

# Iowa Tobacco Cessation Program Evaluation: FY2016

**Prepared by**

Mitchell Avery, MPP

Ki Park, PhD

Mary E. Losch, PhD

Center for Social and Behavioral Research

University of Northern Iowa

**Prepared for**

Iowa Department of Public Health

Division of Tobacco Use Prevention and Control

**June 2016**



**University of  
Northern  
Iowa**

Center for Social and  
Behavioral Research

For further information, contact:

Jerilyn Oshel, Director  
Division of Tobacco Use Prevention and Control  
Iowa Department of Public Health, Lucas State Office Building  
321 East 12th Street, Des Moines, IA 50319-0075  
515-281-6225

Mary E. Losch, Director, Center for Social and Behavioral Research  
University of Northern Iowa, Cedar Falls, IA 50614-0402  
319-273-2105; mary.losch@uni.edu

The authors would like to acknowledge the significant contributions of staff members at the Center for Social and Behavioral Research who assisted with aspects of data collection, data management, questionnaire development, data analysis, and report preparation, Thomas Turner, Mary Jane Crew, Rod Muilenburg, and Jill Wittrock, as well as the contributions of our research assistants Jake Kuklinski, Larissa Hall, and Allison Wager. We also greatly appreciate the time that participants spent speaking with us.

# Table of Contents

List of Tables .....	iv
List of Figures .....	v
Executive Summary .....	vi
Section 1: Demographics and Tobacco Use at Intake .....	1
Completed Interviews .....	1
Demographic Characteristics .....	1
Tobacco Use at Intake .....	4
Section 2: Tobacco Use at Follow-Up .....	5
Tobacco Use in the Past 30 Days .....	5
Current Cigarette Use at Follow-Up .....	6
Subgroup Differences in Tobacco Use .....	9
Section 3: E-Cigarette Use .....	10
Section 4: Tobacco Cessation .....	12
Intention to Quit .....	12
Cessation Attempts .....	13
Barriers to Quitting .....	15
Section 5: Additional Findings .....	18
Satisfaction .....	18
Website Use .....	23
Health Insurance .....	24
Section 6: Summary and Conclusions .....	26
Appendix A: Quitline Follow-Up Questionnaire .....	27
Appendix B: Item Frequency Tables .....	43

## List of Tables

Table 1: Number of completed interviews, by cohort and month .....	1
Table 2: Demographic characteristics of the sample at intake .....	2
Table 3: Additional demographic characteristics of the sample at follow-up .....	3
Table 4: Tobacco use at intake.....	4
Table 5: Types of tobacco products used in past 30 days (among those who had not quit).....	5
Table 6: Health insurance .....	24
Table 7: Use of medications and/or products by type of insurance .....	25

## List of Figures

Figure 1: Thirty-day cessation rate .....	5
Figure 2: Current smoking behavior (among those who had not quit) .....	6
Figure 3: Cigarettes per day at intake and follow-up (7-month follow-up group) .....	7
Figure 4: Cigarettes per day at intake and follow-up (13-month follow-up group) .....	7
Figure 5: Time to first cigarette after waking at 7-month and 13-month follow-up groups (among cigarette smokers).....	8
Figure 6: Reasons for using e-cigarettes .....	10
Figure 7: Intention to quit using cigarettes .....	12
Figure 8: Number of quit attempts in 7-month follow-up among those who attempted .....	13
Figure 9: Number of quit attempts in 13-month follow-up among those who attempted .....	13
Figure 10: Types of products or medications used .....	14
Figure 11: Hardest things about quitting tobacco .....	15
Figure 12: What three things were the most helpful to you in quitting? (among respondents who had made one or more quit attempts after Quitline intake) .....	16
Figure 13: What three things would be most helpful to you in future quit attempts? (among respondents who had not made a quit attempt after Quitline intake) .....	17
Figure 14: Satisfaction with Quitline Iowa services (7-month and 13-month comparison).....	18
Figure 15: Would recommend Quitline Iowa to others (7-month and 13-month comparison) .....	19
Figure 16: Satisfaction with Quitline Iowa services (quit versus not quit comparison).....	20
Figure 17: Would recommend Quitline Iowa to others (quit versus not quit comparison) .....	21
Figure 18: Perceptions about smoking, cessation, and Quitline services (among those who did not quit smoking) .....	22
Figure 19: Helpfulness of Quitline website by 30-day cessation status .....	23
Figure 20: 30-day point prevalence rate of cessation by follow-up cohort (FY12 to FY16).....	26

## *Executive Summary:*

# *Iowa Tobacco Cessation Program Evaluation FY16*

*Prepared by UNI's Center for Social and Behavioral Research*

*June 2016*

### **PURPOSE AND METHODOLOGY**

This report presents findings for the fiscal year 2016 (FY16) of the Iowa Tobacco Quitline Evaluation conducted by the Center for Social and Behavioral Research (CSBR) at the University of Northern Iowa (UNI). The study was funded by the Iowa Department of Public Health (IDPH) Division of Tobacco Use Prevention and Control (Tobacco Division). The purpose of this project is to evaluate Quitline Iowa, a service for state residents that provides telephone-based tobacco cessation counseling. All Iowa residents who call Quitline Iowa are eligible to receive free tobacco cessation counseling. The primary goals of the evaluation are: 1) to assess tobacco quit rates among Quitline Iowa clients; 2) to assess client satisfaction; and 3) to assess program consistency.

The study participant samples were created monthly by separating the intake data, provided by Alere Wellbeing (Seattle, WA), into 6- and 12-month periods. For most callers, counseling lasts about 2 months. Therefore, following up with callers 7 or 13 months after their first call helps ensure an approximate 6-month or 12-month period of time from treatment to follow-up. A random sample of Quitline callers was drawn from each group. IDPH had contracted with UNI to select 75% of its cases at 7-month follow-up and 25% of its cases at 13-month follow-up (minimum 75 and 25 cases per month). In order to be part of the study, the smokers must have been 18 years or older, have provided a telephone number, and have consented to participate in the follow-up study. Due to the 7- or 13-month lags between intake and follow-up data collection, the intake data and corresponding follow-up data were collected during different time periods. The intake data that correspond to the follow-up data used in this report were collected from callers who first contacted Quitline Iowa between June 1, 2014 and November 30, 2015. The follow-up data used in this report were collected from July 1, 2015 through June 30, 2016. Follow-up data during quarter two through four were collected using an updated questionnaire from previous evaluations, designed in collaboration with IDPH. The updated questionnaire is provided in Appendix A. When applicable, responses from all four quarters are reported. Due to changes in the questionnaire, however, not all questions have responses from all quarters. These questions are noted wherever they occur in the report. Full Quarter 1 responses were provided in the first quarter report to IDPH.

Where possible, missing information was replaced with the most recent demographic information that had been archived for those individuals during the last 18 months. There were 4,251 eligible respondents in 2015 and, of those, interviews were completed with 1,327 (31.2% AAPOR RR1). All interviews were completed in English. The margin of sampling error is (+/-)

2.2 percentage points at the 95% confidence level and data were not weighted. Among the completed follow-up interviews, 983 were completed 7 months after their first call and 344 were completed 13 months after.

## SUMMARY OF FINDINGS

- At intake, 82% of Quitline Iowa callers had smoked one pack or less per day. Eighteen percent of callers smoked more than a pack of cigarettes per day.
- Among respondents who said they had not quit smoking cigarettes, there were statistically significant decreases in the number of cigarettes smoked per day in the 7-month and 13-month follow-up cohort. Respondents in the 7-month cohort on average reduced their daily cigarette consumption by 3.9 cigarettes (from 18.2 at intake to 14.3 at follow-up). Respondents in the 13-month cohort on average reduced their daily cigarette consumption by 2.0 cigarettes (from 17.1 at intake to 15.1 at follow-up).
- Among all respondents, 26% said they had not smoked cigarettes or used other tobacco in the past 30 days (26% after 7 months and 25% after 13 months). Slightly more than three-fourths of respondents in both groups who said they had used tobacco in the past 30 days said they had smoked every day in the last 30 days.
- Male respondents were more likely to have quit than female respondents, however there were no statistically significant differences in cessation rates by race, ethnicity, type of insurance, or educational attainment.
- Among all respondents who had smoked cigarettes in the past 30 days, approximately two-thirds smoked their first cigarette within 30 minutes of waking.
- Among all respondents, 13% said they had used e-cigarettes in the past 30 days. Of those, 20% said they currently use e-cigarettes every day, 57% said some days, and 24% said not at all.
- Just under one-third (32%) of the 7-month follow-up group and (29%) of the 13-month follow-up group said they intended to quit using tobacco within the next thirty days. Two-thirds of tobacco users among all respondents who smoked in the last 30 days said they intended to quit using tobacco within the next 6 months.
- Fifty-eight percent of respondents in the 7-month group and fifty-six percent in the 13-month groups said they were either *very satisfied* or *mostly satisfied* with the services they received. Satisfaction was much higher among respondents who had quit smoking than among those who had not (66% and 55%, respectively).
- Most respondents said they would recommend, or have already recommended Quitline Iowa to a friend in need of similar services (71% of the 7-month group, 72% of the 13-month group).
- The overwhelming majority of those still smoking said they were going to keep trying to quit smoking (75%), that by this time next year they will no longer be smoking cigarettes (74%), and that the people at Quitline listened carefully to what they said (71%).
- Among all respondents, 21% said they had visited the Quitline Iowa website.

## **CONCLUSIONS**

This ongoing evaluation of Quitline Iowa shows that the services provide effective tobacco cessation support to Iowans. Approximately one-quarter of all respondents reached for follow-up interviews were able to quit using tobacco even up to one year after treatment. Respondents report a willingness to continue to try to quit using tobacco. Two-thirds of tobacco users who smoked in the last 30 days reporting that they intended to quit using tobacco within the next 6 months. Respondents, on average, were also able to reduce the number of cigarettes per day from intake to our follow-up call. Respondents in the 7-month cohort on average reduced their daily cigarette consumption by 3.9 cigarettes while respondents in the 13-month cohort on average reduced their daily cigarette consumption by 2.0 cigarettes.



## Section 1: Demographics and Tobacco Use at Intake

### Completed Interviews

Follow-up interviews continued with Quitline clients throughout FY16. Data collection continued with both the 7-month and the 13-month follow-up cohorts. See Table 1 for monthly data collection breakdown. During FY16, 1327 interviews were completed. Of these, 983 were in the 7-month cohort and 344 in the 13-month cohort.

Table 1: Number of completed interviews, by cohort and month

Quarter	Month	Completed 7-month interviews	Completed 13-month interviews
1	July	78	31
1	August	80	24
1	September	89	18
2	October	86	23
2	November	105	24
2	December	72	30
3	January	91	25
3	February	75	29
3	March	69	34
4	April	76	32
4	May	86	45
4	June	76	29

### Demographic Characteristics

Demographic characteristics of the sample can be seen in Table 2 on the next page. More than one-half of all respondents (58%) were female. Most were White (87%) and non-Hispanic (97%). An independent-samples t-test was conducted to compare ages of respondents and non-respondents. Non-respondents were significantly younger ( $M = 44.4$ ,  $SD = 12.6$ ) than respondents ( $M = 48.7$ ,  $SD = 12.3$ ;  $t(4,251) = -10.39$ ,  $p < .001$ , two-tailed).

The average ages of respondents were as follows:

Total follow-up sample (n = 1327):	49 years (range 18 to 83 years)
7-month follow-up group (n = 983):	48 years (range 18 to 83 years)
13-month follow-up group (n = 344):	50 years (range 18 to 83 years)
Non-responders to follow-up (n = 2924):	44 years (range 18 to 84 years)

Table 2: Demographic characteristics of the sample at intake

		Total follow-up sample	7-month follow-up group	13-month follow-up group	Non- responders to follow-up
Gender	Female	58%	59%	56%	63%
	Male	42%	41%	44%	37%
	Transgender	--	--	--	--
	Missing/refused	< 1%	< 1%	--	--
Race	White	87%	86%	90%	86%
	Black	8%	8%	7%	8%
	Asian	< 1%	< 1%	--	< 1%
	American Indian/Alaska Native	1%	1%	1%	1%
	Native Hawaiian/Pacific Islander	--	--	--	--
	Other	2%	2%	1%	2%
	Missing/refused	2%	2%	1%	2%
Hispanic/Latino	Yes	2%	2%	1%	3%
Education					
	Less than high school	12%	13%	9%	15%
	High school or GED	36%	36%	36%	39%
	Some technical / trade school	2%	2%	2%	1%
	Technical / trade school degree	3%	3%	3%	3%
	Some college	26%	26%	28%	24%
	College degree	15%	15%	15%	12%
	Missing/refused	3%	3%	2%	3%
Health insurance	Private	< 1%	< 1%	--	--
	Medicaid	81%	85%	70%	82%
	Medicare	9%	8%	12%	5%
	None	5%	5%	4%	8%
	Missing/refused	4%	1%	14%	5%

Note: "--" denotes zero cases in that field

Note: Reflects data collection at intake, collected by Alere Inc.

Table 3: Additional demographic characteristics of the sample at follow-up

		Total follow-up sample	7-month follow-up group	13-month follow-up group
Marital Status	Married	28%	27%	31%
	Divorced	31%	31%	29%
	Widowed	7%	6%	8%
	Separated	5%	5%	4%
	Never married	22%	23%	21%
Member of an unmarried couple		7%	7%	8%
Income	Less than \$10,000	23%	23%	23%
	\$10,000 to less than \$15,000	11%	11%	10%
	\$15,000 to less than \$20,000	8%	8%	7%
	\$20,000 to less than \$25,000	6%	6%	6%
	\$25,000 to less than \$35,000	7%	7%	7%
	\$35,000 to less than \$50,000	6%	6%	7%
	\$50,000 to less than \$75,000	4%	4%	5%
	\$75,000 to less than \$100,000	2%	1%	3%
	\$100,000 or more	1%	1%	2%
Missing/refused		33%	34%	30%
Education				
Education	Less than high school	11%	11%	12%
	High school or GED	27%	27%	26%
	Some college	18%	17%	20%
	Associates or other 2-year degree	11%	11%	11%
	College degree	6%	7%	5%
	Graduate degree	3%	2%	4%
	Missing/refused	25%	26%	22%

Note: Reflects data collection at follow-up, collected by CSBR.

Note: Quarter 2-4 (Q2-4) data only.

## Tobacco Use at Intake

At intake, approximately 18 percent of callers smoked more than a pack of cigarettes per day, and slightly less than half of respondents (47%) smoked between a half-pack and a full pack of cigarettes per day (Table 4). Almost half (43%) of respondents used tobacco within 5 minutes of waking and about a third (37%) used tobacco between 6 and 30 minutes after waking (Table 4). There were no significant differences between follow-up groups at intake.

Table 4: Tobacco use at intake

		Total follow-up sample	7-month follow-up group	13-month follow-up group	Non- responders to follow-up
Cigarettes per day	<1	8%	8%	8%	7%
	1-10	27%	26%	30%	27%
	11-20	47%	46%	49%	47%
	21-30	10%	11%	7%	12%
	31-40	6%	6%	5%	6%
	41 or more	2%	2%	2%	2%
Missing/refused/not asked		--	--	--	--
Time to first tobacco usage					
	5 minutes or less	41%	42%	36%	50%
	6-30 minutes	35%	34%	37%	30%
	31-60 minutes	10%	9%	11%	9%
	Longer than 60 minutes	9%	9%	10%	7%
Missing/refused/not asked		6%	6%	6%	5%

Note: 1-10 is less than half a pack, 11-20 is a half- to a full-pack, 21-30 is a full-pack to one and a half full-packs, 31-40 is one and a half full-packs to two-full packs, and 41 or more is more than two full-packs a day.

## Section 2: Tobacco Use at Follow-Up

### Tobacco Use in the Past 30 Days

Among all respondents, 26% said they had not smoked cigarettes or used other tobacco in the past 30 days (26% after 7 months and 25% after 13 months; Figure 1). Among all respondents who said they had used tobacco in the past 30 days, 6% said they had not used any tobacco in the past week. Six percent of respondents who had used tobacco in the past 30 days at 7-month follow-up and three percent at 13-month follow-up reported not using tobacco in the past week.

