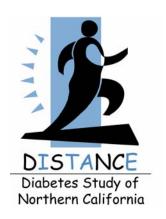


Survey



DIVISION OF RESEARCH

2005-2006



Kaiser Permanente Diabetes Study of Northern California

All information obtained for this study, including your responses to this survey, will be kept private and used for our research purposes only. None of this information will become part of your medical record or be sent to your doctor. Your decision to take part in this survey is totally up to you.

This study has been approved by the Kaiser Foundation Research Institute's Institutional Review Board (IRB), which oversees all research and protection of study participants. This board reviews study plans to ensure that researchers respect and protect the privacy and confidentiality of study participants. If you have any questions or complaints about the study, you may contact the IRB toll-free at (866) 241-0690.

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Dear Member:

Thank you for your interest in the DISTANCE Survey. As you can see, the survey is long, but you can help us so much by completing and returning this survey.

The Kaiser Permanente Division of Research is conducting this survey among Kaiser Permanente members living with diabetes. We need your help! Medical science has made many advances in the care and treatment of diabetes, but not everything we learn comes from research laboratories. Much of what we know comes from listening to people living with diabetes.

The National Institutes of Health (NIH) has given us money for this important study of diabetes. We will invite 40,000 patients with diabetes to participate in this survey and we think the information we gather will help us better understand the challenges of living with diabetes.

We hope you will agree to participate by completing and returning this survey. If you have any questions, you may contact us at 866-445-0010 during normal business hours or you can call and leave a message outside of normal business hours and we'll call you back.

Please complete and return the survey within three weeks. If we do not hear from you within three weeks, we will send a follow-up letter.

If you do not want to complete the survey, please mark the box inside the back cover and return the survey without completing it. If you refuse to participate, it will not affect your health care in any way.

If you do NOT have diabetes, we need to correct our records. You can help us do that by answering the first question and returning the survey.

Thanks!

Andrew J. Karter, Ph.D. Research Investigator

P.S. When you complete the survey, on the web, written or by phone, we will send you a Safeway gift card as our way of saying "Thanks!"

We hope you will agree to participate by completing and returning the survey. If you have any questions, you may contact us at 866-445-0010 during normal business hours or you can call and leave a message outside of normal business hours and we'll call you back.



THANKS!

INSTRUCTIONS

- Please make an x in the box to indicate your answer to each question: ☑
- Please check only ONE answer for each question, unless it states: "Check ALL that apply."
- If you don't know how to answer a question, please mark "Don't know".
- If you prefer not to answer a question, you may skip it, but please try to answer every question.
- Please answer each question, but watch for instructions to skip ahead. For example, if you answer "Yes" to the question below, you would then go to Question 1:

DIABETES STATUS

Please note: These first questions are to verify your eligibility for the study. Because we will not look at your medical chart for this study, we are asking you to provide this information.

1.		Has a doctor ever told you that you have diabetes or high blood sugar	ır?
	1	☐ Yes, I currently have diabetes or high blood sugar	
	2	 □ No, perhaps in the past, but I do not currently have diabetes or high blood sugar → STOP 	If you answered "No" or "Don't
	3 4	 □ No, but I do have pre-diabetes → STOP □ No, but I did have diabetes during pregnancy (gestational 	know" to Question 1 or
	5 6	diabetes) → STOP No, never → STOP Don't know → STOP	Question 1A, then please stop here.
1A.		Do you currently receive most of you medical care for diabetes at Kaiser Permanente?	Please return the survey or call 866-445-0010 so we can remove you from our
	1 2 3	 ☐ Yes ☐ No → STOP ☐ Don't know → STOP 	survey list. Thank you!

If you answered "Yes" to both questions above, please turn the page and proceed with the DISTANCE survey.

4		KPNC DISTANCE Survey
2.		About how old were you when you first learned that you had diabetes?
		years old
	98	□ Don't know
3.		Which of the following do you <u>currently</u> use to treat your diabetes?
	.5 .6 .7	(Check ALL that apply.) ☐ Not using any treatment ☐ Diet ☐ Exercise ☐ Diabetes pills ☐ Insulin shots ☐ Insulin pump ☐ Other (specify) ☐ Don't know
If yo	u a	lo not use insulin, SKIP TO QUESTION 7
4.	0 98	How many insulin shots per day do you usually take?shots per day None Don't know
5.		How long after developing diabetes did you begin using insulin?
		(Check only ONE)
	1 2 3 4	 □ Within 1 month after diagnosis □ More than 1 month, but less than 2 years after diagnosis □ More than 2 years after diagnosis □ Don't know
6.	1 2	Since starting insulin, have you ever stopped taking it for at least 3 months ? ☐ Yes ☐ No.
	3	□ No □ Don't know

ABOUT YOU & YOUR FAMILY

We know that some people with diabetes develop problems or complications because of their diabetes, while other people remain healthy. Sometimes these differences are associated with family history (everything from education to genes) or things like eating well and staying active. With your help, we can learn more about what is most important to living well with diabetes.

The first questions are about your education.

7 .		As	a child, did you attend nursery school (preschool)?
	1 2 3		Yes No Don't know
8.		Dic	d you attend kindergarten?
	1 2 3		Yes No Don't know
9.			nat is the highest grade or level of school you completed up to 12 th grade (from ade school through high school)?
	2		First grade Second grade Third grade Fourth grade Fifth grade Sixth grade Seventh grade Eighth grade Ninth grade Tenth grade Eleventh grade Twelfth grade
	¹³ [Don't know

 1 □ Excellent 2 □ Good 3 □ Average 4 □ Poor 5 □ I did not attend the high school level → SKIP TO QUESTION 12 6 □ Don't know 	•
⁶ □ Don't know	
11. AFTER high school, how many years of education did you complete years of education; for example, if you went to college or technical s four years, that would be equivalent to two years of full-time education estimate.	chool half-time for
o □ None	
years of education after high school	
98 Don't know	
12. What educational degrees did you earn?	
(CHECK ALL THAT APPLY) .01 □ No degree earned .02 □ High school diploma .03 □ GED or certificate of completion .04 □ Trade school, occupational, technical, or vocational certificate .05 □ Associate degree for academic program (example: AA) .06 □ Bachelor's degree (example: BA, AB, BS, BBA) .07 □ Master's degree (example: MA, MS, MEng, MEd, MBA, MFA) .08 □ Professional school degree (example: MD, DDS, DVM, JD) .09 □ Doctoral degree (example: PhD, EdD ScD) .10 □ Don't know	
13. Did health problems ever get in the way of your education? (Do not it pregnancy as a health problem.)	include healthy
 No Yes, but I continued my education Yes, I missed a year or more of schooling because of health problem Yes, I had to drop out of school because of health problems Don't know 	olems

