

III. RACIAL, ETHNIC, AND GENDER COMPARISONS OF HEALTH STATUS, HEALTH CARE UTILIZATION, AND SERVICES USED, BY CONDITION

OVERVIEW

The exhibits in this section display information for MMC enrollees as a whole and side by side for each of the six racial/ethnic groups. This facilitates easy comparisons across groups and allows one to determine which groups are above average, which are below average, and which rank toward the middle in health status and in the use of various health care services and facilities.

The material is divided into four sections. The first presents information on such sociodemographic factors as age, gender, and educational attainment.

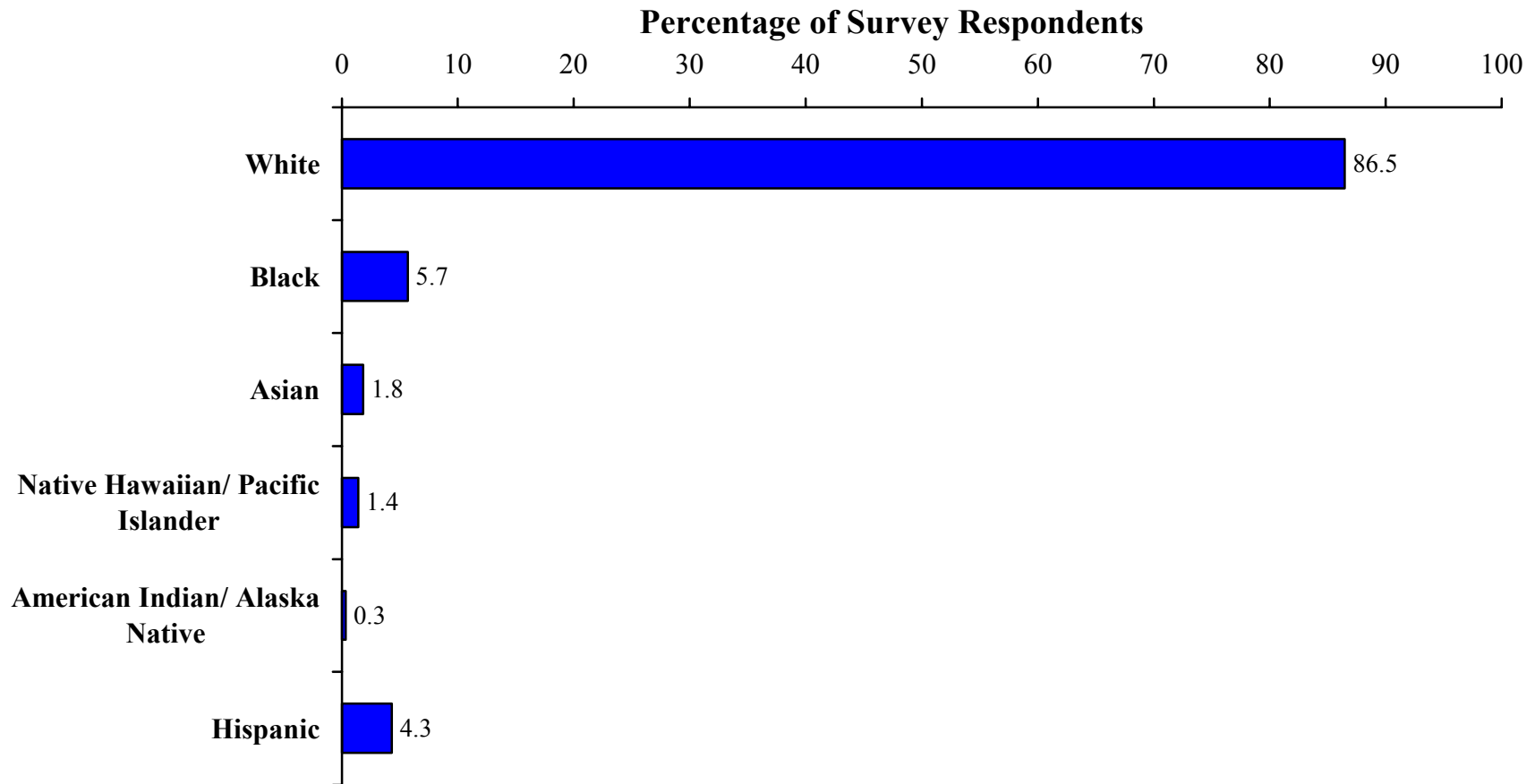
The second section on health status organizes the information by current health status, health status compared with one year ago, and a history of several serious health conditions.

The third section is on health care utilization. It contains information on doctor's office visits and use of other health care services, facilities, and devices. Results are presented separately for all members of each racial/ethnic group, males, and females.

The concluding section is on the use of various health care services by MMC enrollees who have ever been told by a doctor that they had each of several serious health conditions. These results are presented in separate tables for males and females.

Bullet points in each exhibit highlight notable differences among the racial/ethnic groups.

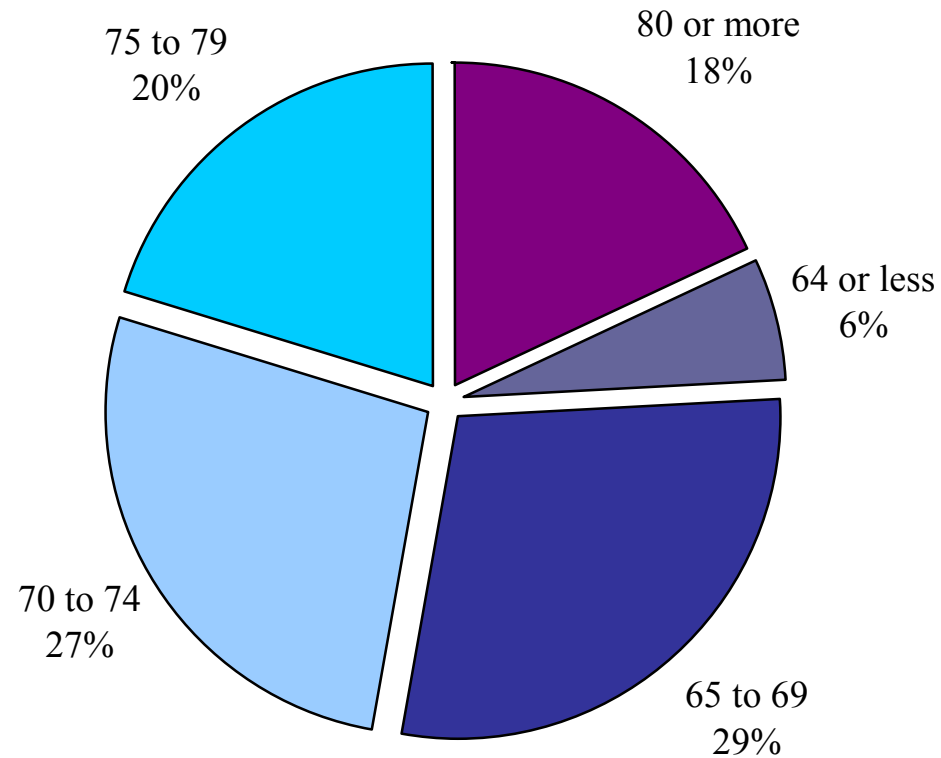
SOCIODEMOGRAPHICS

EXHIBIT 3-1. RACIAL/ETHNIC COMPOSITION OF MMC CAHPS ENROLLEES

Source: MMC CAHPS surveys for 1997, 1998, and 1999.