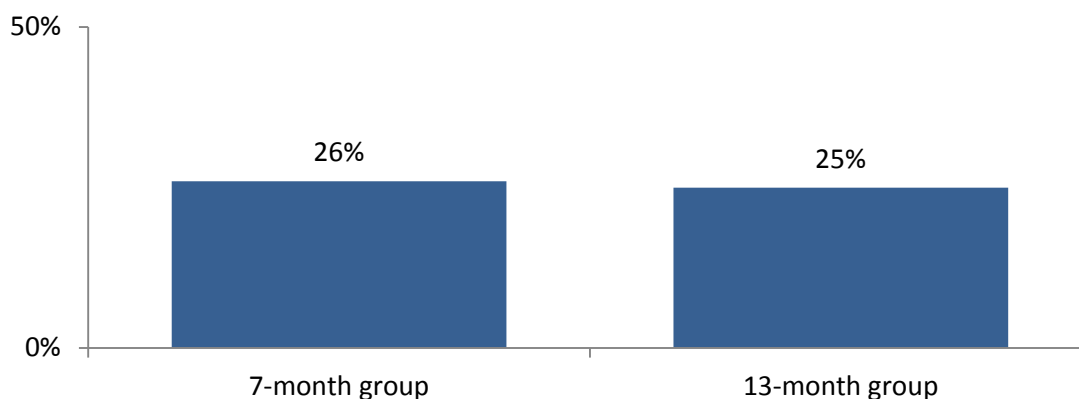


Figure 1: Thirty-day cessation rate

Among respondents who said they had used tobacco in the past 30 days, the types of tobacco used can be seen in Table 5.

Table 5: Type of tobacco products used in past 30 days (among those who had not quit)

	7-month	13-month
Cigarettes	95%	93%
Cigars	6%	8%
Pipes	2%	2%
Smokeless	4%	4%
Electronic Smoking Device	10%	9%
Other	< 1%	< 1%

Note: Because some people used more than one type of tobacco, percentages sum to more than 100%.

## Current Cigarette Use at Follow-Up

Approximately three-fourths of respondents in both the 7-month and 13-month groups who said they had used tobacco in the past 30 days said they had smoked every day in the last 30 days (Figure 2; 76% and 81%, respectively). Respondents in the 7-month group said they had smoked an average of 25 days in the past 30 days and respondents in the 13-month group said they had smoked an average of about 26 days in the past 30 days.

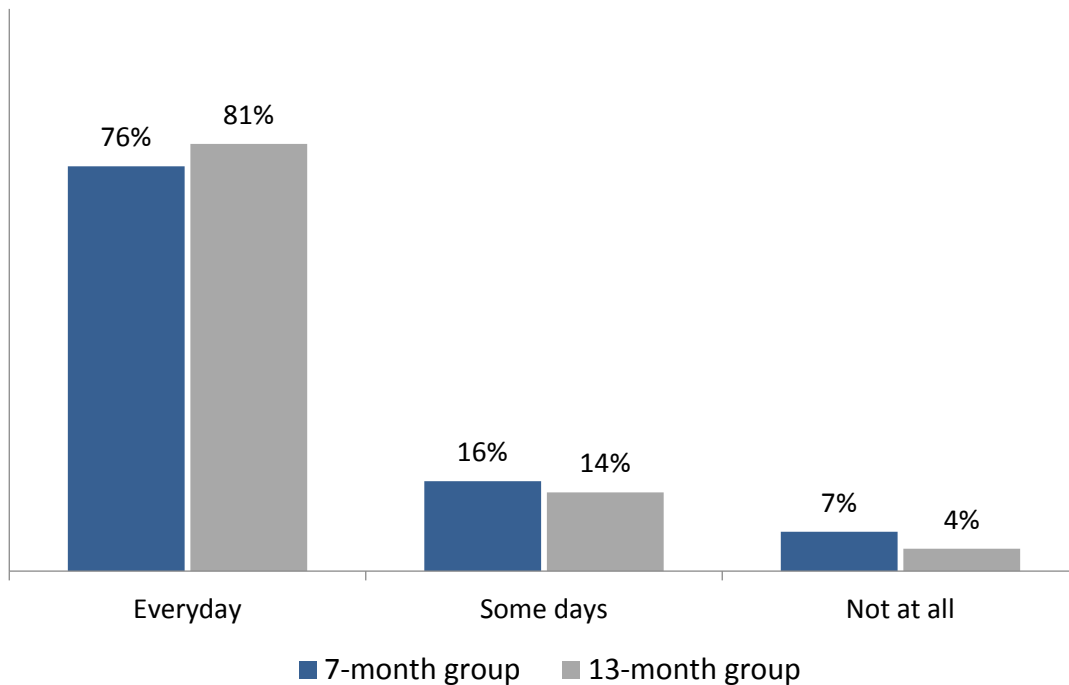


Figure 2: Current smoking behavior (among those who had not quit)

Among respondents who said that they had not quit smoking cigarettes, there was a statistically significant decrease in the number of cigarettes smoked per day at follow-up compared to the number at intake for the 7-month and 13-month follow-up groups. In the 7-month group, the average number of cigarettes smoked per day decreased from 18.2 at intake ( $M = 18.2$ ,  $SD = 11.2$ ) to 14.3 at follow-up ( $M = 14.3$ ,  $SD = 11.2$ ;  $t(634) = -8.9$ ,  $p < 0.001$ ). In the 13-month group, the average number of cigarettes smoked per day decreased from 17.1 at intake ( $M = 17.1$ ,  $SD = 9.9$ ) to 15.1 at follow-up ( $M = 15.1$ ,  $SD = 8.5$ ;  $t(228) = -3.5$ ,  $p = .001$ ).

In the 7-month group, approximately half of respondents who said they had smoked between 1 to 2 packs per day at intake reduced their consumption during the follow-up period (Figure 3). In the 13-month group, approximately half of respondents who said they had smoked between 1 to 2 packs per day at intake reduced their consumption during the follow-up period (Figure 4).

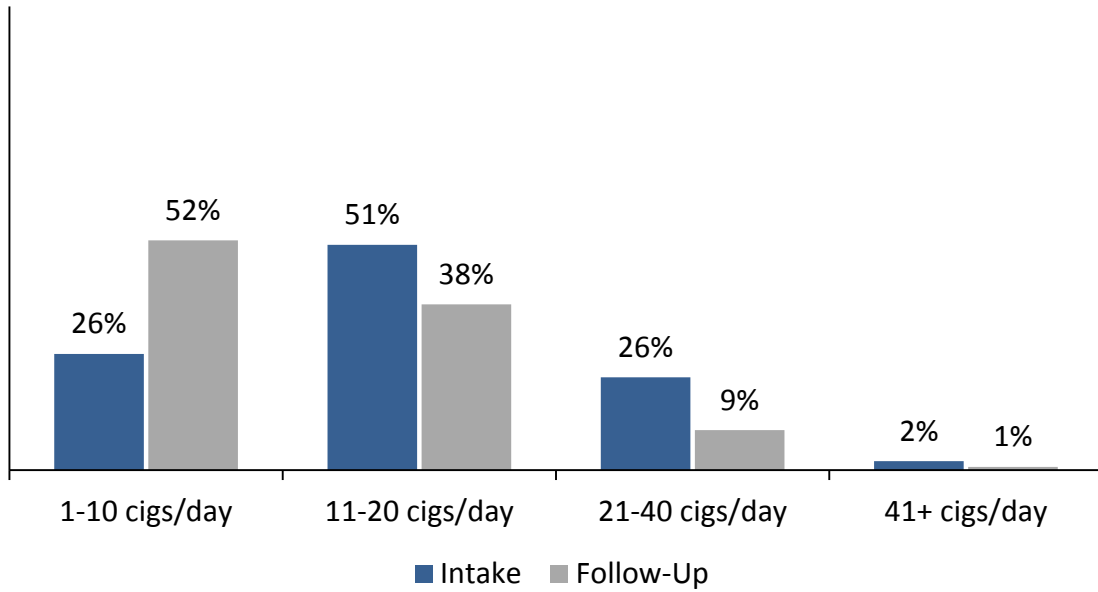


Figure 3: Cigarettes per day at intake and follow-up (7-month follow-up group)

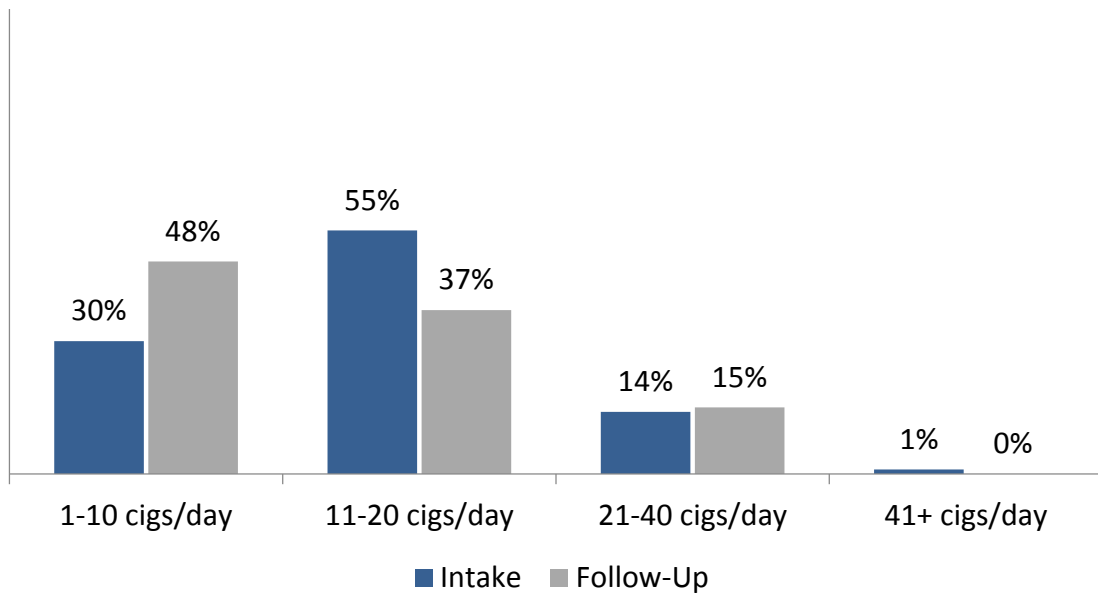


Figure 4: Cigarettes per day at intake and follow-up (13-month follow-up group)

Among respondents in the 7-month and 13-month groups who had smoked cigarettes in the past 30 days, approximately two-thirds smoked their first cigarette within 30 minutes of waking (Figure 5).

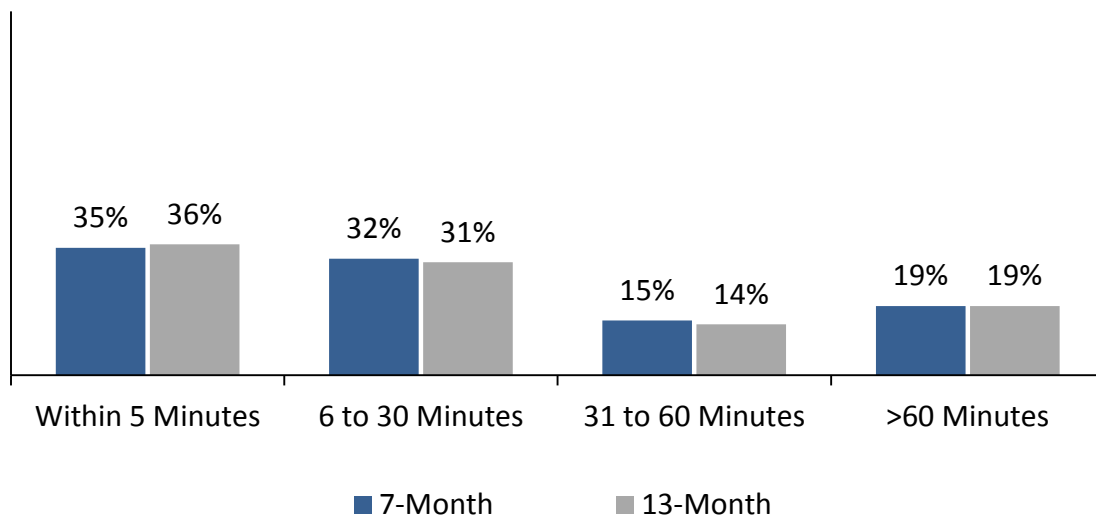


Figure 5: Time to first cigarette after waking at 7-month and 13-month follow-up groups (among cigarette smokers)

From intake to follow-up (among respondents for whom the data were available), differences were reported in the length of time respondents in the 7-month follow-up group waited to have their first cigarette of the day. Among respondents in the 7-month cohort who waited less than five minutes after waking at intake to have their first cigarette, 42% waited longer at follow-up. Among respondents who waited 6 to 30 minutes after waking at intake, 40% waited longer to smoke at follow-up. Among respondents who waited 31 to 60 minutes at intake, 39% waited longer at follow-up. Of note is the finding that, among respondents who waited more than 60 minutes at intake, 44% decreased the length of time they waited during the follow-up period as did 29% of respondents who waited between 31 and 60 minutes at intake.

From intake to follow-up (among respondents for whom the data were available), differences were also reported in the length of time respondents in the 13-month follow-up group waited to have their first cigarette of the day. Among respondents in the 13-month cohort who waited less than five minutes to have their first cigarette, 28% waited longer at follow-up. Among respondents who waited 6 to 30 minutes at intake, 35% waited longer to smoke at follow-up. Among respondents who waited 31 to 60 minutes at intake, 52% waited longer at follow-up. Of note is the finding that, among respondents who waited more than 60 minutes at intake, 27% decreased the length of time they waited during the follow-up period as did 48% of respondents who waited between 31 and 60 minutes at intake.



## Subgroup Differences in Tobacco Use

Respondents who said they had used tobacco in the past 30 days were compared to those who said they had not used tobacco in the past 30 days to determine whether or not there were significant associations with demographic groups. There were no significant differences in quit rates by age, race, Hispanic ethnicity, educational attainment, income, marital status, or type of insurance.

Male respondents ( $M = 1.29$ ,  $SD = 0.45$ ) were more likely to have quit in the past 30 days than female respondents ( $M = 1.23$ ,  $SD = 0.42$ ;  $t(1,355) = 2.32$ ,  $p = 0.021$ ).

Cessation rates among respondents with Medicaid insurance were compared to cessation rates among respondents with other types of insurance. Respondents with Medicaid insurance were just as likely to have quit smoking in the past 30 days as respondents with non-Medicaid insurance.

## Section 3: E-Cigarette Use

Among all respondents, 13% said they had used e-cigarettes in the past 30 days. No significant differences were found when analyzing the data by follow-up cohort, gender, or type of health insurance.

Among those who reported ever using e-cigarettes, 20% said they currently use e-cigarettes every day, 57% said some days, and 24% said not at all (Note: data from Q2-Q4 only). Current e-cigarette use was higher among the 7-month cohort than the 13-month cohort. Among respondents who had ever used e-cigarettes, when asked why they use e-cigarettes, the most common reason provided among 7-month respondents was that e-cigarettes might be less harmful to others than smoking regular cigarettes (Figure 6). Among the 13-month cohort, perceptions about e-cigarettes' lower price, and to help with quitting smoking cigarettes were the most commonly cited reason for using e-cigarettes.