14.		Which of the following best describes your last or current job?			
		(C	hoose only ONE)		
	1		Managerial or professional occupation (such as executive, administrative or managerial occupation; professional specialty, such as engineer, doctor, nurse, lawyer, scientist or teacher; writer, artist, entertainer or athlete)		
	2		Technical, sales or administrative support (such as healthcare related or other technician or related support work; sales; administrative support, including supervision, clerical work, computer operator, secretary, information clerk, financial and other records processing, duplication and other office machine operation, communications equipment operator, mail handling, adjusters or investigator)		
	3		Service occupation (such as private household services; protective services; food preparation, health aides, cleaning services and other personal services)		
	4 5		Farming, forestry or fishing work Precision production, craft or repair work (such as mechanic or repairer, construction trade, extractive (mining or oil drilling), precision production such as metal work, textiles, apparel, furnishings)		
	6		Operators, fabricators, laborers (such as machine operator, assembler or inspector; transportation or material moving; handler, equipment cleaner, helper or laborer)		
	7 8 9 10		Military Homemaker, not in labor force Never worked Don't know		
15.		Wł	nat is your <u>current</u> employment status or activity?		
	1		Working for pay (full-time or part-time) [GO TO QUESTION 16] (include self-employment)		
	2 3 4 5 6 7 8		Unable to work due to poor health or disability Unemployed, laid-off or on strike Student Fulltime homemaker, parent or caregiver Retired: What year? (A) Other (specify) (B) Don't know		
16.			ring the past 12 months, about how many days did you miss work at a job or siness because of illness or injury? (Do not include maternity leave.)		
	-		Days		
998	: [Don't know		

17.	In a typical	week, d	o you wo	ork day	/s, nig	ghts	or sv	ving s	shifts?
	(CHECK A	LL THAT	<i>APPLY</i>	and c	ircle t	the n	umb	er of	shifts in an average week)
.1	□ Day shi	ifts ow many	day shif	fts in a	typic	al w	eek?		
	circle	one:	0 1	2	3	4	5	6	7
.2	•	hifts (Fo			_			,	
	circle	one: () 1	2	3 .	4	5	6	7
.3	□ Swing s	shifts (Fo ow many	•		•		_		
	circle	one: () 1	2	3 4	4	5	6	7
9	□ Don't k	now							
			•		-		-		<u>er</u> you live with.
18.	What was	the highe	est level	of edu	catior	ı you	ır spo	ouse	or partner completed?
1 2 3 4 5 6 7 8 9 10	☐ Some of Gradua	ooling grade school school diploschool, oo college gate degree	nool or el ool or mid ool, but n oma or (ocupation 2-year o raduate	ement ddle so o diplo GED o nal, teo degree	tary s chool oma r certi chnica	choc ificat al, or	e of	ation	al certificate
	answer the ing you.	following	g two que	estions	s for t	he <u>a</u>	<u>dult v</u>	<u>voma</u>	an who was primarily responsible
19.	Was your r	mother (s	tepmoth	er or f	emale	e gua	ardia	n) bo	orn in the USA?
1 2 3 4	☐ Yes ☐ No ☐ There v ☐ Don't k						ne -	> SK	IP TO QUESTION 21

20.	ı	What was the highest level of education your mother (stepmother or female guardian) completed?
	1 2 3 4 5 6 7 8 9 10	 □ No schooling □ Some grade school or elementary school □ Junior high school or middle school □ Some high school, but no diploma □ High school diploma or GED or certificate of completion □ Trade school, occupational, technical, or vocational certificate □ Some college or 2-year degree □ 4-year college graduate □ Graduate degree or more than 4-year college graduate □ Don't know
Plea raisii		answer the following two questions for the <u>adult man</u> who was primarily responsible for you.
21.	ı	Was your father (stepfather or male guardian) born in the USA?
	1 2 3 4	 Yes No There was no adult man who raised me → SKIP TO QUESTION 23 Don't know → SKIP TO QUESTION 23
22.	ı	What was the highest level of education your father (stepfather or male guardian) completed?
	1 2 3 4 5 6 7 8 9 10	 □ No schooling □ Some grade school or elementary school □ Junior high school or middle school □ Some high school, but no diploma □ High school diploma or GED or certificate of completion □ Trade school, occupational, technical, or vocational certificate □ Some college or 2-year degree □ 4-year college graduate □ Graduate degree or more than 4-year college graduate □ Don't know

23.	Please choose the group or groups that best describe your race or ethnic origin:
	(Please check <u>ALL</u> that apply)
.01 .02 .03 .04 .05 .06 .07 .08 .09 .10 .11 .12 .13 .14	□ Black/African American □ Latino/Hispanic/Latin American □ White □ Middle Eastern (Arab, Israeli) □ Chinese □ Filipino □ Japanese □ Korean □ Vietnamese □ Asian Indian/South Asian □ Other Asian (specify) (A) □ Pacific Islander □ Native American/American Indian □ Inuit/Eskimo/Aleut □ Other (specify) (B) □ Don't know
If you n	narked only one group above, you may skip the next question.
24.	Now, if you chose more than one group, please choose the <u>SINGLE</u> group with which you most strongly identify or that best describes your race or ethnic origin.
	(Please check only ONE)
1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16	□ Black/African American □ Latino/Hispanic/Latin American □ White □ Middle Eastern (Arab, Israeli) □ Chinese □ Filipino □ Japanese □ Korean □ Vietnamese □ Asian Indian/South Asian □ Other Asian, (specify) □ Pacific Islander □ Native American/American Indian □ Inuit/Eskimo/Aleut □ Other (specify) □ Don't know

25 .		Where were you born? (the nation and state where you were born)
	1	□ Born in the USA → A . In what state?
	2	□ Not born in the USA→ B. What country were you born in?
		→ C. What year did you first come to USA?
	5	□ Don't know
26.		How often do you have difficulty understanding or speaking English?
	1 2 3 4 5 6	☐ Always ☐ Often ☐ Sometimes ☐ Rarely ☐ Never ☐ Don't know
27.		How often do you have difficulty reading or writing English?
	1 2 3 4 5 6	☐ Always ☐ Often ☐ Sometimes ☐ Rarely ☐ Never ☐ Don't know
28.		What is your current marital status?
	1 2 3 4 5	(Check only ONE) ☐ Married ☐ Living with someone as a couple, but not married ☐ Divorced or separated ☐ Widowed ☐ Never married (single) ☐ Don't know
29.		In the home where you live, do you
	1 2 3 4 5	□ Rent □ Own □ Live rent-free □ Other (specify) (A) □ Don't know