❖ All racial/ethnic minority subgroups together account for **less than 14%** of the MMC enrollee population.

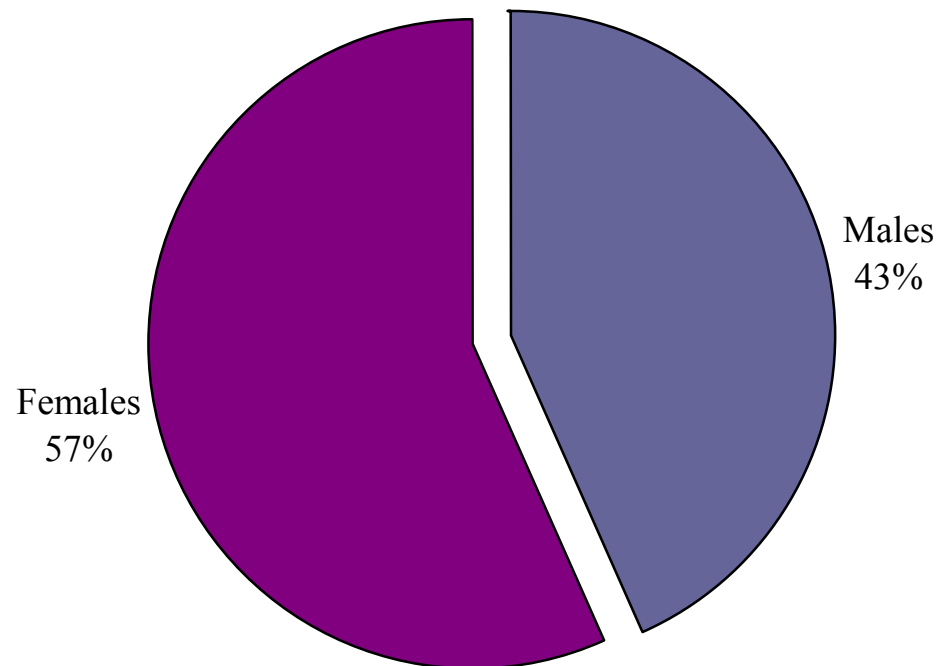
EXHIBIT 3-2. AGE DISTRIBUTION OF MMC CAHPS ENROLLEES



Source: MMC CAHPS surveys for 1997, 1998, and 1999.

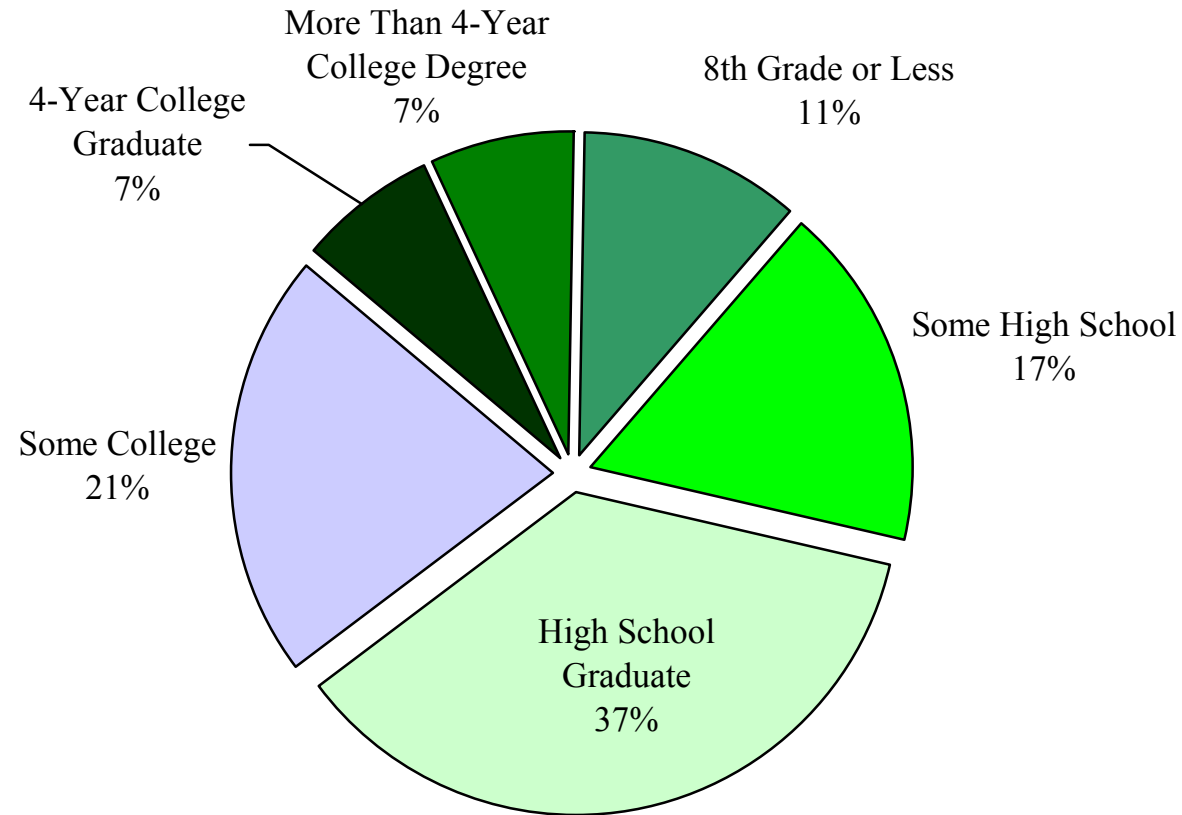
- ❖ Six percent of MMC enrollees are **less than 65**; they qualify for Medicare on the basis of disability.
- ❖ The 80 years old and over group is relatively large now and will become increasingly prominent during the next several decades.

