5
Does enjoyable activities at least once a week	70.9	68.2	69.6	70.0	71.5	70.7	64.9	65.6	65.2	69.4	69.0	69.2
Takes low dose aspirin to prevent heart attack/stroke	3.8	3.0	3.4	14.0	25.2	19.6	38.6	47.7	42.7	13.8	17.9	15.8
<i>Seniors Only:</i>												
Taking actions to reduce risk of falling	--	--	--	--	--	--	52.8	26.5	41.0	--	--	--
Those at high risk <sup>2</sup>	--	--	--	--	--	--	71.7	58.2	66.3	--	--	--
Does activities to keep brain stimulated	--	--	--	--	--	--	74.5	74.5	74.5	--	--	--
Visit with people at least once/week <sup>3</sup>	--	--	--	--	--	--	59.0	53.6	56.6	--	--	--

## Footnotes for Table 4:

- <sup>1</sup> Estimates are derived from self-report data for Santa Clara 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, Santa Clara 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	56.4	53.4	54.9	68.4	64.0	66.2	86.5	81.4	84.2	66.1	61.5	63.8
Ages $\geq$ 65 or high risk <sup>3</sup>	55.7	70.0	63.7	83.7	62.6	70.9	86.5	81.4	84.2	80.9	73.1	76.9
Pneumococcal vaccination (ever) (ages $\geq$ 65)	--	--	--	--	--	--	79.9	63.3	72.5	--	--	--
Dental exam by dentist/hygienist												
Within past 12 months	77.9	67.4	72.6	86.5	89.7	88.1	88.1	81.3	85.1	82.7	77.4	80.1
More than one year ago/never	20.6	28.9	24.8	12.0	7.8	9.9	10.4	15.5	12.6	15.7	19.4	17.5

Footnotes for Table 5:

<sup>1</sup> Estimates are derived from self-report data for Santa Clara 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, Santa Clara 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	10.5	6.1	8.3	7.1	7.8	7.5	7.2	7.0	7.1	8.7	6.8	7.8
Acupuncture	4.7	2.0	3.4	4.1	2.9	3.5	2.3	4.5	3.3	4.1	2.7	3.4
Acupressure	1.2	2.0	1.6	1.0	<0.1	0.5	1.7	0.8	1.3	1.2	1.1	1.2
Massage therapy	24.1	17.5	20.8	23.1	11.5	17.2	8.2	7.1	7.7	20.8	13.7	17.3
Deep breathing, mindfulness, or other relaxation/meditation technique	30.1	22.7	26.4	21.4	13.1	17.2	20.3	9.7	15.5	25.3	17.3	21.4
Guided imagery/visualization techniques	4.5	0.8	2.6	5.6	<0.1	2.8	2.8	<0.1	1.5	4.6	0.4	2.5
Hypnosis or self-hypnosis	0.6	<0.1	0.3	1.3	0.7	1.0	2.6	<0.1	1.5	1.2	0.2	0.7
Yoga or Pilates	25.5	12.2	18.9	16.6	7.8	12.2	11.3	3.7	7.9	19.8	9.3	14.7
Tai Chi, Chi Gong	2.3	<0.1	1.2	1.8	3.9	2.9	5.3	4.7	5.0	2.7	2.1	2.4
Herbal medicine/remedies	13.1	9.5	11.3	12.3	4.5	8.4	8.9	10.1	9.4	12.0	7.9	10.0
Homeopathic medicine	3.5	<0.1	1.7	3.0	2.2	2.6	4.0	0.8	2.6	3.5	0.9	2.2
Vegetarian or vegan diet	16.0	1.6	8.8	14.0	7.9	10.9	3.1	3.8	3.4	12.9	4.2	8.6
Other special diet	6.1	2.9	4.7	4.9	3.1	4.0	1.3	0.4	0.9	4.6	2.5	3.7
Prayer or spiritual practice	21.1	9.6	15.4	24.6	11.2	17.9	29.6	12.2	21.8	23.9	10.6	17.4
Religious/spiritual healing by others	5.3	2.3	3.8	3.6	3.4	3.5	1.6	<0.1	0.9	4.0	2.3	3.2
Psychological counseling	10.2	5.7	8.0	5.7	2.3	4.0	4.8	2.8	3.9	7.7	4.1	5.9
12-Step/Self-help Program	1.1	2.9	2.0	2.3	0.8	1.6	1.4	0.3	0.9	1.6	1.8	1.7

Footnotes for Table 6:

<sup>1</sup> Estimates are derived from self-report data for Santa Clara 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, Santa Clara 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)	99.1	>99.0	99.5	97.6	92.3	94.9	89.2	85.5	87.6	96.7	95.0	95.9
Smartphone	85.2	94.9	90.1	78.6	73.2	75.9	36.4	35.0	35.8	73.9	77.9	75.8
Cell phone	22.0	13.2	17.6	22.8	26.4	24.6	53.6	52.1	52.9	28.2	23.9	26.1
Able to send/receive text messages on a mobile phone	77.4	91.1	84.3	80.1	75.2	77.6	45.6	42.0	44.0	72.4	77.8	75.0
Able to use apps on a smartphone	68.0	87.4	77.8	59.3	62.8	61.0	19.8	20.5	20.1	56.0	68.2	62.0
If has a smartphone	79.8	92.0	86.3	75.4	85.8	80.4	54.5	58.5	56.2	75.9	87.6	81.8
Computer (desktop, laptop, netbook)												
From any location	99.6	>99.0	99.8	98.7	96.8	97.8	87.2	89.2	88.1	96.9	97.2	97.1
At home	94.2	95.6	94.9	92.2	94.0	93.1	80.8	87.5	83.8	91.0	93.8	92.4
Other location	53.8	73.8	63.9	53.4	58.3	55.9	15.4	12.7	14.2	46.5	58.7	52.5
Able to use the Internet												
By self or with help/proxy	>99.0	>99.0	>99.0	97.7	97.4	97.6	83.9	87.6	85.5	96.2	97.1	96.7
By self	97.9	>99.0	99.0	94.7	95.5	95.1	70.1	80.0	74.6	91.6	95.3	93.4
Device used usually for Internet access (if uses Internet)												
Computer, laptop, net book	81.0	93.3	87.2	83.1	94.8	89.0	86.3	94.6	90.1	82.5	94.0	88.3
Tablet (e.g., iPad, iTouch)	45.7	53.5	49.7	46.1	41.5	43.8	32.8	24.4	29.0	43.8	45.4	44.6
Mobile phone	73.8	80.1	77.0	61.7	59.6	60.6	26.3	19.6	23.2	62.2	64.8	63.5
Cell phone	19.0	19.6	19.3	15.8	8.4	12.1	5.5	4.5	5.0	15.8	13.6	14.7
Smartphone	64.2	78.5	71.4	51.8	55.7	53.8	23.2	15.5	19.7	53.5	62.1	57.8
Where Internet used (if uses Internet)												
Home	96.6	98.1	97.3	98.3	98.3	98.3	95.3	>99.0	97.7	97.0	98.4	97.7
Work	59.4	81.9	70.3	63.3	69.7	66.7	12.5	13.3	12.9	54.6	68.8	61.7
Other location	7.5	12.0	9.7	5.4	4.4	4.9	6.9	5.6	6.2	6.8	8.4	7.6

Table 7. Access to Digital Tools for Communication, Members Aged 20 and Over in the Northern California Kaiser Foundation Health Plan Membership, Santa Clara 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	99.6	>99.0	99.8	99.5	96.2	97.8	84.7	86.0	85.3	96.8	96.5	96.6
By self	98.0	>99.0	99.0	97.1	93.7	95.4	71.6	78.0	74.5	92.7	94.3	93.5
Devices usually used to send/check email (if uses email)												
Desktop or laptop computer	79.0	88.3	83.7	84.5	93.7	89.2	87.4	92.2	89.6	82.2	90.7	86.5
Tablet	33.7	43.6	38.7	40.3	32.0	36.1	26.8	21.2	24.2	35.0	36.5	35.7
Mobile phone	80.2	87.0	83.7	66.6	64.8	65.7	32.4	31.2	31.9	68.3	71.8	70.0
Smartphone	64.5	83.9	74.3	55.9	58.0	56.9	27.0	26.1	26.5	55.8	67.1	61.5
Cell phone	23.2	13.8	18.4	20.9	12.0	16.4	5.5	5.5	5.5	19.7	12.1	15.9
Other	<0.1	<0.1	<0.1	<0.1	<0.1	<0.1	<0.1	<0.1	<0.1	<0.1	<0.1	<0.1

Footnotes for Table 7:

<sup>1</sup> Estimates are derived from self-report data for Santa Clara 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, Santa Clara 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	38.7	21.0	29.8	37.4	27.5	32.5	29.1	31.0	29.9	36.4	24.9	30.7
Those with web access	38.7	21.0	29.8	38.5	28.3	33.4	33.9	35.4	34.6	37.8	25.6	31.8
Got health information from kp.org/other websites OR kp.org MD home page, Health/Drug Encyclopedia, online patient ed program												
All	48.4	27.5	37.9	55.5	38.8	47.1	41.1	48.9	44.6	49.4	34.9	42.2
Those with web access	48.4	27.5	37.9	57.2	39.8	48.4	46.9	55.2	50.7	51.2	35.8	43.5
Used kp.org Health or Drug Encyclopedia												
All	8.8	8.7	8.8	14.8	11.4	13.1	9.4	19.4	13.9	11.0	11.3	11.2
Those with web access	8.8	8.7	8.8	15.2	11.7	13.4	11.3	22.1	16.3	11.4	11.7	11.6
Used any online kp.org health/patient ed program												
All	7.6	3.4	5.5	13.8	6.5	10.1	9.4	7.9	8.7	10.1	5.2	7.7
Those with web access	7.6	3.4	5.5	14.2	6.7	10.4	11.3	9.0	10.2	10.5	5.4	7.9
Got health information from MD home page on kp.org/mydoctor												
All	20.2	10.9	15.5	24.0	10.5	17.3	23.8	26.6	25.1	22.2	13.2	17.8
Those with web access	20.2	10.9	15.5	24.7	10.8	17.7	27.2	29.8	28.4	22.9	13.5	18.3
Listened to a kp.org podcast	0.5	<0.1	0.2	1.7	2.0	1.8	2.5	3.8	3.1	1.3	1.3	1.3
Used any health app (diet, exercise, sleep, etc.)	15.4	16.4	15.9	12.1	7.2	9.7	2.0	4.6	3.2	11.8	11.3	11.5

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, Santa Clara 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	28.5	18.9	23.7	41.2	21.8	31.5	33.2	42.0	37.1	33.7	23.5	28.7
Those with web access	28.5	18.9	23.7	42.4	22.4	32.4	38.4	47.3	42.5	34.9	24.1	29.6
Participated in an online chatroom or online community												
All	1.4	4.5	2.9	2.1	0.8	1.4	0.8	<0.1	0.5	1.5	2.5	2.0
Those with web access	1.4	4.5	2.9	2.1	0.9	1.5	0.6	<0.1	0.3	1.5	2.6	2.0
Used KP website secure features (lab view, Rx refill, doctor messaging)												
All	59.5	45.2	52.3	59.3	48.8	54.1	60.1	61.1	60.5	59.6	49.0	54.4
Those with web access	59.5	45.2	52.3	59.9	50.1	55.0	70.6	69.4	70.0	61.5	50.4	56.0
Used KP app to use kp.org secure features												
All	24.3	24.0	24.1	20.5	18.2	19.3	10.4	16.9	13.3	20.4	20.8	20.6
Those with web access	24.3	24.0	24.1	21.1	18.6	19.9	12.5	18.1	15.1	21.3	21.3	21.3
Used at least one kp.org health information source or kp.org secure feature												
All	67.9	51.2	59.5	72.9	52.6	62.7	64.3	70.3	67.0	68.9	54.7	61.9
Those with web access	67.9	51.2	59.5	73.9	54.0	63.9	75.0	78.4	76.6	71.1	56.1	63.7

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, Santa Clara 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	9.7	15.7	12.7	13.3	6.8	10.0	15.6	10.4	13.2	12.1	11.7	11.9
Individual Health behavior counseling from patient educator or health coach	3.7	4.6	4.2	5.8	4.9	5.3	7.3	4.3	5.9	5.1	4.7	4.9
Read a member newsletter	30.2	19.3	24.7	37.4	29.1	33.3	45.1	46.5	45.7	35.5	27.0	31.3
Used print health education materials	21.4	4.6	12.9	14.0	14.5	14.3	24.4	22.2	23.4	19.5	10.8	15.2

Footnotes for Table 8:

<sup>1</sup> Estimates are derived from self-report data for Santa Clara 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, Santa Clara 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	36.9	36.2	36.5	38.2	38.6	38.4	22.0	26.8	24.2	34.5	35.6	35.0
If has web access	36.9	36.2	36.5	39.3	39.7	39.5	26.5	30.6	28.4	36.0	36.6	36.3
Information from MD home page (all)	24.0	17.6	20.8	29.0	24.0	26.5	26.5	25.5	26.0	26.2	21.1	23.7
If has web access	24.0	17.6	20.8	29.8	24.0	26.9	28.1	29.1	28.6	26.7	21.5	24.1
<b>Web/Email-Based Program</b>												
Single session	6.2	8.1	7.2	7.3	7.7	7.5	5.9	3.4	4.8	6.5	7.2	6.9
Multi-session	5.3	9.1	7.2	6.5	7.1	6.8	2.8	3.5	3.1	5.2	7.5	6.4
If has Internet access												
Single session	6.2	8.1	7.2	7.5	7.9	7.7	7.1	3.8	5.6	6.8	7.4	7.1
Multi session	5.3	9.1	7.2	6.7	7.3	7.0	3.3	4.0	3.6	5.5	7.7	6.6
Watch live webinars/talks on kp.org	11.2	11.0	11.1	9.7	10.8	10.3	4.4	4.5	4.4	9.4	9.9	9.7
If has web access	11.2	11.0	11.1	10.0	10.5	10.3	5.3	5.1	5.2	9.8	10.0	9.9
Watch health videos on kp.org or other websites	30.1	27.5	28.8	20.4	28.9	24.7	8.6	13.6	10.8	22.7	25.8	24.3
Podcasts and online audio programs	8.4	12.0	10.2	9.7	7.8	8.8	1.7	4.6	3.0	7.6	9.4	8.5
If has web access	8.4	12.0	10.2	10.0	8.0	9.0	2.1	5.3	3.6	7.9	9.6	8.8
Emailed health newsletters and tip sheets	37.1	29.7	33.4	36.7	39.4	38.1	24.5	26.8	25.6	34.6	32.7	33.7
If has web access	37.1	29.7	33.4	37.8	39.8	38.8	28.7	29.8	29.2	36.0	33.3	34.6
Secure email communications	37.3	29.0	33.1	36.6	29.3	33.0	25.0	29.2	26.9	34.8	29.1	32.0
If has email access	37.3	29.0	33.1	37.2	30.1	33.6	29.7	33.3	31.4	36.0	30.0	33.0

Table 9. Preferred Methods for Learning about Health, Members Aged 20 and Over in the Northern California Kaiser Foundation Health Plan Membership, Santa Clara 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>	20.7	20.8	20.7	17.6	12.0	14.8	6.4	2.9	4.9	16.9	14.9	15.9
Video/Skype session with a patient educator	9.3	15.9	12.6	6.5	6.6	6.5	2.3	2.7	2.5	7.0	10.5	8.8
If has web access	9.3	15.9	12.6	6.7	6.8	6.7	2.8	3.1	2.9	7.3	10.8	9.1
Use an interactive computer program	9.3	12.6	11.0	8.1	12.2	10.2	3.8	5.5	4.5	7.8	11.4	9.6
If has computer access	9.4	12.6	11.0	8.3	12.6	10.5	4.4	6.1	5.2	8.2	11.7	9.9
Use a health app on tablet or smartphone	41.7	33.7	37.7	17.2	17.8	17.5	6.2	4.2	5.3	26.7	23.5	25.1
Join an online chatroom/community	4.4	1.3	2.8	1.9	1.4	1.6	0.3	<0.1	0.2	2.8	1.1	2.0
<b>Non-Digital Modalities</b>												
In person counseling with a patient educator	25.2	25.7	25.5	29.2	29.9	29.6	18.7	26.2	22.0	25.3	27.3	26.3
Telephone-based health coaching	12.1	13.6	12.9	11.8	10.9	11.4	13.1	10.6	11.9	12.2	12.2	12.2
One-session class/program	15.2	13.9	14.6	20.3	16.3	18.3	18.8	10.9	15.3	17.6	14.3	16.0
Multi-session class/group program	11.3	10.2	10.7	14.2	8.1	11.1	11.5	5.6	8.9	12.3	8.7	10.6
Watch DVDs at home	7.2	5.2	6.2	14.2	8.6	11.4	11.9	12.5	12.2	10.4	7.6	9.0
Health newsletters/information/print materials mailed to home	12.9	8.5	10.7	15.1	15.4	15.3	31.9	31.1	31.6	17.2	14.5	15.9

Footnotes for Table 9:

<sup>1</sup> Estimates are derived from self-report data for Santa Clara 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, Santa Clara 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	41.7	42.7	42.2	43.8	43.7	43.8	29.1	31.7	30.3	40.3	41.3	40.8
If uses the Internet	41.7	42.7	42.2	44.7	45.1	44.9	33.1	34.9	34.0	41.4	42.4	41.9
Information from MD home page	27.1	20.7	24.0	33.3	27.2	30.2	35.0	30.1	32.7	30.6	24.5	27.6
If uses the Internet	27.1	20.7	24.0	34.0	27.2	30.6	35.1	33.2	34.2	30.7	24.9	27.8
Web/Email-Based Program												
Single session	7.0	9.5	8.3	8.3	8.7	8.5	7.8	4.0	6.0	7.6	8.4	8.0
Multi-session	6.0	10.8	8.3	7.5	8.0	7.7	3.6	4.1	3.9	6.1	8.7	7.4
If has Internet access												
Single session	7.0	9.5	8.3	8.5	9.0	8.7	8.9	4.4	6.7	7.8	8.6	8.2
Multi session	6.0	10.8	8.3	7.6	8.2	7.9	4.1	4.6	4.3	6.3	9.0	7.6
Watch live webinars/talks on kp.org	12.7	13.0	12.8	11.2	12.3	11.7	5.8	5.3	5.6	11.0	11.5	11.3
If uses the Internet	12.7	13.0	12.8	11.4	11.9	11.7	6.6	5.8	6.2	11.3	11.6	11.4
Watch health videos on kp.org or other websites	34.0	32.5	33.3	23.4	32.7	28.1	11.3	16.1	13.6	26.5	30.0	28.3
Podcasts and online audio programs	9.5	14.2	11.8	11.2	8.8	10.0	2.3	5.5	3.8	8.9	10.9	9.9
If uses the Internet	9.5	14.2	11.8	11.4	9.1	10.2	2.6	6.0	4.3	9.1	11.2	10.1
Emailed health newsletters and tip sheets	42.0	35.1	38.6	42.1	44.6	43.4	32.3	31.7	32.0	40.4	38.0	39.2
If uses the Internet	42.0	35.1	38.6	43.0	45.2	44.1	35.8	34.1	35.0	41.4	38.6	40.0
Secure email communications	42.2	34.2	38.2	42.0	33.2	37.5	33.0	34.5	33.7	40.6	33.9	37.3
If has email access	42.2	34.2	38.2	42.3	34.2	38.2	37.1	38.1	37.6	41.5	34.7	38.1

Table 10. Preferred Methods for Learning about Health, Members Aged 20 and Over in the Northern California Kaiser Foundation Health Plan Membership, Santa Clara 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>	23.5	23.3	23.4	19.2	13.7	16.5	8.5	3.5	6.1	19.4	17.0	18.2
Video/Skype session with a patient educator	10.5	18.7	14.5	7.5	7.5	7.5	3.1	3.2	3.1	8.2	12.3	10.2
If uses the Internet	10.5	18.7	14.5	7.6	7.7	7.6	3.5	3.5	3.5	8.4	12.6	10.5
Use an interactive computer program	10.5	14.9	12.7	9.3	13.8	11.6	5.0	6.5	5.7	9.2	13.2	11.2
If has computer access	10.6	14.9	12.7	9.6	14.3	11.9	5.6	7.1	6.3	9.4	13.6	11.5
Use a health app on tablet or smartphone	47.1	39.7	43.5	19.7	20.1	19.9	8.2	4.9	6.7	31.1	27.3	29.2
Join an online chatroom/community	5.0	1.5	3.3	2.2	1.5	1.9	0.4	<0.1	0.2	3.2	1.3	2.3
<b>Non-Digital Modalities</b>												
In person counseling with a patient educator	28.5	30.3	29.4	33.5	33.9	33.7	24.6	31.0	27.6	29.6	31.7	30.6
Telephone-based health coaching	13.7	16.0	14.9	13.5	12.3	12.9	17.2	12.5	15.0	14.2	14.2	14.2
One-session class/program	17.2	16.4	16.8	23.2	18.5	20.8	24.8	12.9	19.2	20.6	16.6	18.6
Multi-session class/group program	12.7	12.1	12.4	16.3	9.1	12.7	15.2	6.6	11.1	14.4	10.2	12.3
Watch DVDs at home	8.1	6.2	7.1	16.3	9.7	13.0	15.7	14.8	15.3	12.2	8.8	10.5
Health newsletters/information/print materials mailed to home	14.5	10.0	12.3	17.3	17.5	17.4	42.1	36.8	39.6	20.1	16.9	18.5

Footnotes for Table 10:

<sup>1</sup> Estimates are derived from self-report data for Santa Clara 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.