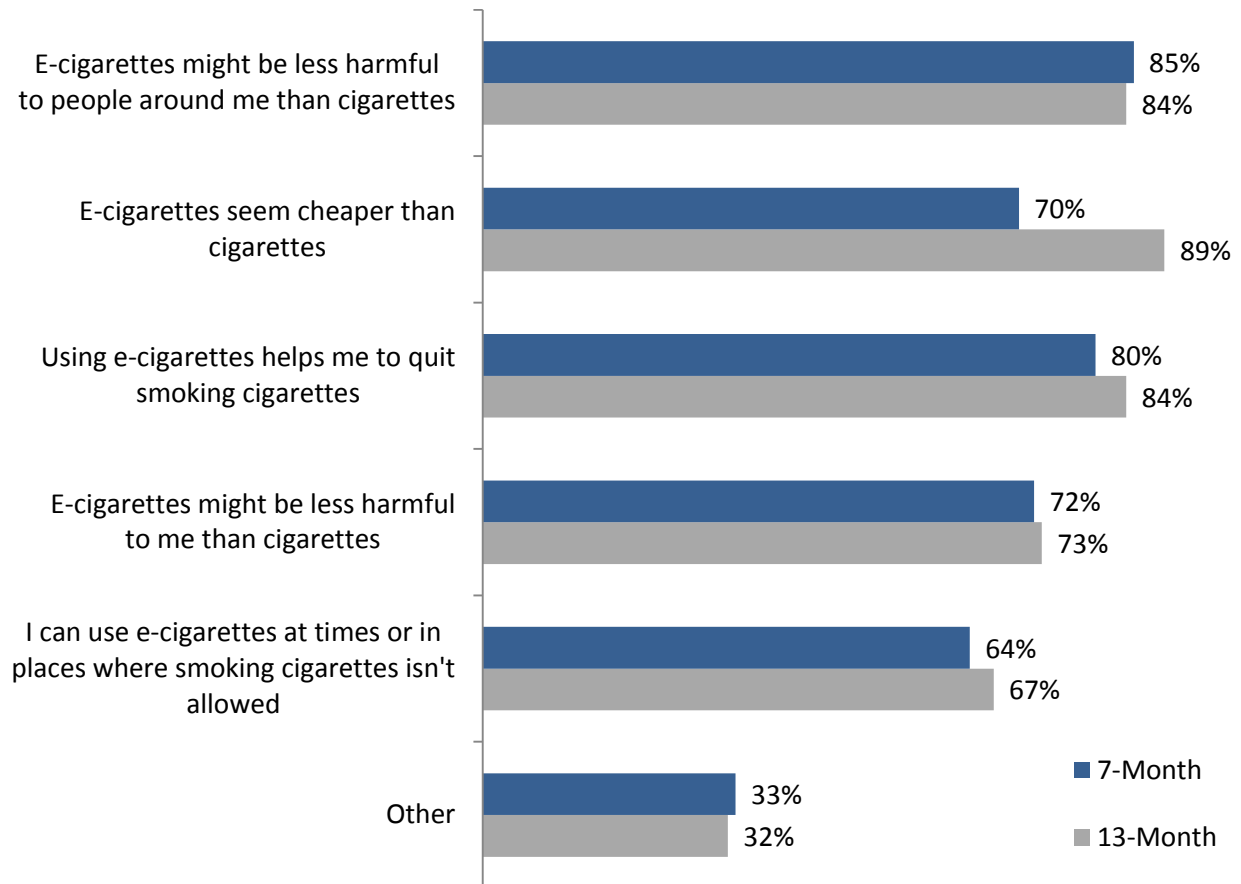


Figure 6: Reasons for using e-cigarettes  
Note: Q2-4 data only.

Among respondents in both follow-up cohorts who had used e-cigarettes and who had indicated that they had smoked cigarettes, pipes, cigars, or cigarillos, 63% and 57% of the 7-month and 13-month cohorts, respectively, reported that they had used e-cigarettes when they were unable to smoke (Note: Q2-4 data only). Among both cohorts, no respondents reported using e-cigarettes when they were unable to use chewing tobacco, snuff, or dip.

## Section 4: Tobacco Cessation

### Intention to Quit

The majority of tobacco users among all respondents who reported using tobacco in the last 30 days said they intended to quit using tobacco within the next 6 months (Figure 7). Interestingly, in direct contrast to previous statements, 10% of respondents in the 7-month follow-up group and 5% of respondents in the 13-month follow-up group reported that they had quit using tobacco.

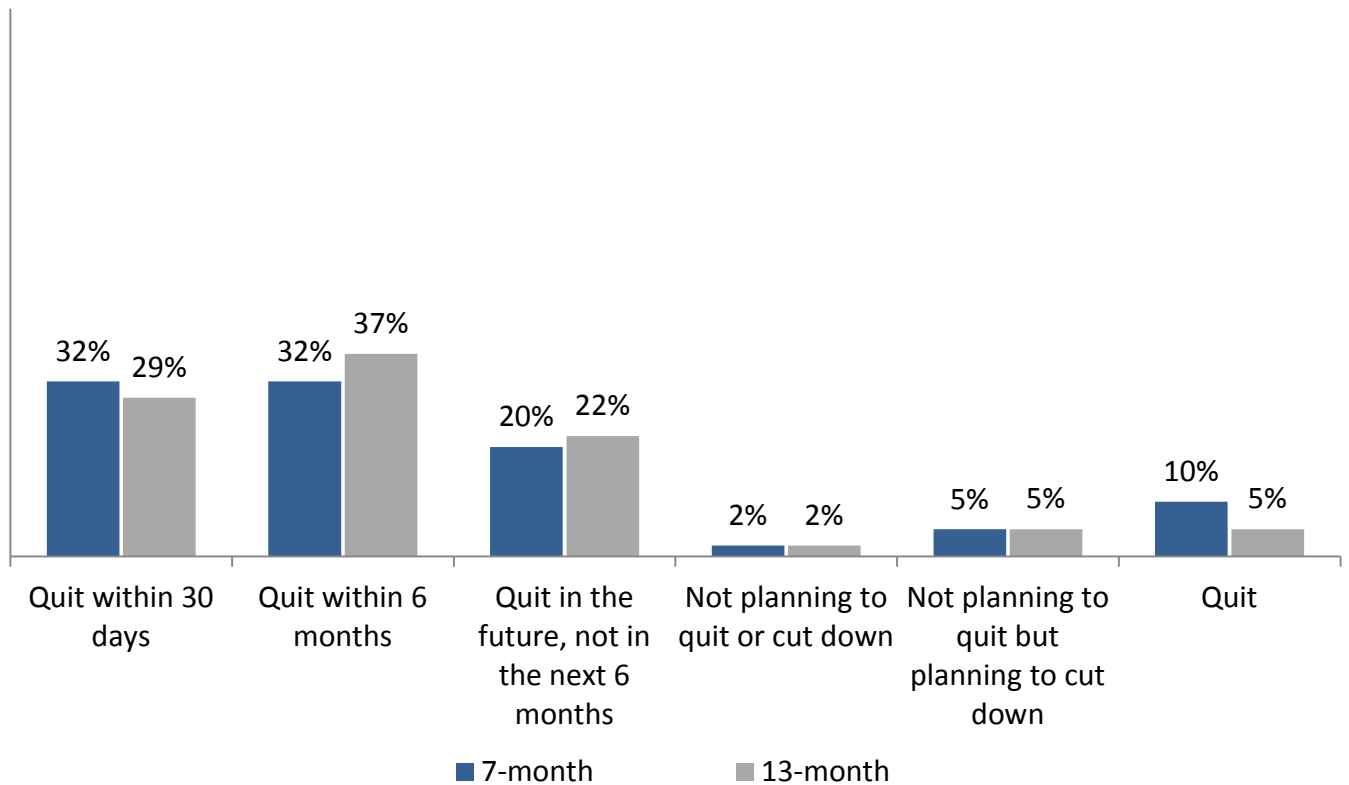


Figure 7: Intention to quit using tobacco

## Cessation Attempts

The percent of respondents still using tobacco who said they had stopped using tobacco for 24 hours or longer was 81% (80% in the 7-month group and 83% in the 13-month group). Among those who attempted to quit (i.e. stopped for 24 hours or longer), about one third of both follow-up groups made just one quit attempt during the follow-up period (Figures 8 and 9).

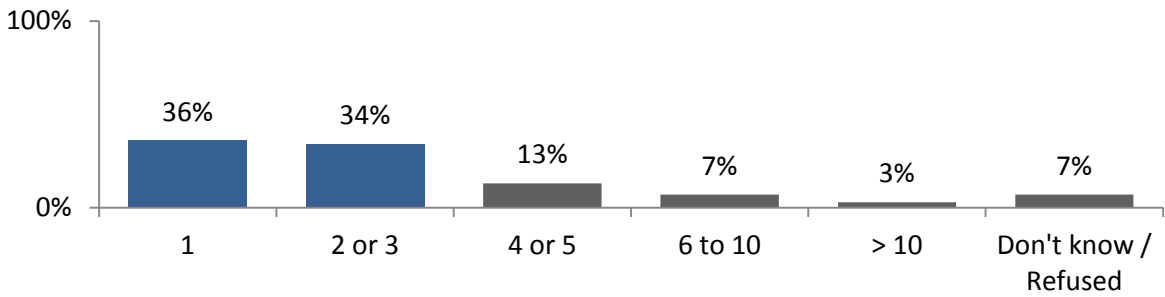


Figure 8: Number of quit attempts in 7-month follow-up among those who attempted

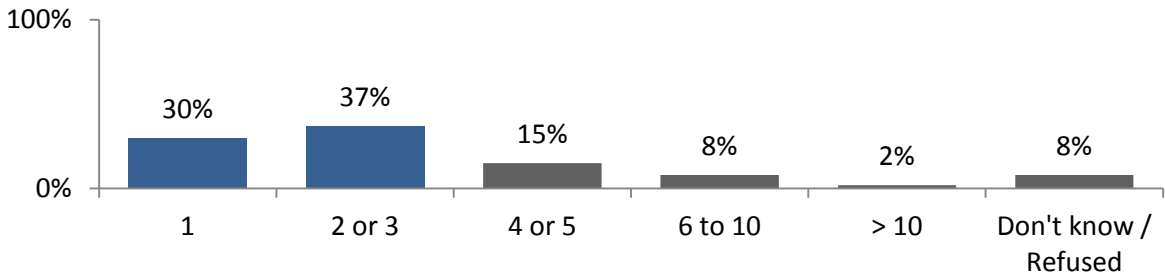


Figure 9: Number of quit attempts in 13-month follow-up among those who attempted

Among all respondents (7-month and 13-month groups combined) who made at least one quit attempt during the follow-up period, respondents who had quit in the past 30 days had the same average number of quit attempts as respondents who had not quit in the past 30 days (3.3 vs 3.2).

Among all respondents, 85% said they used any products or medications during the follow-up period to help them quit using tobacco (86% in the 7-month group and 81% in the 13-month group). The most commonly used products or medications were nicotine patches and Chantix (Figure 10).

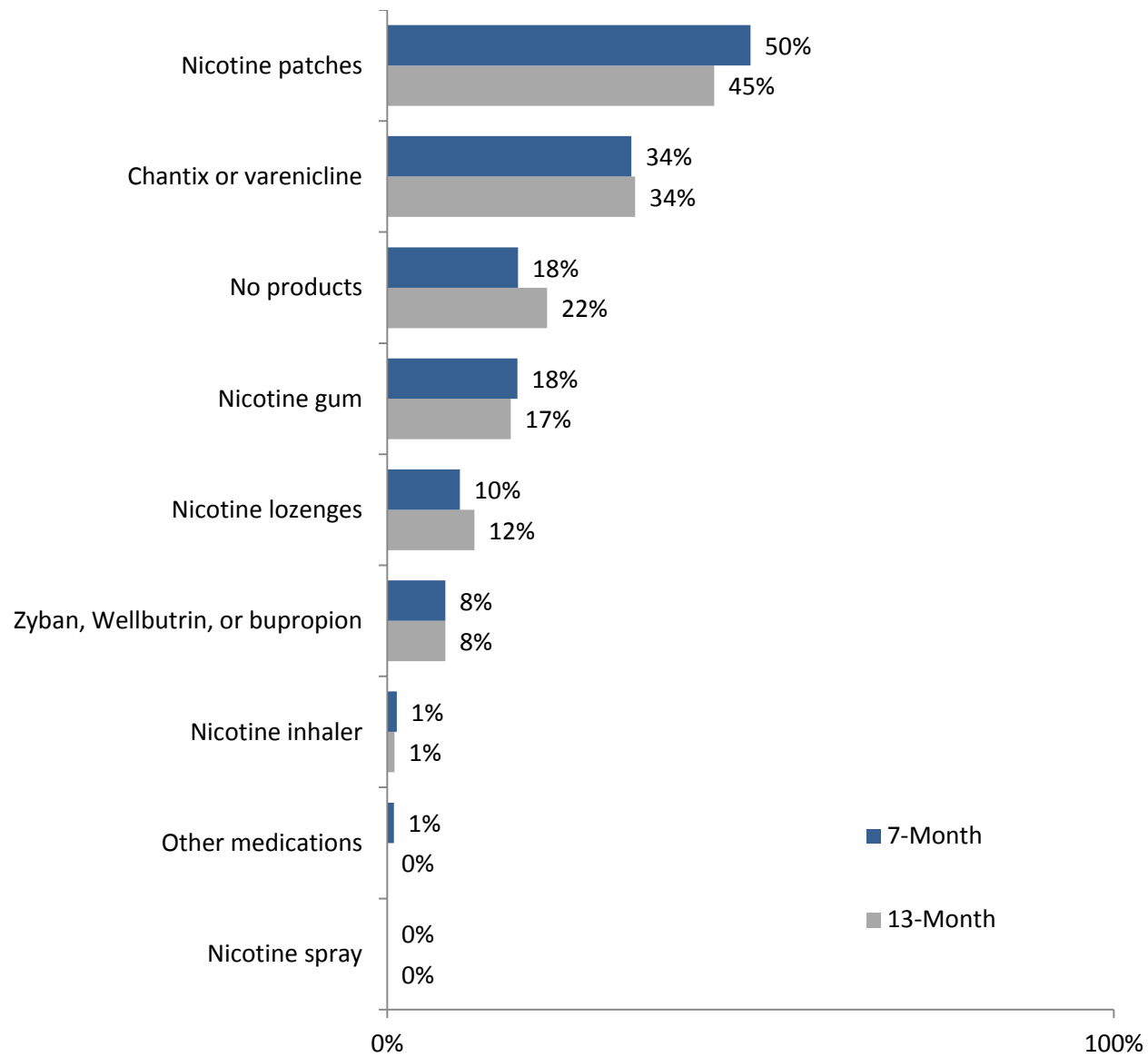


Figure 10: Types of products or medications used

## Barriers to Quitting

All respondents were asked to name the three hardest things about quitting tobacco for them (Figure 11). The top five responses across the follow-up cohorts were the *association of tobacco products with other activities, nicotine addiction, stress, other reasons, and other tobacco users*. “Boredom,” responses about the positive associations with tobacco such as smell or taste, and responses referencing nicotine replacement side effects were the most common *other reasons*.

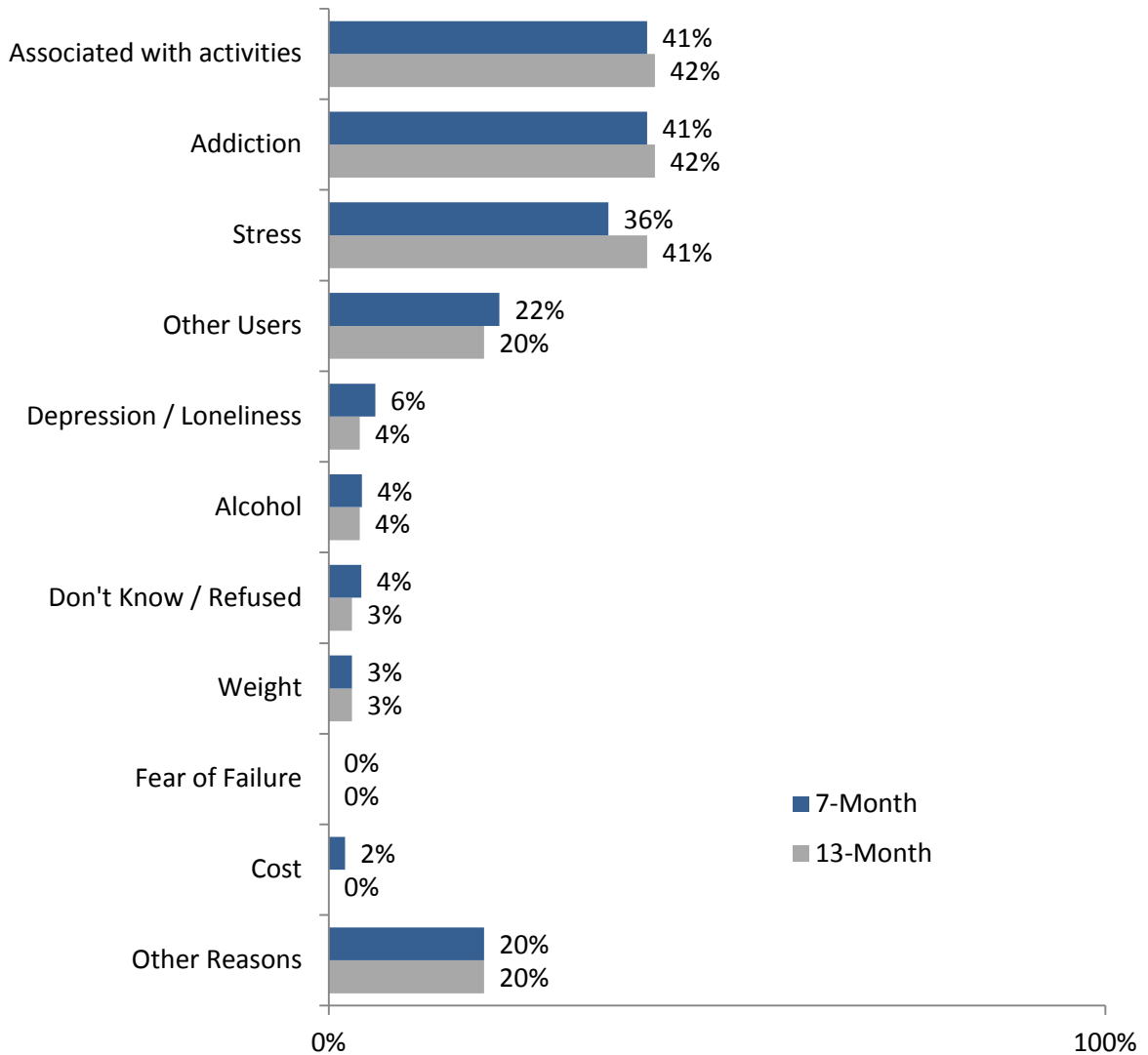


Figure 11: Hardest things about quitting tobacco.  
Note: Q2-4 data only.