30.	How many people are currently living in your household, including yourself? (include part-time residents or joint-custody children)
.1	Adults
.2	Children (age 18 or less)
98	□ Don't know
31.	Are you primarily responsible for the care of any children living in your house? (Count any joint-custody children)
0 98	☐ Yes → A. how many children?☐ No☐ Don't know
32.	Are you primarily responsible for the care of an elderly or disabled parent or adult living in your house?
1 2 3	☐ Yes ☐ No ☐ Don't know
33.	Think of this ladder as representing where people stand in the <u>United States</u> . At the top of the ladder are the people who are best off—those who have the most money, the most education, and the most respected jobs. At the bottom are the people who are worst off—who have the least money, least education, and the least respected jobs or no job. The higher up you are on this ladder, the closer you are to the people at the very top and the lower you are, the closer you are to the people at the very bottom.
	Where would you place yourself on this ladder, compared to all the other people in the <u>United</u> States? 4 3
	Please place an "X" in the circle to the right of the rung where you think you stand.
98	□ Don't know

34	•		the past 12 months, how often have you felt that people treated you poorly or made u feel inferior because of your <u>race or ethnicity</u> ?
	1 2 3 4 5		Never Sometimes Usually Always Don't know
35	•	In t	the past 12 months, how often have you felt that people treated you poorly or made u feel inferior because of your level of education?
	2 3 4		Never Sometimes Usually Always Don't know
36	•		the past 12 months, how often have you felt that people treated you poorly or made u feel inferior because of your sex or gender?
	2 3 4		Never Sometimes Usually Always Don't know
37	•	In t	the past 12 months, how often have you felt that people treated you poorly or made u feel inferior because of your language?
	2 3 4		Never Sometimes Usually Always Don't know

38.		Which of these categories best describes your total annual household income? This should include income (before taxes) from all sources, wages, rent from properties, social security, disability or veteran's benefits, unemployment benefits, workers' compensation, help from relatives (including child payments and alimony), and so on.
	1 2 3 4 5 6 7 8 9 10 11 12 13	□ Less than \$5,000 □ \$5,000 to \$9,999 □ \$10,000 to \$14,999 □ \$15,000 to \$24,999 □ \$25,000 to \$34,999 □ \$35,000 to \$49,999 □ \$50,000 to \$64,999 □ \$65,000 to \$79,999 □ \$80,000 to \$99,999 □ \$100,000 to \$149,999 □ \$150,000 and greater □ Don't know □ Refuse
39.		During the past 12 months, how often did it happen that you did not have enough money to buy food, clothes or other things you needed?
	1 2 3 4 5	 □ Never □ Not very often □ Fairly often □ Very often □ Don't know
40.		If you add up all your assets (such as bank accounts, stocks, and mutual funds, retirement account), how much money would you have? (If you own a home, do not include the value (equity) of the home)
	1 2 3 4	□ Less than \$10,000 □ More than \$10,000 □ Don't know □ Refuse

HEALTH HABITS

41.	On how many days out of the last SEVEN DAYS have you followed a healthful eating plan? (If you were sick during the past 7 days, please think back to the last 7 days that you were not sick)
ş	□ 0 □ 1 □ 2 □ 3 □ 4 □ 5 □ 6 □ 7 □ Don't know
42.	On average, over the past month, on how many DAYS PER WEEK have you followed your eating plan?
9	□ 0 □ 1 □ 2 □ 3 □ 4 □ 5 □ 6 □ 7 □ Don't know
43.	If you take pills for your diabetes, on how many days out of the last SEVEN DAYS did you MISS taking any of your recommended diabetes pills, even one pill?
0	☐ I took all my diabetes pills every day
8 9	 □ I missed taking pills on days out of the last SEVEN days □ I am not prescribed diabetes pills □ Don't know
44.	If you are prescribed insulin, on how many days out of the last SEVEN DAYS did you MISS an insulin injection?
(□ I took all my insulin injections every day
8	

45 .	•	On how many days out of the last SEVEN DAYS did you MISS taking any of your recommended blood pressure medication, even one pill?
	0	☐ I took all my blood pressure pills every day
	8	 ☐ I missed taking pills on days out of the last SEVEN days ☐ I am not prescribed blood pressure pills ☐ Don't know
46.	•	On how many days out of the last SEVEN DAYS did you take ALL of your recommended <u>cholesterol</u> medication, even one pill?
	0	☐ I took all my cholesterol pills every day
	8	 ☐ I missed taking pills on days out of the last SEVEN days ☐ I am not prescribed cholesterol pills ☐ Don't know
47.	•	Do you regularly take aspirin at least three days a week to lower your risk of developing heart disease or stroke? (This applies only to aspirin, not Tylenol, Motrin or ibuprofen or Aleve.)
	1 2 3	 ☐ Yes, I take aspirin regularly ☐ No ☐ Don't know
48.		Do you regularly take multivitamins at least three days a week?
	1 2 3	☐ Yes ☐ No ☐ Don't know
49 .	•	Do you (or does someone in your home) regularly <u>check your feet</u> , including between your toes, at least three days a week?
	1 2 3 4	 ☐ Yes ☐ No ☐ Not applicable (both feet amputated) ☐ Don't know

50.	ı	Many diabetic patients are expected to check their own blood sugar levels, but often find it difficult to do. On how many days out of the last SEVEN DAYS did you test your blood sugar?
	9 10	 □ 0 □ 1 □ 2 □ 3 □ 4 □ 5 □ 6 □ 7 □ I don't test my blood sugar → SKIP TO QUESTION 54 □ Don't know → SKIP TO QUESTION 54
51.	ı	On the days that you check your own blood sugar, <u>how many times a day</u> do you usually test it?
	1 2 3 4 5 6 7 8 9	(Check only ONE) ☐ 1 time a day ☐ 2 times a day ☐ 3 times a day ☐ 4 times a day ☐ 5 times a day ☐ 6 times a day ☐ 7 times a day ☐ I don't test my blood sugar → SKIP TO QUESTION 54 ☐ Don't know → SKIP TO QUESTION 54
52.	ı	Based on readings from your home blood glucose tests, do you adjust the dose or timing of your diabetes medication?
	1 2 3 4	 ☐ Yes ☐ No ☐ Don't use diabetes medication ☐ Don't know
53.	ı	Based on readings from your home blood glucose tests, do you change when or what you eat or how much you exercise?
	1 2 3	☐ Yes ☐ No ☐ Don't know