EXHIBIT 3-3. GENDER DISTRIBUTION OF MMC CAHPS ENROLLEES



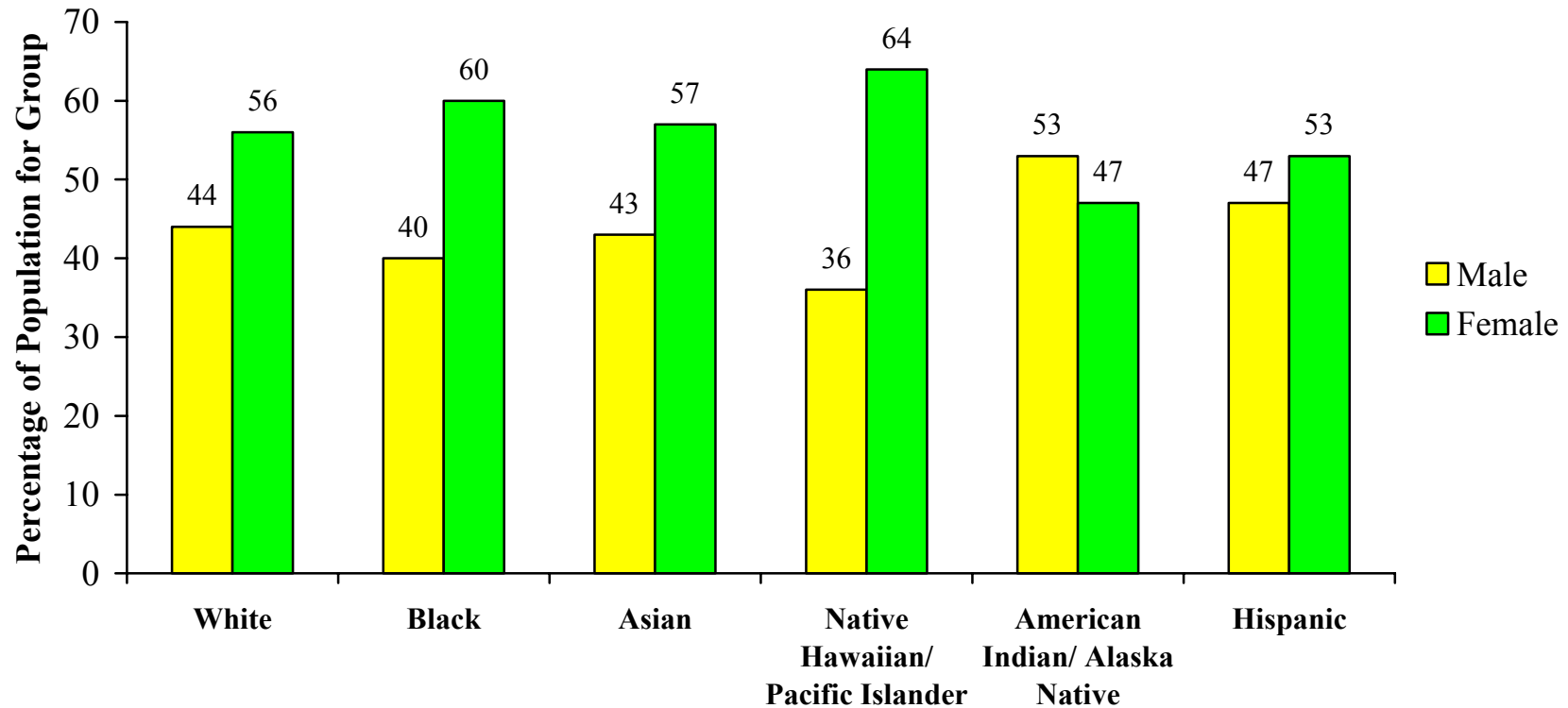
Source: MMC CAHPS surveys for 1997, 1998, and 1999.

❖ **Females outnumber males** among MMC enrollees, as they do in the total U.S. population.

EXHIBIT 3-4. EDUCATIONAL ATTAINMENT OF MMC CAHPS ENROLLEES

Source: MMC CAHPS surveys for 1997, 1998, and 1999.

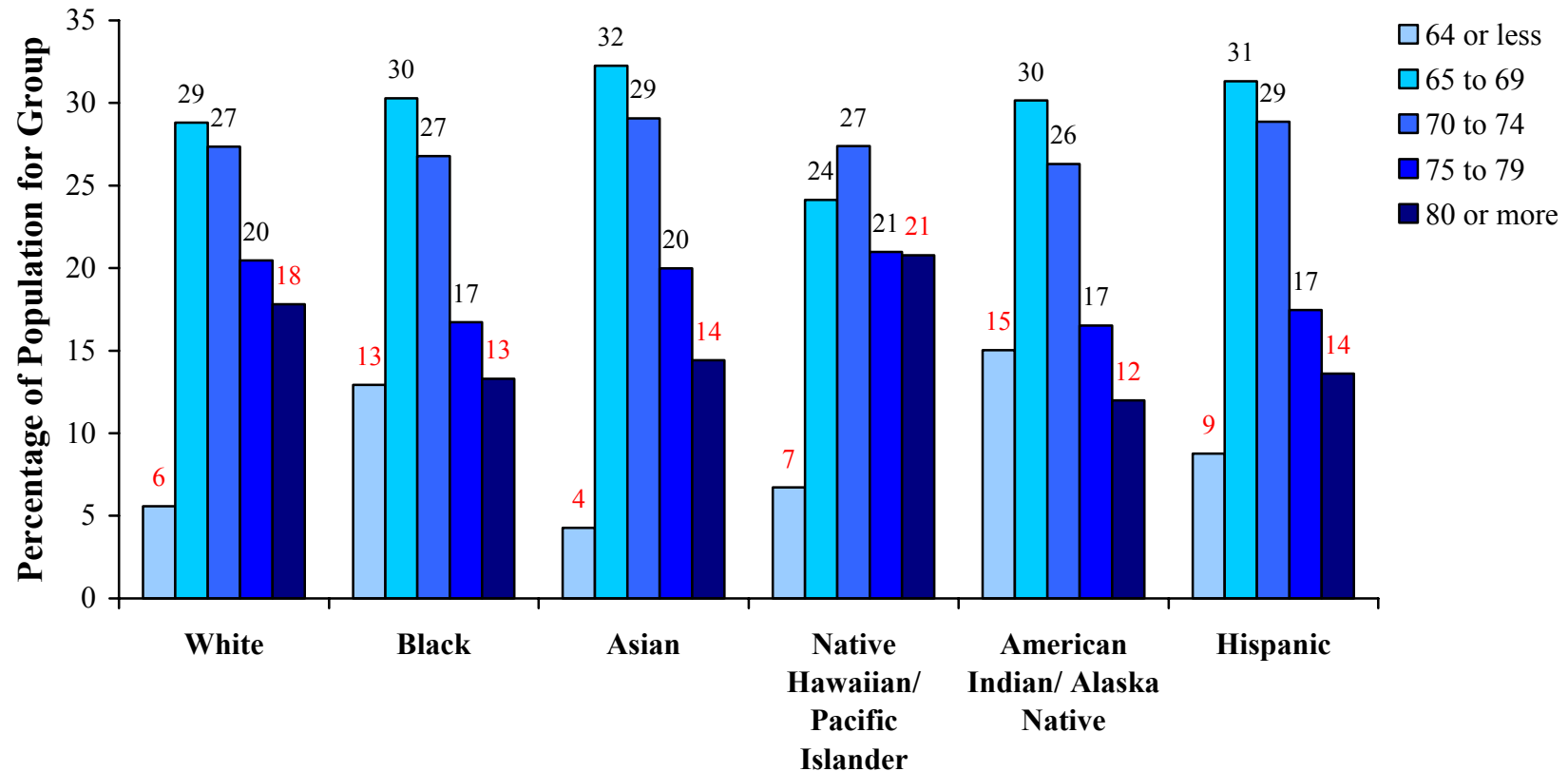
- ❖ Seventy-two percent of MMC enrollees have a **high school diploma**. Fourteen percent of MMC enrollees have at least a **4-year college degree**.

EXHIBIT 3-5. GENDER COMPOSITION OF MMC CAHPS ENROLLEES BY RACE/ETHNICITY

Source: MMC CAHPS surveys for 1997, 1998, and 1999.