Respondents who had attempted to quit tobacco were asked to name the three most helpful things for them while they were quitting tobacco (Figure 12). *Replacement behaviors*, using *nicotine replacements*, such as the patch, gum, or inhalers, *other*, which included responses about

health issues and changing daily habits, *family / friend support*, and *staying busy* were the five most common responses.

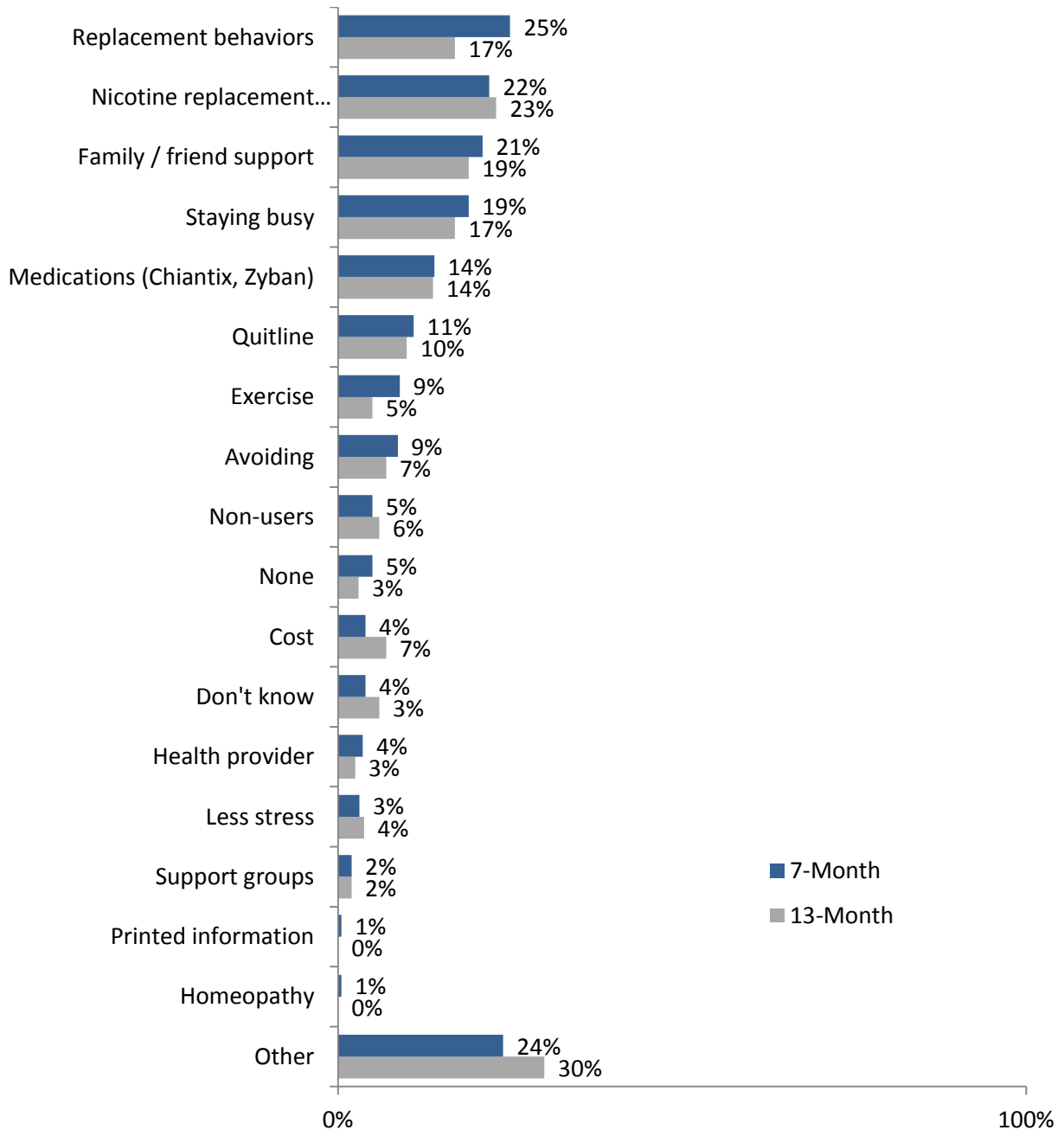


Figure 12: What three things do you think were the most helpful to you in quitting (among respondents who had made one or more quit attempts after Quitline intake)?

Note: Other includes improving health, tobacco proofing, determination, hypnosis, religion, and making life/behavior changes. Q2-4 data only.

Respondents who had not yet made at least one quit attempt were asked to name what they think would be the three most helpful things for them when they attempt to quit using tobacco (Figure



13). *Replacement behaviors, Nicotine replacements, such as the patch, gum, or inhalers, and Other* were the three most common responses. *Homeopathy* and *printed information* were not mentioned across the follow-up cohorts and were, therefore, removed from the figure below.

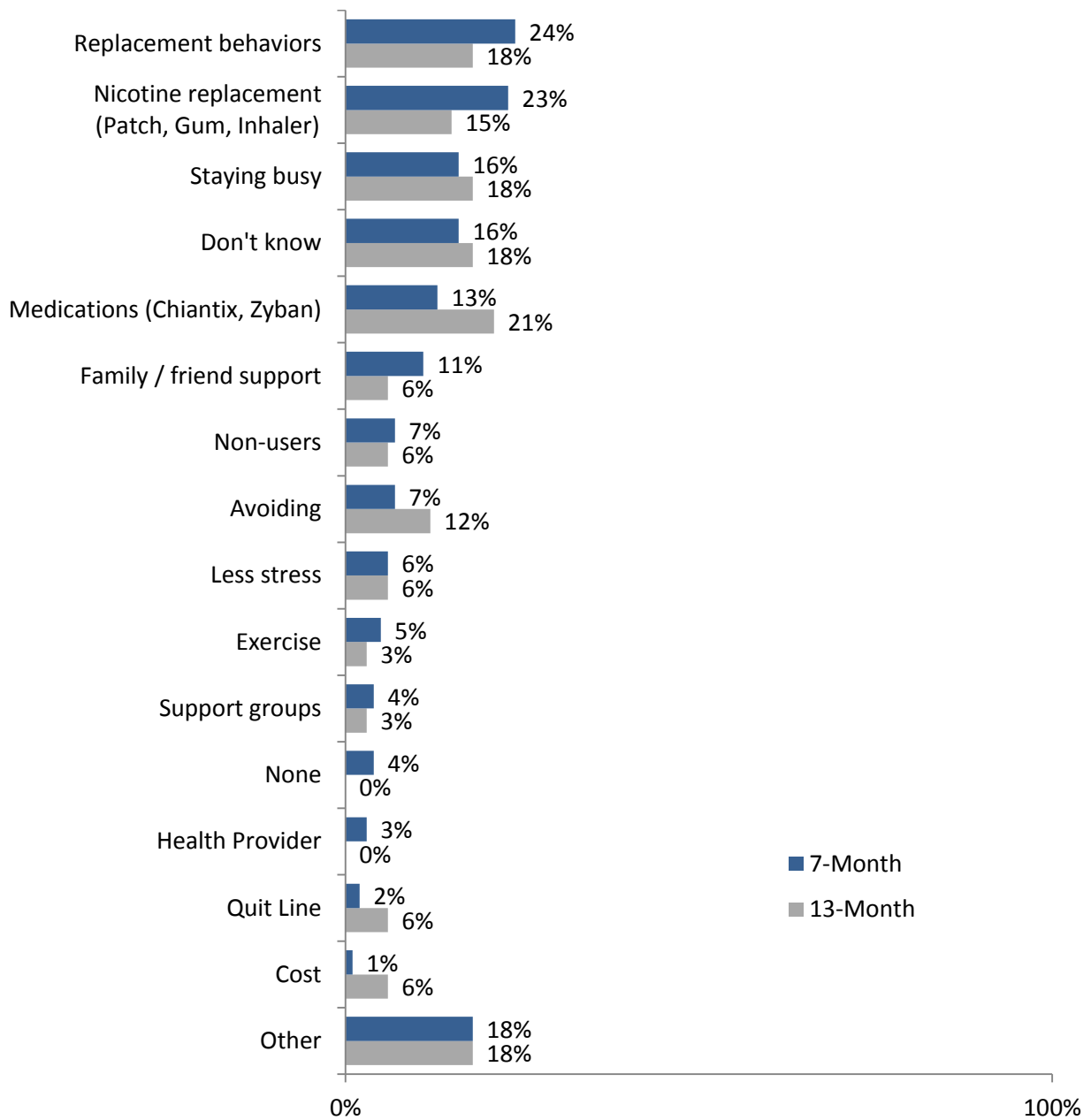


Figure 13: What three things do you think would be most helpful to you in your future quit attempts (among respondents who had not made a quit attempt after Quitline intake)? Note. Q2-4 data only.

## Section 5: Additional Findings

### Satisfaction

A majority of respondents in both the 7- and 13-month follow-up groups said that they were either *very satisfied* or *mostly satisfied* with the services they received (58% in the 7-month and 56% in the 13-month cohort groups; Figure 14). Follow-up respondents in the 7-month cohort ( $M = 2.75$ ,  $SD = 1.14$ ) reported similar levels of satisfaction with Quitline services than among those in the 13-month cohort ( $M = 2.71$ ,  $SD = 1.08$ ;  $t(1300) = .51$ ,  $p > .05$ ). Most also said they *definitely*, *probably*, or *already have recommended* Quitline Iowa to a friend in need of similar services (70% in the 7-month and 72% in the 13-month cohort groups; see Figure 15). The differences between cohorts were not statistically significant.

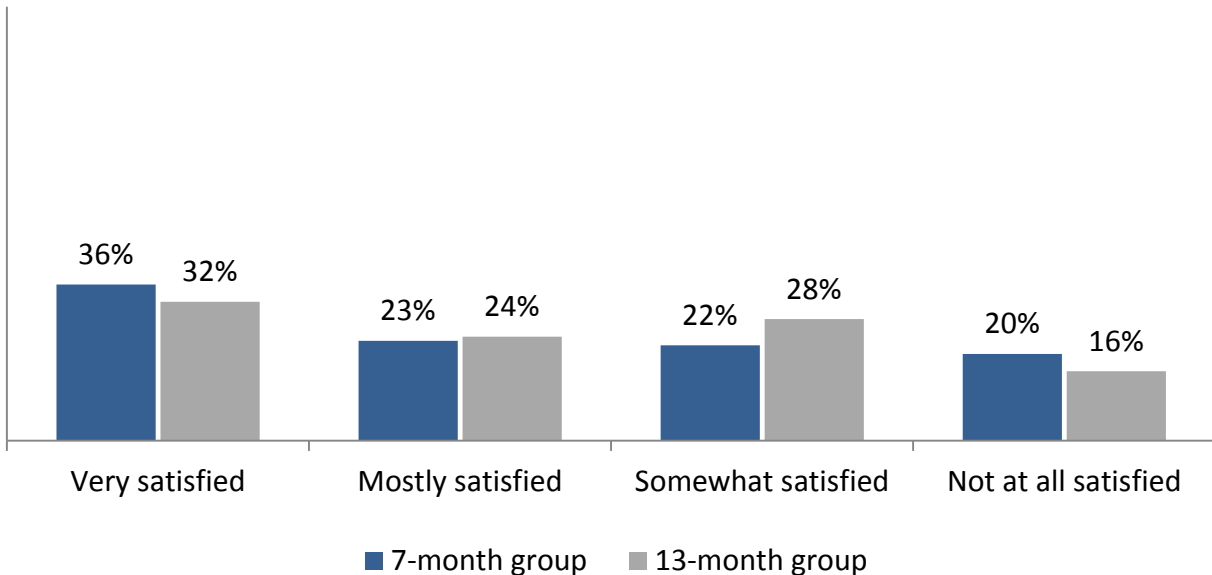


Figure 14: Satisfaction with Quitline Iowa services (7-month and 13-month comparison)

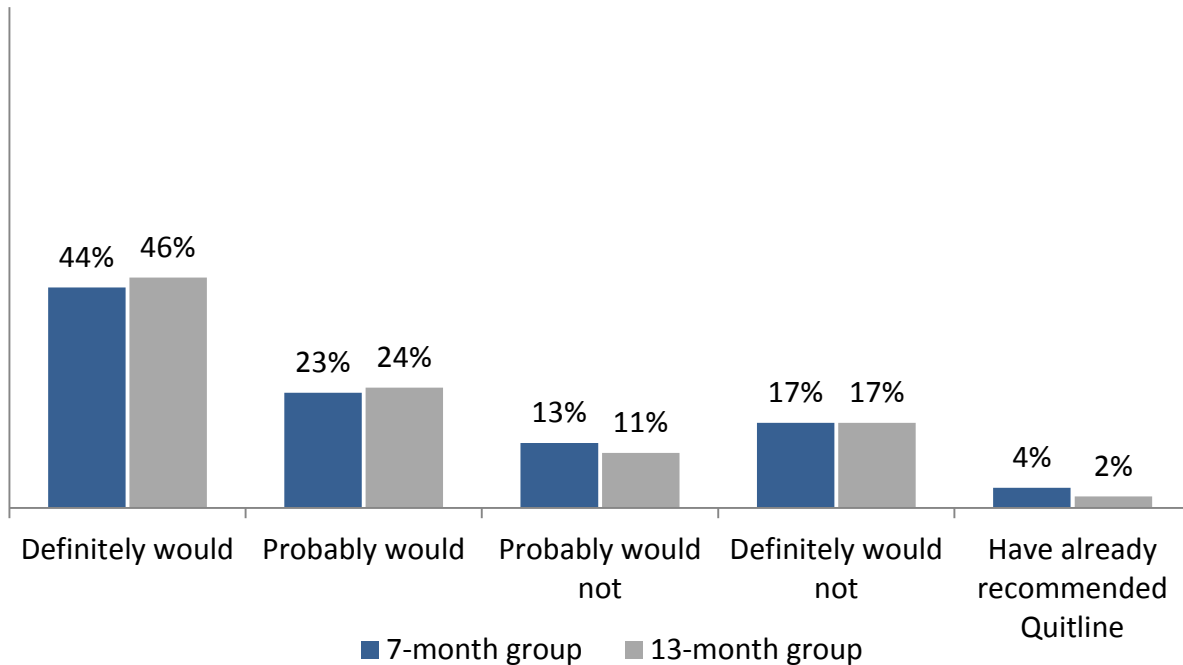


Figure 15: Would recommend Quitline Iowa to others (7-month and 13-month comparison)

Follow-up respondents who had quit tobacco in the past 30 days ( $M = 2.95$ ,  $SD = 1.2$ ) reported significantly higher levels of satisfaction with Quitline services than those who had not quit ( $M = 2.66$ ,  $SD = 1.1$ ;  $t(1299) = -4.2$ ,  $p < .01$ ) (Figure 16). Among respondents who said they had not used tobacco in the past 30 days, 66% said they were either *very satisfied* or *mostly satisfied*. Among respondents who said they had used tobacco in the past 30 days (i.e. had not quit), 55% were *very satisfied* or *mostly satisfied*.