54.	•	About how many hours a day do you usually watch television (include watching DVDs videos or video games)?
	1 2 3 4 5 6 7 8	 None 1 hour or less 2 hours 3 hours 4 hours 5 hours 6 or more hours Don't know
55 .	•	During the past 3 years, how often have you gone to the dentist for routine check-ups or cleanings?
	1 2 3 4 5 6 7	 □ 2 or more times a year □ Once a year □ Less than once a year □ Whenever needed, no regular schedule □ Did not go to the dentist in past 3 years □ I wear full dentures □ Don't know
56.	•	How often do you floss your teeth?
	1 2 3 4 5 6 7	 □ Daily □ Several times a week □ At least once a week □ Occasionally □ Never □ I wear full dentures □ Don't know
57 .		Have you smoked more than 100 cigarettes in your lifetime?
	1 2 3	 □ No → SKIP TO QUESTION 60 □ Yes □ Don't know
58.		How old were you when you FIRST started to smoke cigarettes fairly regularly?
		years old
	98	□ Don't know

59 .	1	Do	you	smoke cigarettes now?
	1		Yes A.	→ How many cigarettes do you smoke each day?
			97	cigarettes a day □ I don't smoke daily
	2			If you quit smoking, about long ago did you quit? years ago
			C.	How many cigarettes did you smoke each day when you smoked?
			97	cigarettes a day ☐ I didn't smoke daily
	3		Don'	t know
60.	Ī	In t	he pa	ast 30 days, have you smoked a cigar?
	1 2 3			t know
61.	ı	Hov	w ofte	en do you have a drink containing alcohol?
	1 2 3 4 5 6 7		Used Once Two Two Four	er drank alcohol → SKIP TO QUESTION 65 If to drink, but don't drink any more → SKIP TO QUESTION 64 Is a month or less It to four times a month It to three times a week It or more times a week It know → SKIP TO QUESTION 64
62.	ı		w ma nkingʻ	ny drinks containing alcohol do you have on a typical day when you are?
	1 2 3 4 5 6			4 6

63.		How often do you have five or more drinks on one occasion?
	1 2 3 4 5 6	 □ Never □ Less than monthly □ Monthly □ Weekly □ Daily or almost daily □ Don't know
64.		Has anyone ever told you that you have a drinking problem?
	1 2 3	☐ Yes ☐ No ☐ Don't know
eithe phys	r a ica	next two questions, think about all the vigorous activities that you did in the last 7 days, at work, home or recreation. Vigorous physical activities refer to activities that take hard all effort and make you breathe much harder than normal. Think only about those all activities that you did for at least 10 minutes at a time.
65.		During the <u>last 7 days</u> , on how many days did you do <u>vigorous</u> physical activities like heavy lifting, digging, running, aerobics, or fast bicycling?
		days per week
	9	□ Don't know
		If no vigorous physical activities, SKIP TO QUESTION 67
66.		How much time did you usually spend doing <u>vigorous</u> physical activities on one of those days?
		hours and minutes per day
9:	98	□ Don't know

Think about all the moderate activities that you did in the last 7 days, either at work, home or recreation. Moderate activities refer to activities that take moderate physical effort and make you breathe somewhat harder than normal. Think only about those physical activities that you did for at least 10 minutes at a time.

67.	During the last 7 days, on how many days did you do moderate physical activities like carrying light loads, cleaning house, gardening or bicycling at a regular pace? Do not include walking.
	days per week
,	9 Don't know
	If no moderate physical activities, SKIP TO QUESTION 69
68.	How much time did you usually spend doing moderate physical activities on one of those days?
	hours and minutes per day
99	Don't know
walkii	about the time you spent walking in the last 7 days. This includes at work and at home, ng to travel from place to place, and any other walking that you might do solely for ation, sport, exercise, or leisure.
69.	During the <u>last 7 days</u> , on how many days did you <u>walk</u> for at least 10 minutes at a time?
	days per week
9	9 □ Don't know
	If no walking, SKIP TO QUESTION 71
70 .	How much time did you usually spend walking on one of those days?
	hours and minutes per day
99	¹⁸ □ Don't know

☐ Don't know

The next question is about the time you spent sitting on weekdays during the last 7 days. Include time spent at work, at home, while doing school work and during leisure time. This may include time spent sitting at a desk, visiting friends, reading, or sitting or lying down to watch television.

71.		During the <u>last 7 days</u> , how much time did you spend <u>sitting</u> on a <u>week day</u> ?
		hours per day
g	98	□ Don't know
72 .		During the past six months, how much did pain interfere with your ability to exercise?
	1 2 3 4 5 6	□ Not at all □ A little bit □ Moderately □ Quite a bit □ Extremely □ Don't know
LIVIN	IG	WITH DIABETES
		lize that diabetes is just one part of your life. The following statements are about living betes.
How	mı	uch do you agree or disagree with the following statements?
73.		Taking care of my diabetes is a high priority for me right now.
	1 2 3 4 5 6	 □ Strongly disagree □ Disagree □ Neither agree or disagree □ Agree □ Strongly agree □ Don't know
74.		I have many more important things in my life than diabetes to take care of now.
	1 2 3 4 5	 □ Strongly disagree □ Disagree □ Neither agree or disagree □ Agree □ Strongly agree

75 .	What I do has a big effect on my health.
1 2 3 4 5 6	 □ Strongly disagree □ Disagree □ Neither agree or disagree □ Agree □ Strongly agree □ Don't know
76.	I can avoid complications of diabetes.
1 2 3 4 5 6	 □ Strongly disagree □ Disagree □ Neither agree or disagree □ Agree □ Strongly agree □ Don't know
77.	Good blood sugar control is a matter of luck.
1 2 3 4 5 6	 □ Strongly disagree □ Disagree □ Neither agree or disagree □ Agree □ Strongly agree □ Don't know
78.	My blood sugars will be what they will be.
1 2 3 4 5	 □ Strongly disagree □ Disagree □ Neither agree or disagree □ Agree □ Strongly agree □ Don't know