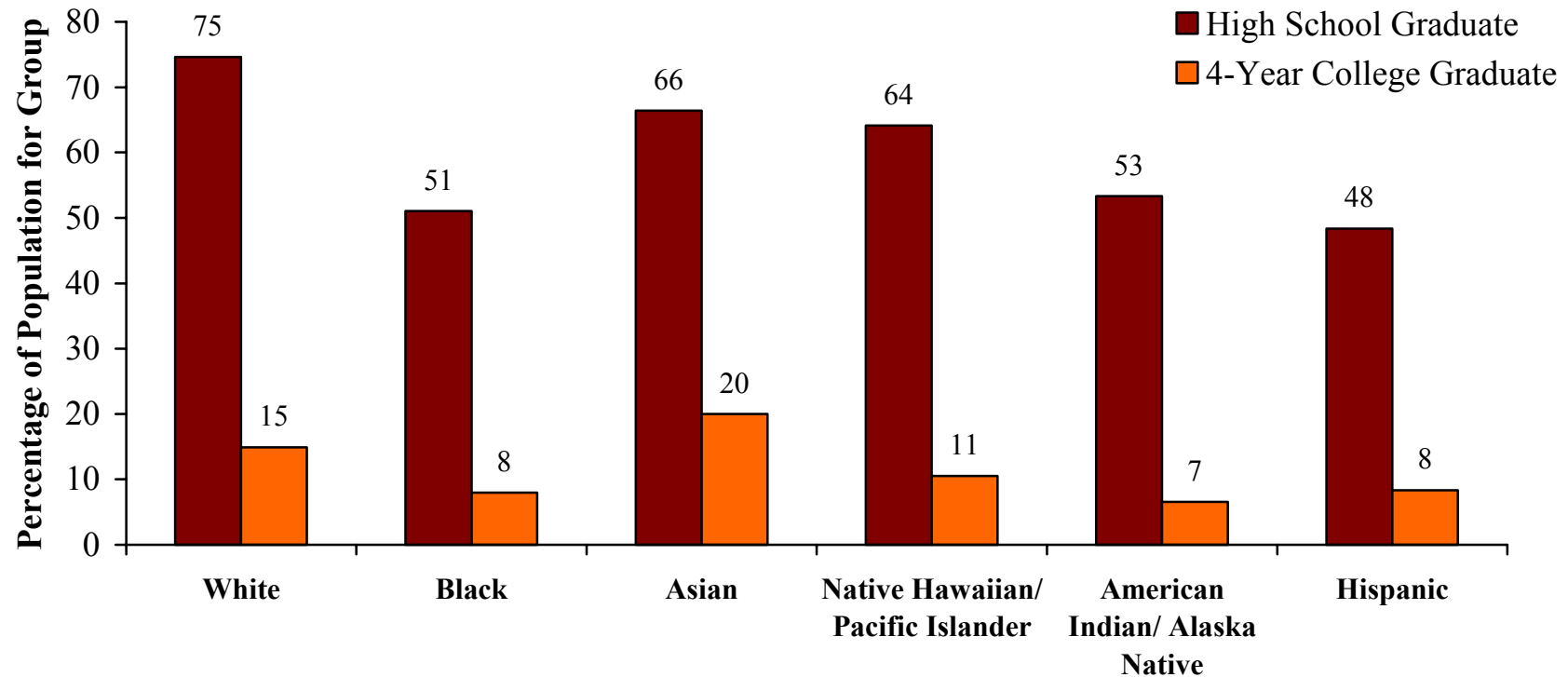
- ❖ **Females outnumber males** for most racial/ethnic groups in the MMC enrollee population.
- ❖ The lone exception is for the American Indian/Alaska Native group.
- ❖ The greatest female-male disparity is for Native Hawaiians/Pacific Islanders.

EXHIBIT 3-6. AGE DISTRIBUTION OF MMC CAHPS ENROLLEES BY RACE/ETHNICITY



Source: MMC CAHPS surveys for 1997, 1998, and 1999.

- ❖ The American Indian/Alaska Native MMC enrollee group is the “youngest” in part because it has a greater percentage of persons under 65 than 80 or over.
- ❖ At the other extreme, the Native Hawaiian/Pacific Islander group is the “oldest.”

EXHIBIT 3-7. GRADUATION RATES OF MMC CAHPS ENROLLEES BY RACE/ETHNICITY

Source: MMC CAHPS surveys for 1997, 1998, and 1999.

- ❖ No racial/ethnic minority group of MMC enrollees has as high a high school graduation rate as that for Whites.
- ❖ Asians have the highest college graduation rate.
- ❖ Only about one-half of Blacks, American Indians/Alaska Natives, and Hispanics/Latinos complete high school.

HEALTH STATUS

EXHIBIT 3-8. HEALTH STATUS AND HEALTH CONDITIONS FOR MMC CAHPS ENROLLEES, BY RACIAL/ETHNIC GROUP

Survey Question	White	Black	Hispanic/ Latino	Asian	American Indian/AN	Native Hawaiian/PI
Health Status Now	%	%	%	%	%	%
Excellent or Very Good	34.4	25.1	30.8	34.8	31.7	38.5
Good	38.5	35.2	34.8	39.6	30.3	33.6
Fair or Poor	27.1	39.8	34.4	25.6	38.0	27.9
Limited Independence	17.1	23.7	18.3	13.3	27.0	21.8
Health Status Compared With One Year Ago	%	%	%	%	%	%
About the Same	64.5	53.2	55.7	63.5	52.1	49.5
Much Better or Somewhat Better	18.8	31.3	28.6	23.0	26.4	37.0
Somewhat Worse or Much Worse	16.8	15.4	15.7	13.5	21.5	13.5
Health Conditions	%	%	%	%	%	%
Heart Disease	25.0	21.4	22.2	16.8	27.0	22.4
Cancer	15.8	10.7	9.9	8.6	12.2	13.4
Stroke	8.1	10.7	8.6	7.7	12.9	9.8
COPD	5.8	4.1	3.9	2.9	8.5	4.8
Diabetes	14.0	27.0	22.8	18.2	25.0	15.0

Source: MMC CAHPS surveys for 1997, 1998, and 1999.

- ❖ Blacks, Hispanics/Latinos, and American Indians/Alaska Natives report worse health now than other racial/ethnic groups.
- ❖ Native Hawaiians/Pacific Islanders report the greatest improvement in health, and American Indians/Alaska Natives report the worst change in health.
- ❖ American Indians have the highest and Asians the lowest incidence rates over all five health conditions.

EXHIBIT 3-9. HEALTH STATUS AND HEALTH CONDITIONS FOR MALE MMC CAHPS ENROLLEES, BY RACIAL/ETHNIC GROUP

Survey Question	White	Black	Hispanic/ Latino	Asian	American Indian/AN	Native Hawaiian/PI
Health Status Now	%	%	%	%	%	%
Excellent or Very Good	35.5	27.1	34.4	36.1	33.7	41.1
Good	38.0	34.5	33.8	38.8	30.6	31.3
Fair or Poor	26.5	38.3	31.8	25.1	35.7	27.6
Limited Independence	16.8	22.8	18.4	13.2	26.6	21.7
Health Status Compared With One Year Ago	%	%	%	%	%	%
About the Same	65.6	54.7	56.4	63.3	56.5	56.4
Much Better or Somewhat Better	18.5	31.9	29.3	23.2	24.3	34.1
Somewhat Worse or Much Worse	16.0	13.4	14.4	13.6	19.2	14.8
Health Conditions	%	%	%	%	%	%
Heart Disease	30.3	22.0	25.8	21.0	31.4	26.6
Cancer	17.2	13.7	11.3	9.6	14.1	15.5
Stroke	9.1	11.6	9.6	8.9	13.6	11.2
COPD	6.7	4.7	5.0	3.5	10.7	6.1
Diabetes	16.2	26.7	24.7	19.0	24.2	16.1

Source: MMC CAHPS surveys for 1997, 1998, and 1999.

