

PeaceHealth Patient Survey

Sample and Response Rates Report

Fall 2001

Oregon Survey Research Laboratory, University of Oregon

Total Sample	1833	Eligible	1783
Total Used	1833	Ineligible	37
Total Unused	0	Unknown	13
		Refused	45

<i>Code</i>	<i>Description</i>	<i>All Calls</i>	<i>Last Only</i>	<i>Code</i>	<i>Description</i>	<i>All Calls</i>	<i>Last Only</i>
1	No answer	1028	1	16	Left Message for R	54	0
2	Busy	623	0	17	R too ill now	96	7
3	Answering machine	2702	6	18	R too ill ever	0	0
4	Wrong number	29	10	19	R deceased	1	1
5	Disconnected #	26	5	20	Unable to interview ever	7	3
6	Non-working #	8	3	21	R gone survey dates	6	3
7	Non-residential #	0	0	22	Ineligible	1	0
8	Duplicate #	19	18	23	Screening Device/CB	4	0
9	Fax/Modem	3	0	24	Screening Device/Refused	0	0
10	Language barrier	3	0	25	Partial interview/CB	224	0
11	Not home/CB	400	3	26	Completed interview	1724	1724
12	Too busy/CB	537	0	27	Phone slam	33	3
13	New #/CB	13	1	28	Initial refusal	63	2
14	R hard to reach/CB	0	0	29	Final refusal	47	43

Call Efficiency

Total Calls	7651
CASRO Response Rate /Total Attempts Complete/Total Attempts	25.02% 22.53%
CASRO Refusal Rate /Total Attempts Refused/Total Attempts	1.60% 1.44%

Response Rates

Total Sample	1833
CASRO Type Response Rate Completed/Attempted Sample	96.01% 94.05%
CASRO Type Refusal Rate Refused/Attempted Sample	2.51% 2.45%
Response Rate/All Eligible	96.01%
Refusal Rate/All Eligible	2.51%

Sample Coverage Rate

96.69%