79 .		I have someone I can turn to for support and understanding when things get rough.
	1 2 3 4 5 6	 □ Strongly disagree □ Disagree □ Neither agree or disagree □ Agree □ Strongly agree □ Don't know
80.		I have someone I can really talk to.
	1 2 3 4 5 6	 □ Strongly disagree □ Disagree □ Neither agree or disagree □ Agree □ Strongly agree □ Don't know
81.		How much control do you think you have over your future health?
	1 2 3 4 5	 □ None at all □ Very little □ Some □ A great deal □ Don't know
82.		How many close friends or relatives do you spend time with at least once a month?
	1 2 3 4 5 6 7	☐ Ten or more ☐ Six to nine ☐ Three to five ☐ One or two ☐ None ☐ I have no close friends or relatives ☐ Don't know
83.		In the past 12 months, how often did you attend religious services (for example, church, synagogue, mosque)?
	1 2 3 4 5	 □ Once a week or more □ Once a month or more □ At least once □ Never □ Don't know

84.		In the past 12 months, how often did you participate in any <u>other</u> types of groups or organizations (for example, social, recreational, support, charity, sports, community, 12-step recovery groups)?
	1 2 3 4 5	 □ Once a week or more □ Once a month or more □ At least once □ Never □ Don't know
Next	, W	re'd like to ask you some general health questions.
85.		Overall, how would you rate your health during the past 4 weeks?
	1 2 3 4 5 6 7	□ Excellent □ Very good □ Good □ Fair □ Poor □ Very poor □ Don't know
86.		During the <u>past 4 weeks</u> , how much did physical health problems limit your usual physical activities (such as walking or climbing stairs)?
	1 2 3 4 5 6	 □ Not at all □ Very little □ Somewhat □ Quite a lot □ Could not do physical activities □ Don't know
87.		During the <u>past 4 weeks</u> , how much difficulty did you have doing your <u>daily work</u> , both at home and away from home, because of your physical health?
	1 2 3 4 5 6	 □ None at all □ A little bit □ Some □ Quite a lot □ Could not do daily activities □ Don't know

88.	I	How much bodily pain have you had during the past 4 weeks?
	1 2 3 4 5 6 7	 None Very mild Mild Moderate Severe Very severe Don't know
89.	ı	During the past 4 weeks, how much did pain interfere with your sleep?
	1 2 3 4 5 6	 □ Not at all □ A little bit □ Moderately □ Quite a bit □ Extremely □ Don't know
90.	I	During the past 4 weeks, how much energy did you have?
	1 2 3 4 5 6	 □ Very much □ Quite a lot □ Some □ A little □ None □ Don't know
04	ı	During the past 4 weeks, how much did your physical or emotional problems limit your
91.		usual social activities with family or friends?

		During the <u>past 4 weeks</u> , how much have you been bothered by <u>emotional problems</u> (such as feeling anxious, depressed or irritable)?
	1 2 3 4 5 6	 □ Not at all □ Slightly □ Moderately □ Quite a lot □ Extremely □ Don't know
93.		During the <u>past 4 weeks</u> , how much did personal or emotional problems keep you from doing your <u>usual</u> work, school, or other daily activities?
	1 2 3 4 5 6	 □ Not at all □ Very little □ Somewhat □ Quite a lot □ Could not do daily activities □ Don't know
The	ne	xt questions ask you about recent feelings and thoughts. In each case, please indicate
	oft	ten you felt or thought a certain way.
how		In the past 4 weeks, how often have you felt that you were unable to control the
how	1 2 3 4 5 6	In the past 4 weeks, how often have you felt that you were unable to control the important things in your life? Never Almost never Sometimes Fairly often Very often

96.	•	In the past 4 weeks, how often have you felt that things were going your way?
	1 2 3 4 5 6	□ Never □ Almost never □ Sometimes □ Fairly often □ Very often □ Don't know
97.	1	In the <u>past 4 weeks</u> , how often have you felt difficulties were piling up so high that you could not overcome them?
	1 2 3 4 5 6	 □ Never □ Almost never □ Sometimes □ Fairly often □ Very often □ Don't know
98.	•	Over the last <u>2 weeks</u> , how often have you had little interest or pleasure in doing things?
	1 2 3 4 5	 □ Not at all □ Several days □ More than half the days □ Nearly every day □ Don't know
99.	•	Over the last <u>2 weeks</u> , how often have you been feeling down, depressed, or hopeless?
	1 2 3 4 5	 □ Not at all □ Several days □ More than half the days □ Nearly every day □ Don't know

100	Over the last <u>2 weeks</u> , how often have you had trouble falling or staying asleep, or sleeping too much?
	1 □ Not at all 2 □ Several days 3 □ More than half the days 4 □ Nearly every day 5 □ Don't know
101	• Over the last <u>2 weeks</u> , how often have you been feeling tired or having little energy?
	1 □ Not at all 2 □ Several days 3 □ More than half the days 4 □ Nearly every day 5 □ Don't know
102	• Over the last <u>2 weeks</u> , how often have you had poor appetite or overeating?
	1 □ Not at all 2 □ Several days 3 □ More than half the days 4 □ Nearly every day 5 □ Don't know
103	Over the last <u>2 weeks</u> , how often have you been feeling bad about yourself or that you are a failure or have let yourself or your family down?
	1 □ Not at all 2 □ Several days 3 □ More than half the days 4 □ Nearly every day 5 □ Don't know
104	Over the last <u>2 weeks</u> , how often have you had trouble concentrating on things, such as reading the newspaper or watching television?
	1 □ Not at all 2 □ Several days 3 □ More than half the days 4 □ Nearly every day 5 □ Don't know

105.	Over the last <u>2 weeks</u> , how often have you been moving or speaking so slowly that other people could have noticed? Or the opposite being so fidgety or restless that you have been moving around a lot more than usual?
1 2 3 4 5	 □ Not at all □ Several days □ More than half the days □ Nearly every day □ Don't know
106.	On average, how many hours of sleep do you usually get in a 24-hour period? hours of sleep
98	□ Don't know
107.	How would you rate the quality of your sleep?
1 2 3 4 5 6	□ Poor □ Fair □ Good □ Very good □ Excellent □ Don't know
108.	During the past year, have you had pain that was present most of the time for 6 months or more?
1 2 3	☐ Yes ☐ No ☐ Don't know
	re a number of characteristics that may or may not apply to you. Please indicate the to which you agree or disagree with each statement.
109.	I see myself as dependable, self-disciplined.
1 2 3 4 5	 □ Strongly disagree □ Disagree □ Neither agree or disagree □ Agree □ Strongly agree □ Don't know