- ❖ Reported health status currently and compared with one year ago for males roughly parallels the findings for all MMC enrollees for each racial/ethnic group (Exhibit 3-8).
- ❖ Heart disease is particularly common among White and American Indian/Alaska Native males. Diabetes afflicts Black, Hispanic/Latino, and American Indian/Alaska Native males more than other groups.
- ❖ The highest reported disease rates are heart disease for Whites and American Indians/Alaska Natives.

EXHIBIT 3-10. HEALTH STATUS AND HEALTH CONDITIONS FOR FEMALE MMC CAHPS ENROLLEES, BY RACIAL/ETHNIC GROUP

Survey Question	White	Black	Hispanic/ Latino	Asian	American Indian/AN	Native Hawaiian/PI
Health Status Now	%	%	%	%	%	%
Excellent or Very Good	33.6	23.7	27.7	33.8	29.8	37.0
Good	38.9	35.6	35.7	40.3	29.8	34.9
Fair or Poor	27.5	40.7	36.6	26.0	40.5	28.1
Limited Independence	17.4	24.2	18.2	13.3	27.5	21.9
Health Status Compared With One Year Ago	%	%	%	%	%	%
About the Same	63.7	52.4	55.0	63.9	47.6	48.3
Much Better or Somewhat Better	19.0	30.8	28.1	22.6	29.1	39.7
Somewhat Worse or Much Worse	17.3	16.8	17.0	13.5	23.4	11.9
Health Conditions	%	%	%	%	%	%
Heart Disease	20.8	21.0	19.1	13.7	22.1	20.0
Cancer	15.8	8.7	8.7	7.8	10.0	12.2
Stroke	7.3	10.1	7.7	6.8	12.2	9.0
COPD	5.0	3.6	2.9	2.4	5.9	4.1
Diabetes	12.3	27.2	21.1	17.5	25.9	14.3

Source: MMC CAHPS surveys for 1997, 1998, and 1999.

- ❖ **Female** MMC enrollees report worse health, compared with **males** of the same racial/ethnic group (Exhibit 3-9).
- ❖ Interestingly, most females also report **lower** rates of the five health conditions than their male counterparts.
- ❖ The one exception is a **higher** reported incidence of diabetes among Black women than among Black men. The diabetes rate is also **high** for American Indian/Alaska Native females.
- ❖ **Diabetes** tends to be most prevalent for females, whereas **heart disease** is most common for males.

HEALTH CARE UTILIZATION

EXHIBIT 3-11. HEALTH CARE UTILIZATION FOR MMC CAHPS ENROLLEES, BY RACIAL/ETHNIC GROUP

Survey Question	White	Black	Hispanic/ Latino	Asian	American Indian/AN	Native Hawaiian/PI
Health Care Use in Last 6 Months	%	%	%	%	%	%
No Visit to Doctor's Office	20.8	23.3	25.4	29.8	26.3	30.1
One Visit to Doctor's Office	21.4	16.9	17.6	20.6	17.3	22.7
Two to Four Visits to Doctor's Office	43.1	44.1	42.2	39.6	39.0	35.0
Five or More Visits to Doctor's Office	14.7	15.8	14.8	10.1	17.4	12.3
Any Visit to a Specialist	56.0	49.7	53.4	45.3	48.3	44.2
Any Hospital Inpatient Use	18.2	19.7	18.1	12.9	24.9	19.0
Any Emergency Room Use	13.1	18.1	14.0	11.8	19.5	18.6
Any Prescription Medicine Use	82.2	77.7	77.3	70.0	73.1	76.3
Any Special Medical Equipment Use	11.0	14.7	10.3	7.8	17.7	15.5
Any Special Therapy Use	9.9	10.5	10.1	7.6	11.8	10.3
Any Home Health Care Use	4.9	8.5	5.1	3.1	8.6	7.7

Source: MMC CAHPS surveys for 1997, 1998, and 1999.

- ❖ Asian and Native Hawaiian/Pacific Islander MMC enrollees make the **fewest** visits to a doctor's office. Blacks and American Indians/Alaska Natives have the highest frequencies of five or more doctor visits.
- ❖ Whites are **most** likely to make a doctor and specialist visit and to use prescription medicines.
- ❖ American Indians/Alaska Natives have **high**—and Asians **low**—rates of use of hospitals and emergency rooms.
- ❖ Asians' use of medical services is generally the **lowest** among the various racial/ethnic groups.
- ❖ American Indians/Alaska Natives have the **highest** rates of use of most medical facilities and services.

EXHIBIT 3-12. HEALTH CARE UTILIZATION FOR MALE MMC CAHPS ENROLLEES, BY RACIAL/ETHNIC GROUP

Survey Question	White	Black	Hispanic/ Latino	Asian	American Indian/AN	Native Hawaiian/PI
Health Care Use in Last 6 Months	%	%	%	%	%	%
No Visit to Doctor's Office	21.5	27.0	27.6	31.2	28.6	31.2
One Visit to Doctor's Office	21.6	16.9	17.4	20.7	18.0	21.8
Two to Four Visits to Doctor's Office	43.0	41.6	41.5	39.0	38.3	35.7
Five or More Visits to Doctor's Office	13.9	14.5	13.5	9.1	15.1	11.4
Any Visit to a Specialist	59.1	50.6	55.3	48.7	49.0	48.9
Any Hospital Inpatient Use	19.4	21.0	19.1	13.7	23.3	21.1
Any Emergency Room Use	13.2	18.9	13.5	11.8	18.7	20.3
Any Prescription Medicine Use	79.6	73.2	74.7	67.0	69.0	71.1
Any Special Medical Equipment Use	10.5	13.8	10.3	7.9	18.6	15.8
Any Special Therapy Use	9.1	9.6	9.3	6.8	9.3	11.1
Any Home Health Care Use	3.9	7.4	4.5	2.8	7.2	8.1

Source: MMC CAHPS surveys for 1997, 1998, and 1999.

- ❖ Results for **male** MMC enrollees are generally the same as those for **all** persons in a given racial/ethnic group (Exhibit 3-11).
- ❖ Asian men make the **fewest** office visits and American Indian/Alaska Native men make the most office visits.
- ❖ Asian men appear to be the **healthiest** in terms of relative infrequency of medical resource use. Blacks, American Indians/Alaska Natives, and Native Hawaiians/Other Pacific Islanders are the **least** healthy using the same basis of comparison.
- ❖ However, infrequent use could signal disparity in treatment and inadequacy of care.