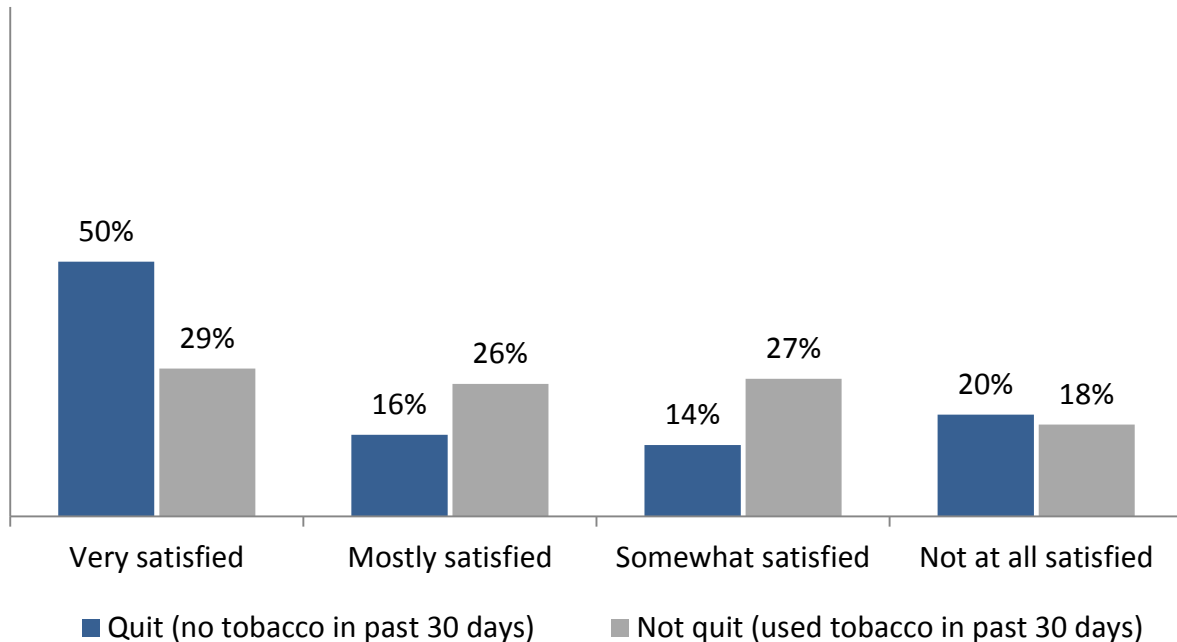


Figure 16: Satisfaction with Quitline Iowa services (quit versus not quit comparison)

Follow-up respondents who had not smoked in the past 30 days were more likely to report that they would definitely recommend Quitline Iowa to a friend in need of similar help than those who had not quit, however, those who had not quit were more likely to report that they think they probably would recommend Quitline Iowa (Figure 17). A Chi-square test for independence indicated a moderately-sized, significant association between smoking status and recommendation of quitline,  $\chi^2(1, n = 1298) = 52.619, p < .05, phi = .201$ .

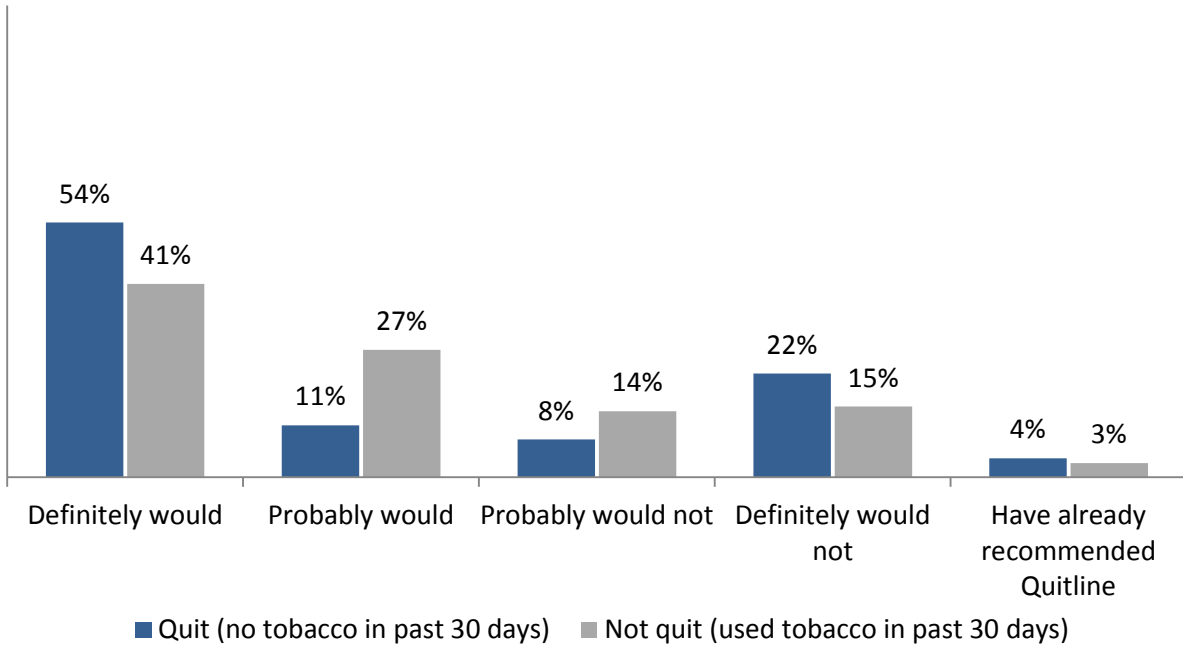


Figure 17: Would recommend Quitline Iowa to others (quit versus not quit comparison)

Respondents who had not quit smoking were asked how strongly they agreed with a series of statements about their smoking behavior, cessation, and the services they received through Quitline Iowa. The four response options were *strongly agree*, *agree*, *disagree*, and *strongly disagree*. The *strongly agree* and *agree* response options were combined to show the proportion of respondents who agreed with each statement (Figure 18). No significant differences between cohorts were found.

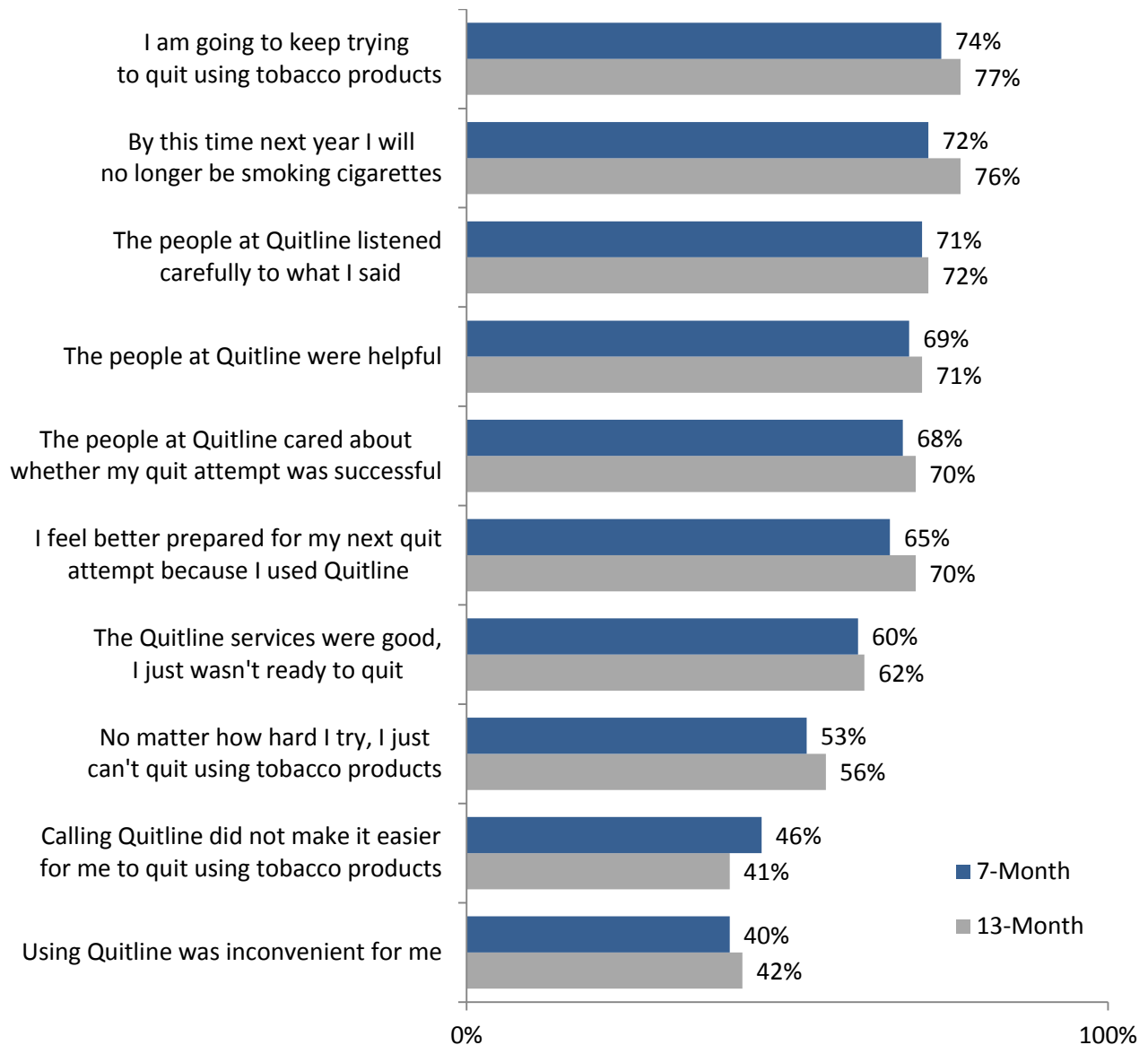


Figure 18: Perceptions about smoking, cessation, and Quitline services (among those who did not quit smoking), % Strongly Agree or Agree.

## Website Use

Among all respondents, 21% said they had visited the Quitline Iowa website. A Chi-square test for independence indicated no significant association between having smoked in the past 30 days and ever visiting the Quitline website. No significant differences in the number of reported visits to the Quitline website were found when comparing follow-up groups, insurance, gender, age, or use of medication.

The mean helpfulness rating of the website was 3.8 on a scale of 1 to 5 where 1 was *not at all helpful* and 5 was *extremely helpful*. A majority of respondents who visited the website (66%) rated the website as a 4 or 5 on that scale (Figure 19). No differences in helpfulness ratings were found when comparing insurance or use of medication. Also, no differences were found between respondents who had quit smoking in the past 30 days and those who had not. Female respondents ( $M = 4.1, SD = 1.01$ ) rated the website as significantly more helpful than did male respondents ( $M = 3.6, SD = 1.19; t(259) = 3.46, p = .001$ ). Respondents in the 7-month cohort rated the website lower than did respondents in the 13-month cohort but the differences were not significant.

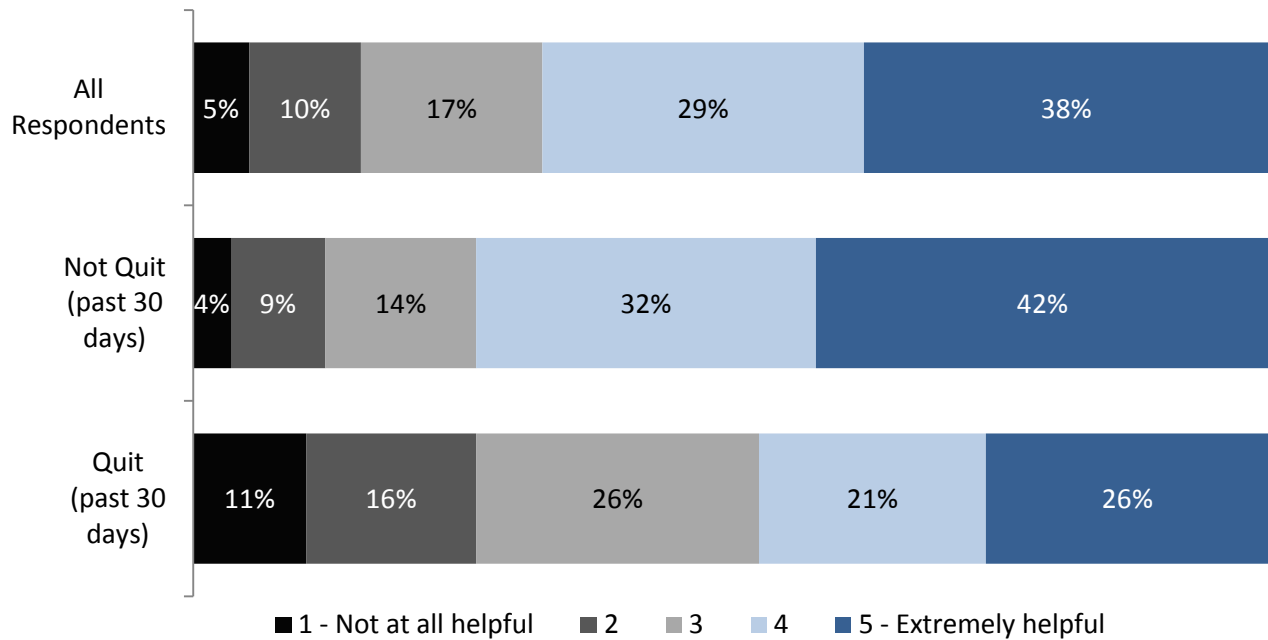


Figure 19: Helpfulness of Quitline website by 30-day cessation status

## Health Insurance

Note: Q2-4 data only.

Approximately one-third of respondents in each cohort reached at follow-up reported having healthcare coverage through Medicaid (38% 7-month, 35% 13-month). An additional 16% (16% 7-month, 16% 13-month) reported having healthcare coverage through Medicare (Table 6). Two percent (2% 7-month, 3% 13-month) of respondents reported no healthcare coverage. Of those respondents who reported having healthcare coverage, approximately one-third reported that their insurance covers nicotine replacement therapy. Approximately 21% of respondents did not know whether or not nicotine replacement therapy was covered by their insurance. Approximately three in ten respondents (29% 7-month, 30% 13-month) were *very satisfied* or *mostly satisfied* with their insurance’s coverage of nicotine replacement therapy.

All respondents, regardless of insurance status, were asked if they knew how to receive nicotine replacement therapy. Slightly more than half, 54% of all respondents, reported that they knew how to receive nicotine replacement therapy.

Table 6: Health Insurance

	7-month follow-up group	13-month follow-up group
<b>What is your primary source of your healthcare coverage?</b>		
None	2%	3%
Employer / Union	11%	13%
Purchased on your own	3%	5%
Medicare	16%	16%
Medicaid	38%	35%
TRICARE, VA, or Military	1%	2%
Other Source	1%	2%
Don’t know	1%	2%
Missing/refused	27%	22%
<b>Does your insurance cover NRT?</b>		
Yes	36%	35%
No	14%	12%
Don’t Know	20%	26%
<b>Satisfaction with NRT coverage?</b>		
Very satisfied	18%	20%
Mostly satisfied	11%	10%
Somewhat satisfied	11%	11%
Not at all satisfied	13%	8%
Don’t know	12%	12%



A Chi-square test for independence indicated no significant association between insurance type and use of medications ( $\chi^2 (1, n = 1193) = .198, p = .66, phi = .01$ ). Respondents who reported having Medicaid insurance said they use medications at approximately the same rate as those with different types of insurance (Table 7).

Table 7: Use of medications and/or products by type of insurance

	Response %
<u>Medicaid insurance</u>	
Yes	84%
No	15%
<u>All other insurance</u>	
Yes	86%
No	14%

Significant differences in the types of medications used were observed between respondents with Medicaid and those with other forms of insurance. Respondents with Medicaid insurance ( $M = 0.4, SD = .48$ ) reported using Chantix at significantly higher rates than did respondents with other types of insurance ( $M = .1, SD = .3; t (1201) = 7.0, p < .001$ ). Respondents with Medicaid insurance reported using patches ( $M = .5, SD = .50$ ) at significantly lower rates than did respondents with other types of insurance ( $M = .6, SD = .48; t (1201) = -4.16, p < .001$ ). Respondents with Medicaid insurance reported using lozenges ( $M = 0.08, SD = .27$ ) at significantly lower rates than did respondents with other types of insurance ( $M = .2, SD = .42; t (1201) = -6.25, p < .001$ ).

## Section 6: Summary and Conclusions

CSBR completed 1,327 follow-up interviews with Quitline Iowa callers between July 2015 and June 2016. Results of the FY16 evaluation were consistent with results from previous years. In FY16, the 30-day point prevalence rate of cessation in the 7-month follow-up cohort was 26%; it was 29% in FY15 and 27% in FY14 for the 7-month group. In the 13-month cohort, the cessation rate was 25% in FY16, compared to 24% in FY15 and FY14 and 22% in FY13. Among Quitline Iowa callers still using tobacco products, there was a reduction in both the number of cigarettes smoked per day and the number of days per month on which they smoked. Those still using tobacco tended to delay the length of time they waited to have their first cigarette of the day (versus at intake), indicating a possible reduction in addiction intensity over the follow-up period.