110.	I see myself as anxious, easily upset.
1 2 3 4 5 6	 □ Strongly disagree □ Disagree □ Neither agree or disagree □ Agree □ Strongly agree □ Don't know
111.	I see myself as disorganized, careless.
1 2 3 4 5	 □ Strongly disagree □ Disagree □ Neither agree or disagree □ Agree □ Strongly agree □ Don't know
112.	I see myself as calm, emotionally stable.
1 2 3 4 5	 □ Strongly disagree □ Disagree □ Neither agree or disagree □ Agree □ Strongly agree □ Don't know
	xt questions are about problems reading, understanding and filling out written health als. Please answer these questions thinking about problems that are <u>not</u> due to poor
113.	How often do you have problems learning about your medical condition because of difficulty understanding written information (not including problems due to poor vision)?
1 2 3 4 5	☐ Always ☐ Often ☐ Sometimes ☐ Rarely ☐ Never ☐ Don't know

114.	How confident are you filling out medical forms by yourself?
1 2 3 4 5 6	□ Extremely □ Quite a bit □ Somewhat □ A little □ Not at all □ Don't know
115.	How often do you have someone like a family member, friend, hospital or clinic worker or caregiver, help you read Kaiser health plan materials (such as written information about your health or care you are offered)?
1 2 3 4 5 6	□ Always □ Often □ Sometimes □ Rarely □ Never □ Don't know
116.	How often have you had problems understanding the labels and instructions on your medication bottles or boxes (not including problems due to poor vision)?
1 2 3 4 5 6	☐ Always ☐ Often ☐ Sometimes ☐ Rarely ☐ Never ☐ Don't know
117.	During the past 12 months, how often did you have problems <u>using</u> or <u>reading</u> your blood sugar meter (not including problems due to poor vision)?
1 2 3 4 5 6 7	☐ Always ☐ Often ☐ Sometimes ☐ Rarely ☐ Never ☐ I don't use a blood sugar meter ☐ Don't know

KNOWLEDGE ABOUT DIABETES

We would like to ask you some questions about your knowledge about diabetes. Please answer honestly based on your own knowledge, without asking others or looking up information. Please answer "Don't know" rather than guess if you do not know the answer. Please check ONLY ONE answer for each of the following questions.

118	Which of the following is highest in carbohydrates?
2	☐ Swiss Cheese ☐ Baked potato ☐ Peanut Butter
119	Which of the following is highest in fat?
2	☐ Corn ☐ Honey
120	Which of the following foods provides low fat protein?
	☐ Swiss cheese ☐ Carrots ☐ Crackers
121	Hemoglobin A-1-c (also called "HbA1c" or "Glycosylated hemoglobin") is a test that is a measure of a person's average blood glucose for the past:
	□ 1 day □ 2 weeks □ 2-3 months
122	If a person with diabetes suddenly gets sweaty, nervous, and shaky, what should he or she do?
3	☐ Take more insulin or diabetes pills

HEALTH PLAN COVERAGE

123.	During the past 10 years, have there been times when you did not have any health insurance?
1 2 3	
124.	During the past 10 years, for about how long in total were you not covered by any health insurance?
1 2 3 4 5 6	 □ Less than 6 months □ 6 months to one year □ More than one year but less than 3 years □ More than 3 years but less than 5 years □ More than 5 years □ Don't know
125.	Are you currently covered by any <u>other</u> private health plan or medical insurance besides Kaiser? (Do not include dental insurance.) That is, besides Kaiser, MediCare or Medicaid/Medi-CAL, or dental insurance, are you covered by another private health plan, such as Blue Cross, Blue Shield, Aetna, HealthNet, etc.?
1 2 3	☐ Yes ☐ No ☐ Don't know
126.	Do you currently have dental insurance?
1 2 3	☐ Yes ☐ No ☐ Don't know
127.	In the past 12 months, about how many times have you filled a regular prescription at a pharmacy that was NOT a Kaiser pharmacy? Please do <u>not</u> include over-the-counter medications, prescriptions filled during emergencies, or when you were traveling.
0 98	□ times □ None □ Don't know

128.	In the past 12 months, did you <u>use less</u> medication than was prescribed <u>because of cost</u> ? For example, did you try to stretch out your medications, skip doses, take smaller doses, stop a medication, not fill a prescription, or not start a medication? Please answer yes only if the COST of the prescription was the main reason that you used less.
1 2 3 4	☐ Yes ☐ No ☐ I don't use medications ☐ Don't know
129.	In the past year, did you ever have a time when you could not buy diabetes medical equipment (such as glucose strips, glucose monitors or insulin syringes) because it cost too much?
1 2 3 4	 ☐ Yes ☐ No ☐ I don't use strips or syringes, etc. ☐ Don't know
130.	On the average, how long does it <u>usually</u> take you to get to the medical center where you see your doctor (one way)?
1 2 3 4 5 6 7	 □ Less than 15 minutes □ 15 to 30 minutes □ 31 - 45 minutes □ 46 minutes to 1 hour □ 1-2 hours □ More than 2 hours □ Don't know
131.	In the last 12 months, if you missed a medical appointment, what was the main reason(s)?
	(Check ALL that apply)
.1 .2 .3 .4 .5 .6 .7 .8	☐ I did not miss a medical appointment without calling to cancel ☐ Forgot ☐ Felt too ill to go to the doctor ☐ Couldn't get there (no transportation) ☐ Needed to care for a child, parent or someone else ☐ Couldn't get time off from work ☐ It was not that important to me ☐ Other (specify) (A)

132.	In the past 12 months, did you ever feel that you delayed seeing a doctor or other health care provider longer than you should have?
1 2 3	☐ Yes ☐ No ☐ Don't know
133.	We would like to know how easy or difficult it is for you to use the Kaiser automated telephone prescription refill system (making your selections using the push buttons or your phone). How much do you agree or disagree with the following statement?
	It is easy to refill a prescription over the phone.
1 2 3 4 5 6 7	 □ Strongly disagree □ Disagree □ Neither agree or disagree □ Agree □ Strongly agree □ I didn't use the automated telephone system □ Don't know
134.	How often do you have difficulty getting the health care that you need because your English is limited or not good enough?
1 2 3 4 5	□ Never □ Sometimes □ Usually □ Always □ Don't know

ABOUT YOU & YOUR PROVIDERS

Think in general about all of the doctors and health care providers who take care of you and your diabetes at Kaiser.