EXHIBIT 3-13. HEALTH CARE UTILIZATION FOR FEMALE MMC CAHPS ENROLLEES, BY RACIAL/ETHNIC GROUP

Survey Question	White	Black	Hispanic/ Latino	Asian	American Indian/AN	Native Hawaiian/PI
Health Care Use in Last 6 Months	%	%	%	%	%	%
No Visit to Doctor's Office	20.2	20.8	23.5	28.8	23.5	29.5
One Visit to Doctor's Office	21.3	16.9	17.8	20.5	16.7	23.2
Two to Four Visits to Doctor's Office	43.3	45.8	42.8	39.9	39.7	34.5
Five or More Visits to Doctor's Office	15.3	16.6	16.0	10.7	20.2	12.9
Any Visit to a Specialist	53.5	49.1	51.6	42.1	47.6	40.3
Any Hospital Inpatient Use	17.2	18.9	17.2	12.3	27.1	17.9
Any Emergency Room Use	13.0	17.7	14.6	11.9	20.6	17.7
Any Prescription Medicine Use	84.2	80.7	79.4	72.4	77.7	80.5
Any Special Medical Equipment Use	11.4	15.2	10.2	7.6	16.9	15.4
Any Special Therapy Use	10.5	11.0	10.7	8.3	14.5	9.8
Any Home Health Care Use	5.7	9.2	5.7	3.3	10.3	7.3

Source: MMC CAHPS surveys for 1997, 1998, and 1999.

- ❖ The racial/ethnic patterns for **female** MMC enrollees are similar to those for **males** (Exhibit 3-12).
- ❖ Females have **higher** doctor visit rates than males do.
- ❖ Females also use special medical equipment, special therapy, and home health care **more** than males do.
- ❖ However, females make **less** use of specialists, hospitals, emergency rooms, and prescription medicines, compared with males.

SERVICES USED, BY MEDICAL CONDITION

EXHIBIT 3-14. HEALTH CARE UTILIZATION FOR MALE MMC CAHPS ENROLLEES WITH HEART DISEASE, BY RACIAL/ETHNIC GROUP

Survey Question	White	Black	Hispanic/ Latino	Asian	American Indian/AN	Native Hawaiian/PI
Health Care Use in Last 6 Months	%	%	%	%	%	%
No Visit to Doctor's Office	13.1	17.3	17.4	22.1	17.0	19.6
One Visit to Doctor's Office	18.1	13.4	15.7	15.4	14.8	18.8
Two to Four Visits to Doctor's Office	49.1	49.0	48.1	46.9	46.7	41.9
Five or More Visits to Doctor's Office	19.7	20.3	18.7	15.6	21.5	19.8
Any Visit to a Specialist	71.1	65.3	71.1	65.9	63.6	67.6
Any Hospital Inpatient Use	31.3	35.9	34.0	23.5	34.3	35.9
Any Emergency Room Use	19.5	28.2	20.3	18.1	23.5	27.4
Any Prescription Medicine Use	91.4	83.6	87.6	87.4	83.0	86.5
Any Special Medical Equipment Use	14.6	21.0	15.1	12.6	24.6	21.4
Any Special Therapy Use	12.1	14.4	13.1	10.8	10.5	15.5
Any Home Health Care Use	6.0	11.7	7.5	5.2	8.2	13.2

Source: MMC CAHPS surveys for 1997, 1998, and 1999.

- ❖ Among MMC enrollees with heart disease, male Asians are the **least** intensive users of many health care services.
- ❖ White men make **a lot** of doctor's office and specialist visits and are frequent users of prescription medicine.
- ❖ Black men make the **most** frequent use of emergency rooms.
- ❖ American Indian/Alaska Native males make **frequent** use of doctor visits, prescription medicines, and special medical equipment.
- ❖ Native Hawaiian/Pacific Islander men are relatively **high** users of doctor's office visits, emergency rooms, and home health care.

EXHIBIT 3-15. HEALTH CARE UTILIZATION FOR MALE MMC CAHPS ENROLLEES WITH CANCER, BY RACIAL/ETHNIC GROUP

Survey Question	White	Black	Hispanic/ Latino	Asian	American Indian/AN	Native Hawaiian/PI
Health Care Use in Last 6 Months	%	%	%	%	%	%
No Visit to Doctor's Office	13.5	18.5	19.1	17.2	23.0	23.8
One Visit to Doctor's Office	18.1	17.1	14.6	18.7	16.4	16.8
Two to Four Visits to Doctor's Office	46.0	43.1	46.7	42.6	37.7	44.9
Five or More Visits to Doctor's Office	22.4	21.3	19.6	21.5	23.0	14.5
Any Visit to a Specialist	77.1	70.2	76.1	80.0	70.9	76.5
Any Hospital Inpatient Use	27.1	26.5	27.8	20.5	29.7	27.1
Any Emergency Room Use	16.0	19.7	16.8	15.9	22.5	20.6
Any Prescription Medicine Use	84.4	77.9	84.6	78.5	69.1	82.4
Any Special Medical Equipment Use	12.9	17.5	12.0	12.2	24.2	13.9
Any Special Therapy Use	10.2	10.6	10.6	8.4	14.8	12.7
Any Home Health Care Use	5.8	9.3	5.6	4.8	8.1	10.3

Source: MMC CAHPS surveys for 1997, 1998, and 1999.

- ❖ Hispanic/Latino male MMC enrollees with cancer make relatively **infrequent** visits to specialists, but are otherwise average users of health care, compared with other racial/ethnic groups.
- ❖ Asians are relatively **low** utilizers, with the exception of visits to specialists.
- ❖ American Indians/Alaska Natives don't visit a doctor's office as frequently as other groups, but otherwise tend to be relatively **high** utilizers of health care, especially health care facilities.
- ❖ Native Hawaiians/Pacific Islanders are the **most** likely to use home health care services.

EXHIBIT 3-16. HEALTH CARE UTILIZATION FOR MALE MMC CAHPS ENROLLEES WITH STROKE, BY RACIAL/ETHNIC GROUP

Survey Question	White	Black	Hispanic/ Latino	Asian	American Indian/AN	Native Hawaiian/PI
Health Care Use in Last 6 Months	%	%	%	%	%	%
No Visit to Doctor's Office	14.4	22.0	20.3	27.8	25.0	19.4
One Visit to Doctor's Office	17.2	11.1	13.5	13.6	16.7	22.6
Two to Four Visits to Doctor's Office	47.2	44.8	45.6	45.6	40.0	41.3
Five or More Visits to Doctor's Office	21.2	22.2	20.7	13.1	18.3	16.8
Any Visit to a Specialist	67.4	59.0	65.4	58.4	52.8	60.0
Any Hospital Inpatient Use	35.1	39.4	39.1	25.5	30.7	33.6
Any Emergency Room Use	23.7	29.3	26.0	23.7	31.7	28.2
Any Prescription Medicine Use	89.5	80.3	85.2	84.2	72.7	93.3
Any Special Medical Equipment Use	22.2	28.7	23.9	21.6	36.2	28.9
Any Special Therapy Use	17.6	22.6	18.2	10.9	13.8	25.2
Any Home Health Care Use	10.1	20.4	13.0	11.9	8.6	19.5

Source: MMC CAHPS surveys for 1997, 1998, and 1999.