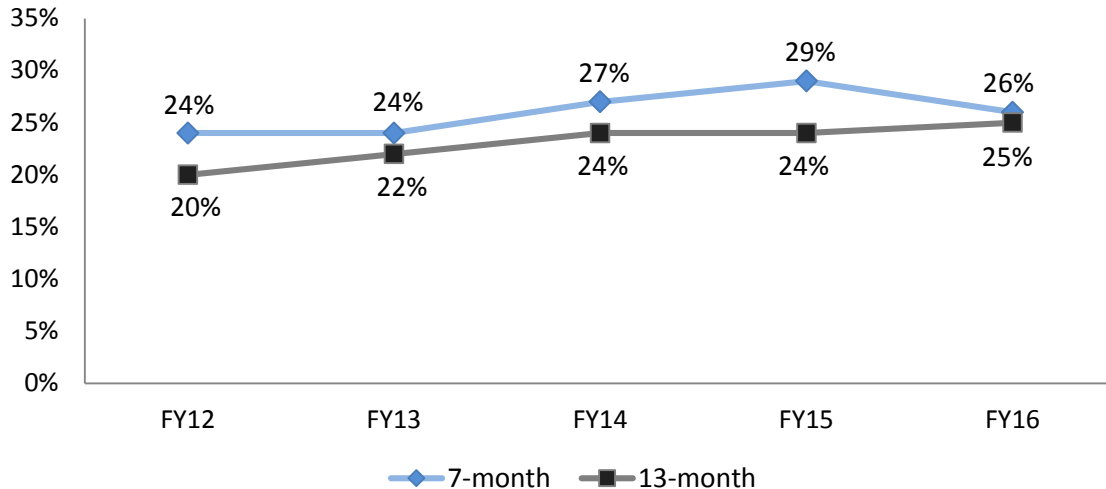


Figure 20: 30-day point prevalence rate of cessation by follow-up cohort (FY12 to FY16)

Approximately 13% of respondents reported using e-cigarettes in the past 30 days. Of those who reported using e-cigarettes in the past 30 days, 77% reported using them *every day* or *some days*. Approximately 60% of respondents who reported using e-cigarettes in the past 30 days reported that they had substituted e-cigarettes for cigarettes, pipes, cigars, or cigarillos when they were unable to smoke.

A majority of respondents in both 7 and 13-month follow-up groups said they were either *very satisfied* or *mostly satisfied* with the services they received and most also said they would likely recommend Quitline Iowa to a friend in need of similar services. Not surprisingly, satisfaction was much higher among follow-up respondents who had quit smoking than among those who had not. Most respondents expressed positive feelings toward Quitline Iowa and their future quit attempts.

## Appendix A:

### Quitline Follow-Up Questionnaire

#### **Confidentiality**

We are conducting an evaluation of Quitline Iowa. We would like to ask you a few questions about your experience with Quitline. For most people this takes about 5-10 minutes. The information we receive is used to improve the program. Whether or not you decide to answer our questions has no effect on your eligibility to receive Quitline services. There are no foreseeable risks to your participation, nor are there any direct benefits to you. You do not have to answer any question you do not want to, and you can end the interview at any time. Any information you give me will be confidential. If you have any questions about the program or this evaluation, I will provide a name and telephone number to call to get more information.

May I proceed with the interview?

#### **OVERALL QUITLINE SATISFACTION**

Q1. Overall, how satisfied were you with the services you received from the Quitline?  
Were you...

1. Not at all satisfied,
2. Somewhat satisfied,
3. Mostly satisfied, or
4. Very satisfied?
  
7. Don't know
9. Refused

#### **IF Q1 = 4 SKIP TO Q2.**

Q1a. What aspects of the services you received from Quitline were unsatisfactory?

[OE response]

Q2. If a friend were in need of similar help, how likely would you be to recommend the Quitline to him/her? Would you say you...

1. Definitely would not recommend,
2. Probably would not recommend,
3. Probably would recommend, or
4. Definitely would recommend?

8. Have already recommended Quitline to a friend
7. Don't know
9. Refused

**IF Q2 <8> SKIP TO Q3**

Q2a. Would you recommend Quitline again?

1. Yes
2. No
  
7. Don't know
9. Refused

**CURRENT TOBACCO USE**

Q3. Have you smoked any cigarettes or used other tobacco, even a puff, pinch, or vape, in the last 7 days?

1. Yes **SKIP TO Q4**
2. No
  
7. Don't know **SKIP TO Q4**
9. Refused **SKIP TO Q4**

Q3a. Have you smoked any cigarettes or used other tobacco, even a puff, pinch, or vape, in the last 30 days?

1. Yes **SKIP TO Q4**
2. No
  
7. Don't know **SKIP TO Q4**
9. Refused **SKIP TO Q4**

Q3b. Have you smoked any cigarettes or used other tobacco, even a puff, pinch, or vape, in the last 6 months?

1. Yes **SKIP TO Q4**
2. No
  
7. Don't know **SKIP TO Q4**
9. Refused **SKIP TO Q4**

**IF COHORT = 7 SKIP TO Q4**

Q3c. Have you smoked any cigarettes or used other tobacco, even a puff, pinch, or vape, in the last 12 months?

1. Yes
2. No
  
7. Don't know
9. Refused

**QUIT ATTEMPTS**

Q4. Since you first called the Quitline on [INTAKE DATE], [**seven or thirteen**] months ago, did you stop using tobacco for 24 hours or longer because you were trying to quit?

1. Yes
2. No **SKIP TO Q6**
  
7. Don't know **SKIP TO Q6**
9. Refused **SKIP TO Q6**

Q5. How many times did you stop using tobacco for 24 hours or longer? For example, if you stopped for 2 days and started smoking again, and then stopped for a week and started smoking again, that counts as 2 quits.

[Interviewer: only intentional quit periods should be counted.]

[ ] = number of quits {1 – 76}

76. 76 or more
77. Don't know
99. Refused

Q6. Which of these statements best describes your intentions regarding your tobacco use at this time? Would you say you are:

1. Planning to quit in the next 30 days
2. Planning to quit in the next 6 months
3. Planning to quit sometime in the future but not in the next 6 months
4. Not planning to quit or cut down
5. Not planning to quit but planning to cut down, or
6. You have quit
  
7. Don't know
9. Refused

## BARRIERS AND ENABLERS TO QUITTING

Q7. People experience different barriers to quitting tobacco. What are the three hardest things about quitting for you?

11. Other Users- Being around other people who use tobacco
12. Cost-Paying the high price of the patch, nicotine gum, or other nicotine replacements and medications
13. Fear of failure- worrying about past failures in quitting or worrying that I would start using tobacco again
14. Stress- having stress in your life
15. Alcohol- Being in a situation where I would want to drink an alcoholic beverage and use tobacco
16. Addiction- physical or psychological addiction-including tobacco use being a habit, feeling a lack of will power, using for a long time, having cravings, and having withdrawal symptoms such as moodiness/irritability, and jitters
17. Weight- gaining weight/overeating
18. Associated with activities- tobacco use being associated with everyday activities-such as eating, drinking coffee, taking work breaks, driving
19. Depression/Loneliness- dealing with depression or loneliness
20. Other (Specify) \_\_\_\_\_
  
77. Don't Know
99. Refused

### [IF Q4 >= 2 SKP Q8b]

Q8a. People have different things that help them quit tobacco and keep from starting again. What three things do you think were the most helpful to you in quitting?

11. Nicotine Replacement
12. Medications
13. Replacement behaviors
14. Support groups
15. Family/friend support
16. Exercise
17. Staying Busy
18. Printed Info
19. Quit Line
20. Avoiding
21. Health Provider
22. Non-users
23. Homeopathy
24. Less Stress
25. Cost
26. Other (Specify)

- 88. None
- 77. Don't Know
- 99. Refused

**[IF Q4 = 1 SKP Q9]**

Q8b. People have different things that help them quit tobacco and keep from starting again. What three things do you think would be most helpful in your future quit attempts?

- 11. Nicotine Replacement
- 12. Medications
- 13. Replacement behaviors
- 14. Support groups
- 15. Family/friend support
- 16. Exercise
- 17. Staying Busy
- 18. Printed Info
- 19. Quit Line
- 20. Avoiding
- 21. Health Provider
- 22. Non-users
- 23. Homeopathy
- 24. Less Stress
- 25. Cost
- 26. Other (Specify)

- 88. None
- 77. Don't Know
- 99. Refused

Q9. Not including yourself, is there anyone in your home who smokes?

- 1. Yes
- 2. No

- 7. Don't Know
- 9. Refused

## USE AND FREQUENCY OF TOBACCO PRODUCTS

### ASK THIS SECTION IF Q3=1 OR Q3a=1.

Q10. What types of tobacco have you used in the past 30 days? Have you used...

- a. Cigarettes?
  - b. Cigars, cigarillos, or little cigars?
  - c. Pipe?
  - d. Chewing tobacco, snuff, or dip?
  - e. Electronic Smoking Device such as e-cigarettes or vape pens?
  - f. Other
- 
1. Yes
  2. No
- 
7. Don't know
  9. Refused

### IF Q10f <1> SKIP TO Q12

Q11. What other types of tobacco products do you use? [Select all that apply]

1. Bidis
  2. Kreteks
  3. Tobacco pouches or "Snus"
  4. Water pipes or hookahs
  5. Other [Specify]
- 
7. Don't know
  9. Refused

### IF Q10a <1> SKIP TO Q15

Q12. Do you currently smoke cigarettes everyday, some days, or not at all?

[Note: "currently" refers to past 30 days.]

1. Everyday **SKIP TO Q14**
  2. Some days
  3. Not at all **SKIP TO Q15**
- 
7. Don't know
  9. Refused

Q13. How many days did you smoke cigarettes in the last 30 days?

[ ] = number of days {1 – 30}

77. Don't know
99. Refused



Q14. On average, how many cigarettes do you smoke per day on the days that you smoke?

[ ] = number of cigarettes {1 – 140}

777. Don't know

999. Refused

**IF Q10b <1> SKIP TO Q18**

Q15. Do you currently smoke cigars, cigarillos, or little cigars everyday, some days, or not at all?

1. Everyday **SKIP TO Q17**

2. Some days

3. Not at all **SKIP TO Q18**

7. Don't know

9. Refused

Q16. How many days did you smoke cigars, cigarillos, or little cigars in the last 30 days?

[ ] = number of days {1 – 30}

77. Don't know

99. Refused

Q17. On average, how many cigars, cigarillos, or little cigars do you smoke per week during the weeks that you smoke?

[ ] = number of cigars, cigarillos, or little cigars {1 – 140}

777. Don't know

999. Refused

**IF Q10c <1> SKIP TO Q21**

Q18. Do you currently smoke a pipe every day, some days, or not at all?

[Note: "currently" refers to past 30 days.]

1. Everyday **SKIP TO Q20**

2. Some days

3. Not at all **SKIP TO Q21**

7. Don't know

9. Refused

Q19. How many days did you smoke a pipe in the last 30 days?

[ ] = number of days {1 – 30}

77. Don't know

99. Refused

Q20. On average, how many pipes do you smoke per week during the weeks that you smoke?

[ ] = number of pipes {1 – 140}

777. Don't know

999. Refused

**IF Q10d <1> SKIP TO Q24**

Q21. Do you currently use chewing tobacco, snuff, or dip everyday, some days, or not at all?

1. Everyday **SKIP TO Q23**

2. Some days

3. Not at all **SKIP TO Q24**

7. Don't know

9. Refused

Q22. How many days did you chew in the last 30 days?

[ ] = number of days {1 – 30}

77. Don't know

99. Refused

Q23. On average, how many pouches or tins do you use per week during the weeks that you chew?

[ ] = number of pouches or tins {1 – 140}

666. Less than 1 per week

777. Don't know

999. Refused

**IF Q10e <1> SKIP TO Q30**

Q24. Do you currently use an Electronic Smoking Device everyday, some days, or not at all?

1. Everyday **SKIP TO Q26**
2. Some days
3. Not at all **SKIP TO Q28**
  
7. Don't know
9. Refused

Q25. How many days did you use an Electronic Smoking Device in the last 30 days?

[ ] = number of days {1 – 30}

77. Don't know
99. Refused

Q26. On average, how many cartridges do you use per week on the weeks that you use an Electronic Smoking Device?

[ ] = number of cartridges {1 – 99}

777. Don't know
999. Refused

Q27. Please tell me if each of the following is a reason you use e-cigarettes. Please answer yes or no for each one.

- a. Using e-cigarettes helps me to quit smoking cigarettes.
- b. They might be less harmful to me than cigarettes.
- c. They seem cheaper than cigarettes.
- d. I can use e-cigarettes at times or in places where smoking cigarettes isn't allowed.
- e. They might be less harmful to people around me than cigarettes.
- f. Are there any other reasons you use e-cigarettes? [SPECIFY]

- 1 Yes
- 2 No

- 7 Don't know/Not Sure
- 9 Refused

**IF Q10a, b & c <1> SKIP TO Q30**

Q28. There are times when you, as a tobacco user, may not be able to smoke. Have you used an Electronic Smoking Device when you were unable to smoke cigarettes, pipes, cigars, or cigarillos?

- 1 Yes
- 2 No
  
- 7. Don't know
- 9. Refused

**IF Q10d <1> SKIP TO Q30.**

Q29. There are times when you as a tobacco user may not be able to chew. Have you used an Electronic Smoking Device when you were unable to use chewing tobacco, snuff, or dip?

- 1 Yes
- 2 No

**IF Q10f <1> SKIP TO Q33**

Q30. **You said previously that you used other tobacco products.** Do you currently use other tobacco products everyday, some days, or not at all?

- 1. Everyday **SKIP TO Q32**
- 2. Some days
- 3. Not at all **SKIP TO Q33**
  
- 7. Don't know
- 9. Refused

Q31. How many days did you use other types of tobacco in the last 30 days?

[ ] = number of days {1 – 30}

- 77. Don't know
- 99. Refused

Q32. On average, how many [OTHER TOBACCO PRODUCT] do you use per week during the weeks that you use tobacco?

[ ] = number of [UNIT] {1 – 140}

- 777. Don't know
- 999. Refused

## LEVEL OF ADDICTION

**IF Q3 - Q3c = 2 SKIP TO Q35.**

**IF Q10a <1> SKIP TO Q34**

Q33. How soon after you wake up do you smoke your first cigarette?

1. 5 minutes or less
2. Between 6 minutes and 30 minutes
3. Between 31 minutes and 60 minutes
4. More than 60 minutes
  
7. Don't know
9. Refused

**IF Q10b, c, d, e & f <1> SKIP TO Q35**

Q34. How soon after you wake up do you use tobacco other than cigarettes?

1. 5 minutes or less
2. Between 6 minutes and 30 minutes
3. Between 31 minutes and 60 minutes
4. More than 60 minutes
  
7. Don't know
9. Refused

## USE OF MEDICATION

Q35. Since you first called the Quitline [**seven or thirteen**] months ago, have you used any of the following products or medications to help you quit?

11. Nicotine patches,
12. Nicotine gum,
13. Nicotine lozenges,
14. Nicotine spray,
15. Nicotine inhaler,
16. Zyban, also called Wellbutrin or bupropion,
17. Chantix, also called varenicline,
18. Other products or medications to help you quit? [Specify]
  
66. No products or medication **SKIP TO Q37**
77. Don't know **SKIP TO Q37**
99. Refused **SKIP TO Q37**

Q36. Did you receive these products or medications from ...

01. Quitline Iowa?
02. A pharmacy: with a prescription?
03. A pharmacy or store: over-the-counter?
04. Somewhere else? [SPECIFY]

1. Yes
2. No
  
7. Don't Know
9. Refused

Q37. Other than the Quitline or medications, what other kinds of assistance did you use to help quit over the past **[seven or thirteen]** months, such as advice from a health professional, or other kinds of quitting assistance?

1. Advice from a health professional
2. Website [Specify]
3. Telephone program [Specify]
4. Counseling program [Specify]
5. Self-help materials [Specify]
6. Something else [Specify]
  
8. No other assistance
7. Don't know
9. Refused

### **QUITLINE SERVICES EVALUATION**

Q38. I am going to read a list of statements about your experiences with Quitline. For each one, please tell me if you strongly disagree, disagree, agree, or strongly agree.

- a. The people at Quitline listened carefully to what I said.
- b. The people at Quitline cared about whether my quit attempt was successful.
- c. Using Quitline was inconvenient for me.
- d. The people at Quitline were helpful.

Would you say you...

1. Strongly disagree,
2. Disagree,
3. Agree, or

- 4. Strongly agree?
- 7. Don't know/Not sure
- 9. Refused

**IFQ3, Q3a <1>, SKIP TO Q40**

Q39. I am going to read a list of statements. For each one please tell me if you strongly disagree, disagree, agree, or strongly agree.