135.	Has your doctor or health care provider told you to take aspirin regularly to lower your risk of developing heart disease or stroke?
1 2 3 4	 ☐ Yes, my doctor recommended I take aspirin ☐ No, my doctor didn't recommend aspirin ☐ My doctor told me I should NOT take aspirin ☐ Don't know
136.	Has your doctor or health care provider ever suggested that you could use an electronic insulin pump?
1 2 3	☐ Yes ☐ No ☐ Don't know
137.	Have you ever asked your doctor or health care provider for any medication you first learned about on TV?
1 2 3	☐ Yes ☐ No ☐ Don't know
138.	Has a doctor or health care provider at Kaiser talked with you about checking your own blood sugar?
1 2 3	 ☐ Yes ☐ No → SKIP TO QUESTION 145 ☐ Don't know → SKIP TO QUESTION 145
139.	How often did your doctor or health care provider recommend you usually check your own blood sugar? (Choose below what is most like what your doctor recommends.)
1 2 3 4 5	 ☐ Test every day ☐ Test at least one day each week ☐ Test at least one day each month ☐ Told me to test at home, but didn't say how often ☐ Don't know

140.	How many times per day did your doctor or health care provider recommend you usually check your own blood sugar on the days you test?
1 2 3 4 5 6	 □ 4 or more times a day □ 3 times a day □ 2 times a day □ Once a day □ Told me to test at home, but didn't say how often □ Don't know
141.	Did your doctor or health care provider give you a target blood sugar level when you test your own blood sugar (that is, if your blood sugar gets above this number, it is too high)?
1	☐ Yes → What target number were you given? [mg/dl or milligrams per deciliter]
0 998	□ No □ Don't know
142.	During the past 12 months, how often did your doctor or health care provider review your own blood sugar test results?
1 2 3 4 5 6	 □ Every visit □ Most of the visits □ At least one of the visits □ None of the visits □ No visits in past 12 months → SKIP TO QUESTION 158 □ Don't know
143.	In the last 12 months, has someone at Kaiser told you how to <u>adjust</u> your <u>diabetes</u> <u>medication</u> based on your own blood sugar tests?
1 2 3	☐ Yes ☐ No ☐ Don't know
144.	In the last 12 months, has someone at Kaiser talked with you about how to <u>adjust</u> your <u>diet or exercise</u> based on your own blood sugar tests?
1 2 3	☐ Yes ☐ No ☐ Don't know

145.	Have you had a healthcare visit at Kaiser during the past 12 months?
1 2 3	 ☐ Yes ☐ No → SKIP TO QUESTION 158 ☐ Don't know → SKIP TO QUESTION 158
146.	In the past 12 months, have you discussed any medication cost problems with your doctor or health care provider?
1 2 3	☐ Yes ☐ No ☐ Don't know
147.	During the last 12 months, how often did your doctor or health care provider examine your feet with your socks off?
1 2 3 4 5 6	 □ Every visit □ Most of the visits □ At least one of the visits □ None of the visits □ Not applicable (both feet amputated) □ Don't know
148. 1 2 3 4	During the past 12 months, have you ever discussed problems with pain with your doctor or health care provider? ☐ Yes ☐ No discussion, even though I did have pain ☐ I haven't had problems with pain ☐ Don't know

Next, we'd like to ask about the quality of care you received at Kaiser in the last 12 months.

If you have had no visits at Kaiser in the last 12 months, please skip to QUESTION 158.

149.	Over the last 12 months, how would you rate the <u>overall</u> quality of care you received for your diabetes at Kaiser?
1 2 3 4 5 6 7	 □ Excellent □ Very good □ Good □ Fair □ Poor □ No opinion □ Don't know
150.	In the last 12 months, how often did doctors or health care providers <u>listen carefully</u> to you?
1 2 3 4 5	 □ Never □ Sometimes □ Usually □ Always □ Don't know
151.	In the last 12 months, how often did doctors or health care providers <u>explain things</u> (directly or through an interpreter) in a way you could understand?
1 2 3 4 5	 □ Never □ Sometimes □ Usually □ Always □ Don't know
152.	In the last 12 months, how often did doctors or health care providers show respect for what you had to say?
1 2 3 4 5	 □ Never □ Sometimes □ Usually □ Always □ Don't know

153.	In the last 12 months, how often did doctors or health care providers <u>spend enough</u> <u>time</u> with you?
1 2 3 4 5	 □ Never □ Sometimes □ Usually □ Always □ Don't know
154.	In the past 12 months, how often have you felt that doctors or health care providers at Kaiser treated you poorly or made you feel inferior because of your <u>race or ethnicity</u> ?
1 2 3 4 5	 □ Never □ Sometimes □ Usually □ Always □ Don't know
155.	In the past 12 months, how often have you felt that doctors or health care providers at Kaiser treated you poorly or made you feel inferior because of your <u>level of education</u> ?
1 2 3 4 5	 □ Never □ Sometimes □ Usually □ Always □ Don't know
156.	In the past 12 months, how often have you felt that doctors or health care providers at Kaiser treated you poorly or made you feel inferior because of your <u>sex or gender</u> ?
1 2 3 4 5	 □ Never □ Sometimes □ Usually □ Always □ Don't know
157. 1 2 3 4 5	In the past 12 months, how often have you felt that doctors or health care providers at Kaiser treated you poorly or made you feel inferior because of your language ? language . language . language . <a h<="" th="">

These next questions are about your <u>personal physician</u>, the doctor assigned to you who provides most of your care.