- ❖ Asian male MMC enrollees who have had a stroke are comparatively **low** health care utilizers.
- ❖ American Indians/Alaska Natives are **above-average** users of many types of health care, except for specialist visits, special therapy, and home health care.
- ❖ Whites and Native Hawaiians/Pacific Islanders are **high** utilizers of prescription medicines.
- ❖ Blacks, along with Native Hawaiians/Pacific Islanders, are **high** users of special medical equipment, special therapy, and home health care.
- ❖ Other than doctor visits and prescription medicine, White stroke sufferers tend to be **low** health care utilizers.

EXHIBIT 3-17. HEALTH CARE UTILIZATION FOR MALE MMC CAHPS ENROLLEES WITH COPD, BY RACIAL/ETHNIC GROUP

Survey Question	White	Black	Hispanic/ Latino	Asian	American Indian/AN	Native Hawaiian/PI
Health Care Use in Last 6 Months	%	%	%	%	%	%
No Visit to Doctor's Office	11.1	19.4	15.9	18.7	12.5	16.7
One Visit to Doctor's Office	15.4	10.9	16.3	13.3	10.4	9.5
Two to Four Visits to Doctor's Office	49.5	47.2	46.3	46.7	43.8	58.3
Five or More Visits to Doctor's Office	24.0	22.5	21.5	21.3	33.3	15.5
Any Visit to a Specialist	73.0	68.2	72.0	78.2	75.7	69.2
Any Hospital Inpatient Use	37.0	33.8	39.7	29.9	40.4	36.9
Any Emergency Room Use	24.0	26.6	24.3	24.3	27.7	32.5
Any Prescription Medicine Use	92.7	85.1	87.4	84.9	81.6	84.6
Any Special Medical Equipment Use	31.6	33.6	36.8	32.9	52.2	41.7
Any Special Therapy Use	14.7	17.3	15.0	12.9	17.0	13.9
Any Home Health Care Use	8.8	15.4	10.5	11.4	19.2	12.5

Source: MMC CAHPS surveys for 1997, 1998, and 1999.

- ❖ Male American Indian/Alaska Native MMC enrollees with COPD rank at or near the **top** of most health care utilization categories.
- ❖ Other than doctor visits and prescriptions, White males with COPD tend to be **low** health care utilizers.
- ❖ Asians also tend to rank **low** in health care use, except for specialist visits.
- ❖ Blacks don't make many doctor visits, but do make relatively **frequent** use of emergency rooms, special medical equipment, special therapy, and home health care.
- ❖ Native Hawaiians/Pacific Islanders are **above-average** users of emergency rooms and medical equipment.

EXHIBIT 3-18. HEALTH CARE UTILIZATION FOR MALE MMC CAHPS ENROLLEES WITH DIABETES, BY RACIAL/ETHNIC GROUP

Survey Question	White	Black	Hispanic/ Latino	Asian	American Indian/AN	Native Hawaiian/PI
Health Care Use in Last 6 Months	%	%	%	%	%	%
No Visit to Doctor's Office	12.7	18.7	19.0	19.8	16.2	19.3
One Visit to Doctor's Office	16.7	13.6	13.9	20.1	17.1	20.2
Two to Four Visits to Doctor's Office	50.3	47.4	49.1	46.7	45.7	46.2
Five or More Visits to Doctor's Office	20.3	20.3	18.0	13.5	21.0	14.4
Any Visit to a Specialist	67.8	59.7	62.1	57.8	57.1	56.3
Any Hospital Inpatient Use	26.7	26.1	24.7	20.5	30.0	29.7
Any Emergency Room Use	17.5	22.5	16.9	13.9	21.2	23.0
Any Prescription Medicine Use	91.8	83.0	87.1	80.0	84.9	90.6
Any Special Medical Equipment Use	16.6	18.7	14.4	10.2	24.3	20.2
Any Special Therapy Use	11.9	11.6	12.3	10.4	7.8	18.1
Any Home Health Care Use	6.3	10.2	6.4	3.7	6.8	10.6

Source: MMC CAHPS surveys for 1997, 1998, and 1999.

- ❖ Asian male MMC enrollees with diabetes are **low** users of most categories of health care compared with other racial/ethnic groups.
- ❖ Native Hawaiians/Pacific Islanders tend to be **high** utilizers of many types of health care, other than doctor and specialist visits.
- ❖ American Indians/Alaska Natives are also **above-average** users of many types of health care.
- ❖ Blacks with diabetes also tend to be frequent users of many types of health care services.
- ❖ Hispanics/Latinos see a doctor less often than most other groups, but are **average** users of other types of health care.

EXHIBIT 3-19. HEALTH CARE UTILIZATION FOR FEMALE MMC CAHPS ENROLLEES WITH HEART DISEASE, BY RACIAL/ETHNIC GROUP

Survey Question	White	Black	Hispanic/ Latino	Asian	American Indian/AN	Native Hawaiian/PI
Health Care Use in Last 6 Months	%	%	%	%	%	%
No Visit to Doctor's Office	12.1	13.0	14.0	15.3	16.1	20.0
One Visit to Doctor's Office	16.6	12.1	14.0	16.7	12.6	19.4
Two to Four Visits to Doctor's Office	48.8	50.0	47.0	49.5	40.2	41.3
Five or More Visits to Doctor's Office	22.5	24.8	25.0	18.5	31.0	19.2
Any Visit to a Specialist	66.3	62.6	67.6	57.9	68.4	74.2
Any Hospital Inpatient Use	30.9	36.2	33.3	32.0	51.2	30.5
Any Emergency Room Use	21.0	28.4	25.3	23.5	33.7	25.2
Any Prescription Medicine Use	93.5	89.8	88.7	86.8	91.0	83.3
Any Special Medical Equipment Use	18.6	25.2	19.4	16.5	25.6	21.7
Any Special Therapy Use	13.6	16.0	15.1	14.2	15.3	13.1
Any Home Health Care Use	10.2	16.6	7.5	7.2	13.6	12.3

Source: MMC CAHPS surveys for 1997, 1998, and 1999.

- ❖ Among female MMC enrollees with heart disease, Blacks make the **most**—and Native Hawaiians/Other Pacific Islanders the **fewest**—doctor's office visits.
- ❖ American Indians/Alaska Natives tend to be **frequent** users of health care services.
- ❖ White females are **above-average** users of doctors and prescriptions.
- ❖ Asians are **below-average** users of nearly all health care services.
- ❖ Native Hawaiians/Pacific Islanders make the **most** use of specialist visits, but the **least** use of prescription medicine and special therapy.

EXHIBIT 3-20. HEALTH CARE UTILIZATION FOR FEMALE MMC CAHPS ENROLLEES WITH CANCER, BY RACIAL/ETHNIC GROUP

Survey Question	White	Black	Hispanic/ Latino	Asian	American Indian/AN	Native Hawaiian/PI
Health Care Use in Last 6 Months	%	%	%	%	%	%
No Visit to Doctor's Office	14.0	16.3	20.1	17.2	18.4	20.8
One Visit to Doctor's Office	17.5	14.5	14.0	19.5	7.9	17.8
Two to Four Visits to Doctor's Office	45.1	44.9	40.9	42.8	47.4	42.0
Five or More Visits to Doctor's Office	23.4	24.3	25.0	20.5	26.3	19.5
Any Visit to a Specialist	68.7	64.5	72.1	63.2	64.7	70.6
Any Hospital Inpatient Use	26.0	31.1	28.1	21.6	41.0	29.4
Any Emergency Room Use	15.6	22.2	16.2	16.8	22.5	22.0
Any Prescription Medicine Use	87.9	84.2	82.2	83.3	82.3	77.8
Any Special Medical Equipment Use	14.8	20.7	14.3	10.5	39.5	18.4
Any Special Therapy Use	12.2	14.8	11.8	11.9	10.5	12.2
Any Home Health Care Use	8.6	14.9	7.9	4.5	10.5	11.8

Source: MMC CAHPS surveys for 1997, 1998, and 1999.