- a. I feel better prepared for my next quit attempt because I used Quitline.
- b. Calling Quitline did not make it easier for me to quit using tobacco products.
- c. The Quitline services were good, I just wasn't ready to quit.
- d. No matter how hard I try, I just can't quit using tobacco products.
- e. I am going to keep trying to quit using tobacco products.
- f. By this time next year, I will no longer be using tobacco products.

Would you say you...

- 1. Strongly disagree,
- 2. Disagree,
- 3. Agree, or
- 4. Strongly agree?
- 7. Don't know/Not sure
- 9. Refused

**QUITLINE WEBSITE**

Q40. Have you visited the Quitline Iowa website at quitnow.net/?

- 1. Yes
- 2. No **SKIP TO Q42**
- 7. Don't know/not sure **SKIP TO Q42**
- 9. Refused **SKIP TO Q42**

Q41. On a scale of 1 to 5, 1 being not at all helpful and 5 being extremely helpful, how helpful was the information on the Quitline Iowa website?

[ ] = rating

- 7. Don't know/don't recall
- 9. Refused

## DEMOGRAPHICS

Now I have a few background questions and we will be finished.

Q42. What is the highest level of education you have completed?

- 1 Less than high school graduate
- 2 Grade 12 or GED (high school graduate)
- 3 One or more years of college but no degree
- 4 Associate's or other 2-year degree
- 5 College graduate with a 4 year degree such as a BA or BS
- 6 Graduate degree completed (MA, MS, MFA, MBA, MD, PhD, EdD)
  
- 7 Don't know/Not sure
- 9 Refused

Q43. Is your annual gross household income before taxes from all sources...

11. Less than \$10,000,
12. \$10,000 to less than \$15,000,
13. \$15,000 to less than \$20,000,
14. \$20,000 to less than \$25,000,
15. \$25,000 to less than \$35,000,
16. \$35,000 to less than \$50,000,
17. \$50,000 to less than \$75,000,
18. \$75,000 to less than \$100,000, or
19. \$100,000 or more?

77. DON'T KNOW

99. PREFER NOT TO ANSWER

Q44. Are you...

1. Married,
2. Divorced,
3. Widowed,
4. Separated,
5. Never married, or
6. A member of an unmarried couple?

9. PREFER NOT TO ANSWER



Q45. What is the primary source of your health care coverage? Is it...

- 11 A plan purchased through an employer or union
- 12 A plan that you or another family member buys on your own
- 13 Medicare
- 14 Medicaid or other state program
- 15 TRICARE (formerly CHAMPUS), VA, or Military
- 16 Alaska Native, Indian Health Service, Tribal Health Services
- 17 Some other source
- 18 None
  
- 77 Don't know/Not sure
- 99 Refused

**IF Q45 > 17 SKIP TO Q47**

Q46. Does your current insurance plan cover nicotine replacement therapy?

- 1. Yes
- 2. No
  
- 7. Don't know
- 9. Refused

Q47. Do you know how to receive nicotine replacement therapy?

- 1. Yes
- 2. No
  
- 7. Don't know
- 9. Refused

**IF Q45 > 17 SKIP TO Q49**

Q48. Overall, how satisfied are you with your insurance's coverage of nicotine replacement therapy? Would you say you are...

- 1. Not at all satisfied,
- 2. Somewhat satisfied,
- 3. Mostly satisfied, or
- 4. Very satisfied?
  
- 7. Don't know
- 9. Refused

**IF COHORT = 7.**

Q49. To understand the longer-term impact of Quitline, we are recruiting a panel of people who will be contacted again in 6 months to follow-up on health outcomes and perceptions of their Quitline experience. We would like to include you in this selected group. Could we contact you by phone again in 6 months to ask about your experience with Quitline Iowa?

1. Yes
2. No

**CLOSE**

That's all the questions I have. The answers of all the participants interviewed will be combined to describe people's experiences with the program and to guide its future development. If you have questions about this survey you may call \_\_\_\_\_ at \_\_\_\_\_. Thank you for your time and cooperation with this survey. Good-bye.

## Appendix B:

### Item Frequency Tables

<b>Overall, how satisfied were you with the services you received from the Quitline?</b>						
	<b>7-Month Follow-Up</b>			<b>13-Month Follow-Up</b>		
	Frequency	Percent	Valid Percent	Frequency	Percent	Valid Percent
Not at all satisfied	195	6.0	19.6	59	5.8	17.1
Somewhat satisfied	216	6.7	21.7	94	9.3	27.2
Mostly satisfied	222	6.9	22.3	84	8.3	24.3
Very satisfied	361	11.2	36.3	109	10.7	31.5
Don't know	16	0.5	--	5	0.5	--
Refused	10	0.3	--	--	--	--
System	2217	68.5	--	663	65.4	--

<b>If a friend were in need of similar help, how likely would you be to recommend the Quitline to him/her?</b>						
	<b>7-Month Follow-Up</b>			<b>13-Month Follow-Up</b>		
	Frequency	Percent	Valid Percent	Number	Percent	Valid Percent
Definitely would not recommend	166	5.1	16.7	59	5.8	17.3
Probably would not recommend	127	3.9	12.8	37	3.6	10.9
Probably would recommend	230	7.1	23.2	81	8.0	23.8
Definitely would recommend	435	13.4	43.9	156	15.4	45.7
Have already recommended Quitline to a friend	34	1.1	3.4	8	0.8	2.3
Don't know	15	0.5	--	8	0.8	--
Refused	5	0.2	--	--	--	--
System	2225	68.7	--	665	65.6	--

<b>Would you recommend Quitline again?</b>						
	<b>7-Month Follow-Up</b>			<b>13-Month Follow-Up</b>		
	Frequency	Percent	Valid Percent	Number	Percent	Valid Percent
Yes	34	1.1	100.0	8	0.8	100.0
System	3203	98.9	--	1006	99.2	--

<b>Have you smoked any cigarettes or used other tobacco, even a puff, pinch, or vape, in the last 7 days?</b>						
	<b>7-Month Follow-Up</b>			<b>13-Month Follow-Up</b>		
	Frequency	Percent	Valid Percent	Number	Percent	Valid Percent
Yes	703	21.7	75.0	253	25.0	77.4
No	234	7.2	25.0	74	7.3	22.6
System	2300	71.1	--	687	67.8	--

<b>Have you smoked any cigarettes or used other tobacco, even a puff, pinch, or vape, in the last 30 days?</b>						
	<b>7-Month Follow-Up</b>			<b>13-Month Follow-Up</b>		
	Frequency	Percent	Valid Percent	Frequency	Percent	Valid Percent
Yes	209	6.5	44.6	57	5.6	39.3
No	260	8.0	55.4	88	8.7	60.7
Don't know	3	0.1	--	869	85.7	--
System	2765	85.4	--	--	--	--

<b>Have you smoked any cigarettes or used other tobacco, even a puff, pinch, or vape, in the last 6 months?</b>						
	<b>7-Month Follow-Up</b>			<b>13-Month Follow-Up</b>		
	Frequency	Percent	Valid Percent	Frequency	Percent	Valid Percent
Yes	94	2.9	51.1	18	1.8	27.7
No	90	2.8	48.9	47	4.6	72.3
Don't know	1	0.0	--	1	0.1	--
System	3052	94.3	--	948	93.5	--

<b>Have you smoked any cigarettes or used other tobacco, even a puff, pinch, or vape, in the last 12 months?</b>						
	<b>7-Month Follow-Up</b>			<b>13-Month Follow-Up</b>		
	Frequency	Percent	Valid Percent	Frequency	Percent	Valid Percent
Yes	1	0.0	100.0	12	1.2	26.1
No				34	3.4	73.9
Don't know				1	0.1	--
System	3236	100.0	--	967	95.4	--

<b>Since you first called the Quitline on [INTAKE DATE], [seven or thirteen] months ago, did you stop using tobacco for 24 hours or longer because you were trying to quit?</b>						
	<b>7-Month Follow-Up</b>			<b>13-Month Follow-Up</b>		
	Frequency	Percent	Valid Percent	Frequency	Percent	Valid Percent
Yes	841	26.0	83.6	302	29.8	86.8
No	165	5.1	16.4	46	4.5	13.2
Don't know	2	0.1	--	1	0.1	--
System	2229	68.9	--	665	65.6	--

How many times did you stop using tobacco for 24 hours or longer?						
	7-Month Follow-Up			13-Month Follow-Up		
	Frequency	Percent	Valid Percent	Frequency	Percent	Valid Percent
1	343	10.6	43.9	111	10.9	39.8
2	165	5.1	21.1	66	6.5	23.7
3	102	3.2	13.1	38	3.7	13.6
4	55	1.7	7.0	20	2.0	7.2
5	45	1.4	5.8	18	1.8	6.5
6	19	0.6	2.4	5	0.5	1.8
7	9	0.3	1.2	3	0.3	1.1
8	6	0.2	0.8	3	0.3	1.1
9	1	0.0	0.1	1	0.1	0.4
10	15	0.5	1.9	6	0.6	2.2
12	4	0.1	0.5	3	0.3	1.1
14	1	0.0	0.1	3	0.3	1.1
15	3	0.1	0.4	1	0.1	0.4
20	5	0.2	0.6	1	0.1	0.4
23	1	0.0	0.1	--	--	--
24	1	0.0	0.1	3	0.3	--
28	1	0.0	0.1	20	2.0	--
30	3	0.1	0.4	712	70.2	--
35	1	0.0	0.1	--	--	--
40	1	0.0	0.1	--	--	--
76 or more	2	0.1	--	--	--	--
Don't know	52	1.6	--	--	--	--
Refused	4	0.1	--	--	--	--
System	2398	74.1	--	--	--	--

<b>Which of these statements best describes your intentions regarding your tobacco use at this time?</b>						
	<b>7-Month Follow-Up</b>			<b>13-Month Follow-Up</b>		
	Frequency	Percent	Valid Percent	Frequency	Percent	Valid Percent
Planning to quit in the next 30 days	185	5.7	25.2	59	5.8	22.1
Planning to quit in the next 6 months	172	5.3	23.5	77	7.6	28.8
Planning to quit sometime in the future but not in the next 6 months	113	3.5	15.4	46	4.5	17.2
Not planning to quit or cut down	12	0.4	1	4	0.4	1.5
Not planning to quit but planning to cut down	29	0.9	4.0	11	1.1	4.1
You have quit	222	6.9	30.3	70	6.9	26.2
Don't know	17	0.5	--	5	0.5	--
Refused	4	0.1	--	1	0.1	--
System	2483	76.7	--	741	73.1	--

<b>Other Users. What are the three hardest things about quitting for you?</b>						
	<b>7-Month Follow-Up</b>			<b>13-Month Follow-Up</b>		
	Frequency	Percent	Valid Percent	Frequency	Percent	Valid Percent
Not selected	585	18.1	77.8	218	21.5	79.9
Selected	167	5.2	22.2	55	5.4	20.1
System	2485	76.8	--	741	73.1	--

<b>Cost. What are the three hardest things about quitting for you?</b>						
	<b>7-Month Follow-Up</b>			<b>13-Month Follow-Up</b>		
	Frequency	Percent	Valid Percent	Frequency	Percent	Valid Percent
Not selected	739	22.8	98.3	273	26.9	100.0
Selected	13	0.4	1.7	741	73.1	--
System	2485	76.8	--	--	--	--

<b>Fear of failure. What are the three hardest things about quitting for you?</b>						
	<b>7-Month Follow-Up</b>			<b>13-Month Follow-Up</b>		
	Frequency	Percent	Valid Percent	Frequency	Percent	Valid Percent
Not selected	749	23.1	99.6	272	26.8	99.6
Selected	3	0.1	0.4	1	0.1	0.4
System	2485	76.8	--	741	73.1	--

<b>Stress. What are the three hardest things about quitting for you?</b>						
	<b>7-Month Follow-Up</b>			<b>13-Month Follow-Up</b>		
	Frequency	Percent	Valid Percent	Frequency	Percent	Valid Percent
Not selected	482	14.9	64.1	160	15.8	58.6
Selected	270	8.3	35.9	113	11.1	41.4
System	2485	76.8	--	741	73.1	--

<b>Alcohol. What are the three hardest things about quitting for you?</b>						
	<b>7-Month Follow-Up</b>			<b>13-Month Follow-Up</b>		
	Frequency	Percent	Valid Percent	Frequency	Percent	Valid Percent
Not selected	724	22.4	96.3	261	25.7	95.6
Selected	28	0.9	3.7	12	1.2	4.4
System	2485	76.8	--	741	73.1	--

<b>Addiction. What are the three hardest things about quitting for you?</b>						
	<b>7-Month Follow-Up</b>			<b>13-Month Follow-Up</b>		
	Frequency	Percent	Valid Percent	Frequency	Percent	Valid Percent
Not selected	440	13.6	58.5	158	15.6	57.9
Selected	312	9.6	41.5	115	11.3	42.1
System	2485	76.8	--	741	73.1	--

<b>Weight. What are the three hardest things about quitting for you?</b>						
	<b>7-Month Follow-Up</b>			<b>13-Month Follow-Up</b>		
	Frequency	Percent	Valid Percent	Frequency	Percent	Valid Percent
Not selected	733	22.6	97.5	265	26.1	97.1
Selected	19	0.6	2.5	8	0.8	2.9
System	2485	76.8	--	741	73.1	--

<b>Associated with activities. What are the three hardest things about quitting for you?</b>						
	<b>7-Month Follow-Up</b>			<b>13-Month Follow-Up</b>		
	Frequency	Percent	Valid Percent	Frequency	Percent	Valid Percent
Not selected	446	13.8	59.3	157	15.5	57.5
Selected	306	9.5	40.7	116	11.4	42.5
System	2485	76.8	--	741	73.1	--

<b>Depression/Loneliness. What are the three hardest things about quitting for you?</b>						
	<b>7-Month Follow-Up</b>			<b>13-Month Follow-Up</b>		
	Frequency	Percent	Valid Percent	Frequency	Percent	Valid Percent
Not selected	707	21.8	94.0	261	25.7	95.6
Selected	45	1.4	6.0	12	1.2	4.4
System	2485	76.8	----	741	73.1	--

<b>Other (Specify). What are the three hardest things about quitting for you?</b>						
	<b>7-Month Follow-Up</b>			<b>13-Month Follow-Up</b>		
	Frequency	Percent	Valid Percent	Frequency	Percent	Valid Percent
Not selected	607	18.8	80.7	217	21.4	79.5
Selected	145	4.5	19.3	56	5.5	20.5
System	2485	76.8	--	741	73.1	--

<b>Don't Know. What are the three hardest things about quitting for you?</b>						
	<b>7-Month Follow-Up</b>			<b>13-Month Follow-Up</b>		
	Frequency	Percent	Valid Percent	Frequency	Percent	Valid Percent
Not selected	725	22.4	96.4	264	26.0	96.7
Selected	27	0.8	3.6	9	0.9	3.3
System	2485	76.8	--	741	73.1	--

<b>Refused. What are the three hardest things about quitting for you?</b>						
	<b>7-Month Follow-Up</b>			<b>13-Month Follow-Up</b>		
	Frequency	Percent	Valid Percent	Frequency	Percent	Valid Percent
Not selected	751	23.2	99.9	272	26.8	99.6
Selected	1	0.0	0.1	1	0.1	0.4
System	2485	76.8	--	741	73.1	--

<b>Nicotine Replacement. What three things do you think were the most helpful to you in quitting?</b>						
	<b>7-Month Follow-Up</b>			<b>13-Month Follow-Up</b>		
	Frequency	Percent	Valid Percent	Frequency	Percent	Valid Percent
Not selected	492	15.2	78.1	183	18.0	76.9
Selected	138	4.3	21.9	55	5.4	23.1
System	2607	80.5	--	776	76.5	--



<b>Medications. What three things do you think were the most helpful to you in quitting?</b>						
	<b>7-Month Follow-Up</b>			<b>13-Month Follow-Up</b>		
	Frequency	Percent	Valid Percent	Frequency	Percent	Valid Percent
Not selected	544	16.8	86.3	204	20.1	85.7
Selected	86	2.7	13.7	34	3.4	14.3
System	2607	80.5	--	776	76.5	--

<b>Replacement behaviors. What three things do you think were the most helpful to you in quitting?</b>						
	<b>7-Month Follow-Up</b>			<b>13-Month Follow-Up</b>		
	Frequency	Percent	Valid Percent	Frequency	Percent	Valid Percent
Not selected	475	14.7	75.4	198	19.5	83.2
Selected	155	4.8	24.6	40	3.9	16.8
System	2607	80.5	--	776	76.5	--