158.	Do your have a personal physician, a doctor assigned to you who provides most of your care?
1 2 3	 ☐ Yes ☐ No → SKIP TO QUESTION 166 ☐ Don't know → SKIP TO QUESTION 166
159.	Is English your primary language?
1	 □ Yes → SKIP TO QUESTION 162 □ No → Continue to next question
160.	Without using an interpreter, how well does your <u>personal physician</u> speak your language?
1 2 3 4 5 6 7	 □ Excellently □ Very well □ Well □ Fair □ Poorly □ Does not speak my language □ Don't know
161.	In the last 12 months, how often did you use an interpreter (in person or over the phone) when talking to your <u>personal physician</u> ?
1 2 3 4 5 6	 □ Never □ Sometimes □ Usually □ Always □ No visits in last 12 months □ Don't know

In the last 12 months, how often did your <u>personal physician</u> involve you in making decisions about your care as much you wanted?
 □ Never □ Sometimes □ Usually □ Always □ No visits in last 12 months → SKIP TO QUESTION 166 □ Don't know
In the last 12 months, how often did your <u>personal physician</u> seem to understand the kinds of problems you have in carrying out recommended treatments?
 □ Never □ Sometimes □ Usually □ Always □ No problems in last 12 months □ Don't know
In the last 12 months, how often have you felt confidence and trust in your <u>personal physician</u> ?
 □ Never □ Sometimes □ Usually □ Always □ Don't know
In the last 12 months, how often did you feel that your <u>personal physician</u> was putting your medical needs above all other considerations when treating your medical problems?
 □ Never □ Sometimes □ Usually □ Always □ Don't know

HEALTH HISTORY

166.	How much do you weigh without clothes?
	pounds
998	□ Don't know
167.	How tall are you in your bare feet (without shoes)?
	feet, inches
97 98	 □ Does not apply because of double amputation □ Don't know
168.	Over the past 4 weeks, how often have you had pins and needles, numbness, burning or a tingling sensation in <u>both</u> your feet?
1 2 3 4 5 6 7	 □ 5 to 7 days a week □ 3 to 4 days a week □ 1 to 2 days a week □ 1 to 3 days a month □ Never or rarely □ Does not apply because of amputation □ Don't know
169.	In the past 4 weeks, how many times have you had a low blood sugar (low glucose or hypoglycemic) reaction (symptoms might include sweating, weakness, anxiety, trembling, hunger or headache)?
1 2 3 4 5	 □ 8 or more times □ 4 – 7 times □ 1 – 3 times □ 0 or none □ Don't know

17	0.	In the past year, how many times have you had a <u>severe</u> low blood sugar reaction such as passing out or needing help to treat the reaction?
	1 2 3 4 5 6	 ☐ 12 or more times ☐ 7 – 11 times ☐ 4 – 6 times ☐ 1 – 3 times ☐ 0 or none ☐ Don't know
17	1.	How many of your <u>permanent teeth</u> have been removed because of tooth decay or gum disease? Do not include baby teeth or teeth lost for other reasons, such as injury or orthodontics. If wisdom teeth are removed because of tooth decay or gum disease, they should be included in the count for lost teeth. Include teeth lost due to infection.
	1 2 3 4 5	 □ All teeth lost □ 6 or more but not all teeth □ 1 to 5 teeth □ No teeth lost □ Don't know
17	2.	In your lifetime, have you ever had 2 weeks or longer when nearly every day you felt sad, blue, depressed, or when you lost all interest in most things like work, hobbies, and other things you usually enjoyed?
	1 2 3	☐ Yes ☐ No → SKIP TO QUESTION 174 ☐ Don't know → SKIP TO QUESTION 174
17	3.	Thinking about your whole lifetime, about how many times has this happened (feeling sad, blue, etc) ?
	1 2 3 4	 □ Once or twice □ 3-5 times □ 6 or more times □ Don't know
17	4.	Has a doctor or healthcare provider ever told you that you have depression or suggested medication or psychological counseling for depression?
	1 2 3	☐ Yes ☐ No ☐ Don't know

175.	Have you ever been told by a doctor or healthcare provider that you have had a heart attack, a "coronary" or a myocardial infarction ("MI")?
1 2 3	☐ Yes ☐ No ☐ Don't know
176.	Have you ever been told by a doctor or healthcare provider that you have had a stroke, cerebrovascular accident, blood clot or bleeding in the brain, or a transient ischemic attack, TIA or "mini-stroke"?
1 2 3	☐ Yes ☐ No ☐ Don't know
177.	Have you ever had a heart bypass, or an angioplasty or balloon to unclog arteries to your heart, leg or brain?
1 2 3	☐ Yes ☐ No ☐ Don't know
178.	Have you ever had kidney failure that required dialysis or a kidney transplant?
1 2 3	☐ Yes ☐ No ☐ Don't know
179.	Have you ever had a toe, foot or leg amputated?
1 2 3	☐ Yes ☐ No ☐ Don't know

FOR MEN ONLY

WOMEN: SKIP TO QUESTION 182

The following question concerns your ability to get and keep an erection (or "hard-on"). Some men with diabetes occasionally experience problems with this. This question is personal, but your answer is important in helping us better understand how diabetes affects men's health. Many men have difficulty getting and keeping an erection that is hard enough for satisfactory sexual activity.

180.	In the past year, have you used a medication such as Viagra or a device to get or keep an erection (or hard-on)? (Includes medications such as Viagra, Cialis, Levitra or injectable drugs, penis implant or pump device.)
1 2 3	 Yes → SKIP TO LAST PAGE No Don't know
181. 1 2 3 4 5	In the past year, how often have you had a problem getting and keeping an erection (or hard-on) good enough for sexual activity? Always Usually Sometimes Never Don't know

FOR WOMEN ONLY

The following questions concern your urinary or bladder habits. These questions are personal, but your answers are important in helping us better understand women's health issues and diabetes.

182.	Some women with diabetes or those who have had children experience occasional accidental leakage of urine, particularly when they cough or laugh. Does this sometimes happen to you?
1 2 3	 ☐ Yes ☐ No → SKIP TO QUESTION 184 ☐ Don't know → SKIP TO QUESTION 184
183.	During the past 12 months, how much did your leakage of urine affect your day-to-day activities?
1 2 3 4 5 6	 □ Not at all □ Slightly □ Moderately □ Quite a bit □ Extremely □ Don't know
184.	How many times have you given birth (please include live and still births)?
	number of births
98	□ Don't know

Survey 16B: Mar 3, 2006

KPNC DISTANCE Survey

FINALLY	
Did someone help you complete this survey? ¹ □ No	
 Yes, someone translated the questions into my language Yes, someone read the questions to me Yes, someone wrote down the answers I gave Yes, someone answered the questions for me Yes, someone helped in some other way (<i>please specify</i>) 	
7 Don't know	_

You are done! Thank you so much for your time and effort!

Please return this survey in the envelope provided. No postage is required.

Please return this survey in the envelope provided. No postage is required.

When we receive your completed survey, we will send you a \$10 Safeway gift card at the address on this survey. Please allow 4-6 weeks for delivery.

If you have moved, please correct your address below.

☐ I do not wish to participate at this time; I am returning the survey without completing it.



Kaiser Permanente DISTANCE SURVEY P.O. Box 12916 Oakland, CA 94604-9929

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