- ❖ White male MMC enrollees who have had cancer are **below-average** utilizers of most health care services, except that they make a lot of visits to doctor's offices and use of prescription medicine.
- ❖ American Indians/Alaska Natives, in contrast, are **high** utilizers of nearly all categories of services, particularly inpatient hospitalization and special medical equipment.
- ❖ Native Hawaiians/Pacific Islanders are also **high-end** users, except for doctor's office visits and prescriptions.
- ❖ Asian female cancer patients are **low** utilizers.
- ❖ Blacks are **above-average** users of hospitals, emergency rooms, special therapy, and home health care.

EXHIBIT 3-21. HEALTH CARE UTILIZATION FOR FEMALE MMC CAHPS ENROLLEES WITH STROKE, BY RACIAL/ETHNIC GROUP

Survey Question	White	Black	Hispanic/ Latino	Asian	American Indian/AN	Native Hawaiian/PI
Health Care Use in Last 6 Months	%	%	%	%	%	%
No Visit to Doctor's Office	14.2	14.3	14.0	20.7	12.8	19.8
One Visit to Doctor's Office	16.5	12.2	16.4	20.2	21.3	21.2
Two to Four Visits to Doctor's Office	46.6	47.3	46.0	39.9	36.2	43.7
Five or More Visits to Doctor's Office	22.8	26.2	23.5	19.2	29.8	15.3
Any Visit to a Specialist	62.6	56.6	64.9	55.0	66.7	41.7
Any Hospital Inpatient Use	34.9	38.6	35.3	34.4	55.3	35.1
Any Emergency Room Use	25.9	34.0	29.5	30.0	42.6	32.3
Any Prescription Medicine Use	91.9	88.3	89.7	83.7	88.6	93.3
Any Special Medical Equipment Use	26.1	34.1	25.5	21.9	33.3	25.6
Any Special Therapy Use	19.9	22.2	20.0	22.4	25.5	20.1
Any Home Health Care Use	16.5	25.6	18.0	11.8	17.0	15.1

Source: MMC CAHPS surveys for 1997, 1998, and 1999.

- ❖ American Indian/Alaska Native women who have had a stroke rank at or near the **top** of all health care categories.
- ❖ Black women also tend to be **above-average** users of services.
- ❖ Asians are low utilizers of most types of health care services.
- ❖ White women make use of a lot of doctor's office and specialist visits and prescription medicines.
- ❖ Native Hawaiians/Pacific Islanders are relatively infrequent users, except for prescription medicine.
- ❖ Hispanic/Latino women are about **average** in their use of most health care services—slightly above average for visits to doctor's offices and specialists.

EXHIBIT 3-22. HEALTH CARE UTILIZATION FOR FEMALE MMC CAHPS ENROLLEES WITH COPD, BY RACIAL/ETHNIC GROUP

Survey Question	White	Black	Hispanic/ Latino	Asian	American Indian/AN	Native Hawaiian/PI
Health Care Use in Last 6 Months	%	%	%	%	%	%
No Visit to Doctor's Office	9.5	10.9	12.6	11.9	13.6	16.2
One Visit to Doctor's Office	14.4	8.2	12.1	20.9	22.7	12.1
Two to Four Visits to Doctor's Office	49.2	50.3	44.8	50.8	36.4	47.5
Five or More Visits to Doctor's Office	26.9	30.6	30.5	16.4	27.3	24.2
Any Visit to a Specialist	68.6	70.4	70.0	68.3	70.0	81.8
Any Hospital Inpatient Use	34.3	42.6	42.5	34.9	52.2	45.5
Any Emergency Room Use	23.4	34.8	26.6	27.7	43.5	37.0
Any Prescription Medicine Use	94.5	93.1	89.7	85.7	89.5	90.9
Any Special Medical Equipment Use	34.9	36.1	35.5	18.5	27.3	43.5
Any Special Therapy Use	17.0	18.1	17.8	9.2	18.2	18.8
Any Home Health Care Use	13.1	19.4	16.2	6.3	18.2	23.5

Source: MMC CAHPS surveys for 1997, 1998, and 1999.

- ❖ Among females with COPD, Asian women are **below-average** users of health care services and facilities.
- ❖ Native Hawaiians/Pacific Islanders rank at or near the **top** of many categories.
- ❖ White and Black women make doctors visits and use prescription medicine more than most other groups.
- ❖ Hispanic/Latino females with COPD rank near the **middle** of most service use categories.
- ❖ American Indian/Alaska Native women make **frequent** use of hospitals, emergency rooms, special therapy, and home health care.

EXHIBIT 3-23. HEALTH CARE UTILIZATION FOR FEMALE MMC CAHPS ENROLLEES WITH DIABETES, BY RACIAL/ETHNIC GROUP

Survey Question	White	Black	Hispanic/ Latino	Asian	American Indian/AN	Native Hawaiian/PI
Health Care Use in Last 6 Months	%	%	%	%	%	%
No Visit to Doctor's Office	11.4	13.2	17.0	17.5	13.6	21.6
One Visit to Doctor's Office	16.1	13.0	15.2	17.3	8.7	19.3
Two to Four Visits to Doctor's Office	50.2	50.5	46.0	49.5	50.5	40.1
Five or More Visits to Doctor's Office	22.3	23.3	21.9	15.7	27.2	19.1
Any Visit to a Specialist	63.1	58.2	59.5	49.7	64.2	42.9
Any Hospital Inpatient Use	25.4	25.9	24.5	22.0	34.3	27.1
Any Emergency Room Use	18.3	23.4	20.0	17.9	28.0	22.1
Any Prescription Medicine Use	93.5	89.1	86.7	85.5	89.5	92.9
Any Special Medical Equipment Use	18.7	21.5	15.8	11.6	22.7	22.8
Any Special Therapy Use	13.3	13.8	13.5	12.1	14.6	12.2
Any Home Health Care Use	9.9	14.4	9.0	4.4	12.9	10.8

Source: MMC CAHPS surveys for 1997, 1998, and 1999.

- ❖ American Indian/Alaska Native females with diabetes are among the **most** frequent users of many health services.
- ❖ Black women also tend to be **above-average** health care users.
- ❖ In contrast, Asian women tend to be **below-average** health care users.
- ❖ White women make relatively frequent visits to doctor's offices and specialists and are higher users of prescription medicine; otherwise, they are **below average**.
- ❖ Native Hawaiians/Pacific Islanders don't visit doctors offices very often.
- ❖ Hispanic/Latino women are about **average** among the various racial/ethnic groups in nearly all categories.