<b>Support groups. What three things do you think were the most helpful to you in quitting?</b>						
	<b>7-Month Follow-Up</b>			<b>13-Month Follow-Up</b>		
	Frequency	Percent	Valid Percent	Frequency	Percent	Valid Percent
Not selected	614	19.0	97.5	233	23.0	97.9
Selected	16	0.5	2.5	5	0.5	2.1
System	2607	80.5	--	776	76.5	--

<b>Family/friend support. What three things do you think were the most helpful to you in quitting?</b>						
	<b>7-Month Follow-Up</b>			<b>13-Month Follow-Up</b>		
	Frequency	Percent	Valid Percent	Frequency	Percent	Valid Percent
Not selected	494	15.3	78.4	192	18.9	80.7
Selected	136	4.2	21.6	46	4.5	19.3
System	2607	80.5	--	776	76.5	--

<b>Exercise. What three things do you think were the most helpful to you in quitting?</b>						
	<b>7-Month Follow-Up</b>			<b>13-Month Follow-Up</b>		
	Frequency	Percent	Valid Percent	Frequency	Percent	Valid Percent
Not selected	577	17.8	91.6	225	22.2	94.5
Selected	53	1.6	8.4	13	1.3	5.5
System	2607	80.5	--	776	76.5	--

<b>Staying Busy. What three things do you think were the most helpful to you in quitting?</b>						
	<b>7-Month Follow-Up</b>			<b>13-Month Follow-Up</b>		
	Frequency	Percent	Valid Percent	Frequency	Percent	Valid Percent
Not selected	513	15.8	81.4	197	19.4	82.8
Selected	117	3.6	18.6	41	4.0	17.2
System	2607	80.5	--	776	76.5	--

<b>Printed Info. What three things do you think were the most helpful to you in quitting?</b>						
	<b>7-Month Follow-Up</b>			<b>13-Month Follow-Up</b>		
	Frequency	Percent	Valid Percent	Frequency	Percent	Valid Percent
Not selected	625	19.3	99.2	237	23.4	99.6
Selected	5	0.2	0.8	1	0.1	0.4
System	2607	80.5	--	776	76.5	--

<b>Quit Line. What three things do you think were the most helpful to you in quitting?</b>						
	<b>7-Month Follow-Up</b>			<b>13-Month Follow-Up</b>		
	Frequency	Percent	Valid Percent	Frequency	Percent	Valid Percent
Not selected	559	17.3	88.7	215	21.2	90.3
Selected	71	2.2	11.3	23	2.3	9.7
System	2607	80.5	--	776	76.5	--

<b>Avoiding. What three things do you think were the most helpful to you in quitting?</b>						
	<b>7-Month Follow-Up</b>			<b>13-Month Follow-Up</b>		
	Frequency	Percent	Valid Percent	Frequency	Percent	Valid Percent
Not selected	575	17.8	91.3	221	21.8	92.9
Selected	55	1.7	8.7	17	1.7	7.1
System	2607	80.5	--	776	76.5	--

<b>Health Provider. What three things do you think were the most helpful to you in quitting?</b>						
	<b>7-Month Follow-Up</b>			<b>13-Month Follow-Up</b>		
	Frequency	Percent	Valid Percent	Frequency	Percent	Valid Percent
Not selected	602	18.6	95.6	230	22.7	96.6
Selected	28	0.9	4.4	8	0.8	3.4
System	2607	80.5	--	776	76.5	--

<b>Non-users. What three things do you think were the most helpful to you in quitting?</b>						
	<b>7-Month Follow-Up</b>			<b>13-Month Follow-Up</b>		
	Frequency	Percent	Valid Percent	Frequency	Percent	Valid Percent
Not selected	598	18.5	94.9	225	22.2	94.5
Selected	32	1.0	5.1	13	1.3	5.5
System	2607	80.5	--	776	76.5	--

<b>Homeopathy. What three things do you think were the most helpful to you in quitting?</b>						
	<b>7-Month Follow-Up</b>			<b>13-Month Follow-Up</b>		
	Frequency	Percent	Valid Percent	Frequency	Percent	Valid Percent
Not selected	627	19.4	99.5	237	23.4	99.6
Selected	3	0.1	0.5	1	0.1	0.4
System	2607	80.5	--	776	76.5	--

<b>Less Stress. What three things do you think were the most helpful to you in quitting?</b>						
	<b>7-Month Follow-Up</b>			<b>13-Month Follow-Up</b>		
	Frequency	Percent	Valid Percent	Frequency	Percent	Valid Percent
Not selected	612	18.9	97.1	229	22.6	96.2
Selected	18	0.6	2.9	9	0.9	3.8
System	2607	80.5	--	776	76.5	--

<b>Cost. What three things do you think were the most helpful to you in quitting?</b>						
	<b>7-Month Follow-Up</b>			<b>13-Month Follow-Up</b>		
	Frequency	Percent	Valid Percent	Frequency	Percent	Valid Percent
Not selected	608	18.8	96.5	222	21.9	93.3
Selected	22	0.7	3.5	16	1.6	6.7
System	2607	80.5	--	776	76.5	--

<b>Other (Specify). What three things do you think were the most helpful to you in quitting?</b>						
	<b>7-Month Follow-Up</b>			<b>13-Month Follow-Up</b>		
	Frequency	Percent	Valid Percent	Frequency	Percent	Valid Percent
Not selected	478	14.8	75.9	165	16.3	69.3
Selected	152	4.7	24.1	73	7.2	30.7
System	2607	80.5	--	776	76.5	--

<b>Don't Know. What three things do you think were the most helpful to you in quitting?</b>						
	<b>7-Month Follow-Up</b>			<b>13-Month Follow-Up</b>		
	Frequency	Percent	Valid Percent	Frequency	Percent	Valid Percent
Not selected	606	18.7	96.2	223	22.0	93.7
Selected	24	0.7	3.8	15	1.5	6.3
System	2607	80.5	--	776	76.5	--

<b>None. What three things do you think were the most helpful to you in quitting?</b>						
	<b>7-Month Follow-Up</b>			<b>13-Month Follow-Up</b>		
	Frequency	Percent	Valid Percent	Frequency	Percent	Valid Percent
Not selected	600	18.5	95.2	230	22.7	96.6
Selected	30	0.9	4.8	8	0.8	3.4
System	2607	80.5	--	776	76.5	--

<b>Refused. What three things do you think were the most helpful to you in quitting?</b>						
	<b>7-Month Follow-Up</b>			<b>13-Month Follow-Up</b>		
	Frequency	Percent	Valid Percent	Frequency	Percent	Valid Percent
Not selected	630	19.5	100.0	238	23.5	100.0
System	2607	80.5	--	776	76.5	--

<b>Nicotine Replacement. What three things do you think would be most helpful in your future quit attempts?</b>						
	<b>7-Month Follow-Up</b>			<b>13-Month Follow-Up</b>		
	Frequency	Percent	Valid Percent	Frequency	Percent	Valid Percent
Not selected	95	2.9	77.9	30	3.0	85.7
Selected	27	0.8	22.1	5	0.5	14.3
System	3115	96.2	--	979	96.5	--

<b>Medications. What three things do you think would be most helpful in your future quit attempts?</b>						
	<b>7-Month Follow-Up</b>			<b>13-Month Follow-Up</b>		
	Frequency	Percent	Valid Percent	Frequency	Percent	Valid Percent
Not selected	106	3.3	86.9	28	2.8	80.0
Selected	16	0.5	13.1	7	0.7	20.0
System	3115	96.2	--	979	96.5	--

<b>Replacement behaviors. What three things do you think would be most helpful in your future quit attempts?</b>						
	<b>7-Month Follow-Up</b>			<b>13-Month Follow-Up</b>		
	Frequency	Percent	Valid Percent	Frequency	Percent	Valid Percent
Not selected	93	2.9	76.2	28	2.8	80.0
Selected	29	0.9	23.8	7	0.7	20.0
System	3115	96.2	--	979	96.5	--

<b>Support groups. What three things do you think would be most helpful in your future quit attempts?</b>						
	<b>7-Month Follow-Up</b>			<b>13-Month Follow-Up</b>		
	Frequency	Percent	Valid Percent	Frequency	Percent	Valid Percent
Not selected	117	3.6	95.9	34	3.4	97.1
Selected	5	0.2	4.1	1	0.1	2.9
System	3115	96.2	--	979	96.5	--

<b>Family/friend support. What three things do you think would be most helpful in your future quit attempts?</b>						
	<b>7-Month Follow-Up</b>			<b>13-Month Follow-Up</b>		
	Frequency	Percent	Valid Percent	Frequency	Percent	Valid Percent
Not selected	109	3.4	89.3	33	3.3	94.3
Selected	13	0.4	10.7	2	0.2	5.7
System	3115	96.2	--	979	96.5	--

<b>Exercise. What three things do you think would be most helpful in your future quit attempts?</b>						
	<b>7-Month Follow-Up</b>			<b>13-Month Follow-Up</b>		
	Frequency	Percent	Valid Percent	Frequency	Percent	Valid Percent
Not selected	115	3.6	94.3	34	3.4	97.1
Selected	7	0.2	5.7	1	0.1	2.9
System	3115	96.2	--	979	96.5	--

<b>Staying Busy. What three things do you think would be most helpful in your future quit attempts?</b>						
	<b>7-Month Follow-Up</b>			<b>13-Month Follow-Up</b>		
	Frequency	Percent	Valid Percent	Frequency	Percent	Valid Percent
Not selected	102	3.2	83.6	28	2.8	80.0
Selected	20	0.6	16.4	7	0.7	20.0
System	3115	96.2	--	979	96.5	--

<b>Printed Info. What three things do you think would be most helpful in your future quit attempts?</b>						
	<b>7-Month Follow-Up</b>			<b>13-Month Follow-Up</b>		
	Frequency	Percent	Valid Percent	Frequency	Percent	Valid Percent
Not selected	121	3.7	99.2	35	3.5	100.0
Selected	1	0.0	0.8	979	96.5	--
System	3115	96.2	--	--	--	--

<b>Quit Line. What three things do you think would be most helpful in your future quit attempts?</b>						
	<b>7-Month Follow-Up</b>			<b>13-Month Follow-Up</b>		
	Frequency	Percent	Valid Percent	Frequency	Percent	Valid Percent
Not selected	119	3.7	97.5	33	3.3	94.3
Selected	3	0.1	2.5	2	0.2	5.7
System	3115	96.2	--	979	96.5	----

<b>Avoiding. What three things do you think would be most helpful in your future quit attempts?</b>						
	<b>7-Month Follow-Up</b>			<b>13-Month Follow-Up</b>		
	Frequency	Percent	Valid Percent	Frequency	Percent	Valid Percent
Not selected	114	3.5	93.4	30	3.0	85.7
Selected	8	0.2	6.6	5	0.5	14.3
System	3115	96.2	--	979	96.5	--

<b>Health Provider. What three things do you think would be most helpful in your future quit attempts?</b>						
	<b>7-Month Follow-Up</b>			<b>13-Month Follow-Up</b>		
	Frequency	Percent	Valid Percent	Frequency	Percent	Valid Percent
Not selected	119	3.7	97.5	35	3.5	100.0
Selected	3	0.1	2.5	979	96.5	--
System	3115	96.2	--	--	--	--

<b>Non-users. What three things do you think would be most helpful in your future quit attempts?</b>						
	<b>7-Month Follow-Up</b>			<b>13-Month Follow-Up</b>		
	Frequency	Percent	Valid Percent	Frequency	Percent	Valid Percent
Not selected	114	3.5	93.4	33	3.3	94.3
Selected	8	0.2	6.6	2	0.2	5.7
System	3115	96.2	--	979	96.5	--

<b>Homeopathy. What three things do you think would be most helpful in your future quit attempts?</b>						
	<b>7-Month Follow-Up</b>			<b>13-Month Follow-Up</b>		
	Frequency	Percent	Valid Percent	Frequency	Percent	Valid Percent
Not selected	122	3.8	100.0	35	3.5	100.0
System	3115	96.2	--	979	96.5	--

<b>Less Stress. What three things do you think would be most helpful in your future quit attempts?</b>						
	<b>7-Month Follow-Up</b>			<b>13-Month Follow-Up</b>		
	Frequency	Percent	Valid Percent	Frequency	Percent	Valid Percent
Not selected	114	3.5	93.4	33	3.3	94.3
Selected	8	0.2	6.6	2	0.2	5.7
System	3115	96.2	--	979	96.5	--

<b>Cost. What three things do you think would be most helpful in your future quit attempts?</b>						
	<b>7-Month Follow-Up</b>			<b>13-Month Follow-Up</b>		
	Frequency	Percent	Valid Percent	Frequency	Percent	Valid Percent
Not selected	121	3.7	99.2	33	3.3	94.3
Selected	1	0.0	0.8	2	0.2	5.7
System	3115	96.2	--	979	96.5	--

<b>Other (Specify). What three things do you think would be most helpful in your future quit attempts?</b>						
	<b>7-Month Follow-Up</b>			<b>13-Month Follow-Up</b>		
	Frequency	Percent	Valid Percent	Frequency	Percent	Valid Percent
Not selected	100	3.1	82.0	29	2.9	82.9
Selected	22	0.7	18.0	6	0.6	17.1
System	3115	96.2	--	979	96.5	--

<b>Don't Know. What three things do you think would be most helpful in your future quit attempts?</b>						
	<b>7-Month Follow-Up</b>			<b>13-Month Follow-Up</b>		
	Frequency	Percent	Valid Percent	Frequency	Percent	Valid Percent
Not selected	103	3.2	84.4	29	2.9	82.9
Selected	19	0.6	15.6	6	0.6	17.1
System	3115	96.2	--	979	96.5	--

<b>None. What three things do you think would be most helpful in your future quit attempts?</b>						
	<b>7-Month Follow-Up</b>			<b>13-Month Follow-Up</b>		
	Frequency	Percent	Valid Percent	Frequency	Percent	Valid Percent
Not selected	117	3.6	95.9	35	3.5	100.0
Selected	5	0.2	4.1	979	96.5	--
System	3115	96.2	--	--	--	--

<b>Refused. What three things do you think would be most helpful in your future quit attempts?</b>						
	<b>7-Month Follow-Up</b>			<b>13-Month Follow-Up</b>		
	Frequency	Percent	Valid Percent	Frequency	Percent	Valid Percent
Not selected	121	3.7	99.2	34	3.4	97.1
Selected	1	0.0	0.8	1	0.1	2.9
System	3115	96.2	--	979	96.5	--

<b>Not including yourself, is there anyone in your home who smokes?</b>						
	<b>7-Month Follow-Up</b>			<b>13-Month Follow-Up</b>		
	Frequency	Percent	Valid Percent	Frequency	Percent	Valid Percent
Yes	275	8.5	36.8	107	10.6	39.2
No	473	14.6	63.2	166	16.4	60.8
System	2489	76.9	--	741	73.1	--

<b>Cigarettes? What types of tobacco have you used in the past 30 days?</b>						
	<b>7-Month Follow-Up</b>			<b>13-Month Follow-Up</b>		
	Frequency	Percent	Valid Percent	Frequency	Percent	Valid Percent
Yes	699	21.6	94.5	243	24.0	93.5
No	41	1.3	5.5	17	1.7	6.5
System	2497	77.1	--	754	74.4	--

<b>Cigars, cigarillos, or little cigars? What types of tobacco have you used in the past 30 days?</b>						
	<b>7-Month Follow-Up</b>			<b>13-Month Follow-Up</b>		
	Frequency	Percent	Valid Percent	Frequency	Percent	Valid Percent
Yes	51	1.6	6.9	20	2.0	7.7
No	689	21.3	93.1	240	23.7	92.3
System	2497	77.1	--	754	74.4	--



<b>Pipe? What types of tobacco have you used in the past 30 days?</b>						
	<b>7-Month Follow-Up</b>			<b>13-Month Follow-Up</b>		
	Frequency	Percent	Valid Percent	Frequency	Percent	Valid Percent
Yes	12	0.4	1.6	4	0.4	1.5
No	727	22.5	98.4	256	25.2	98.5
System	2498	77.2	--	754	74.4	--

<b>Chewing tobacco, snuff, or dip? What types of tobacco have you used in the past 30 days?</b>						
	<b>7-Month Follow-Up</b>			<b>13-Month Follow-Up</b>		
	Frequency	Percent	Valid Percent	Frequency	Percent	Valid Percent
Yes	28	0.9	3.8	9	0.9	3.5
No	711	22.0	96.2	251	24.8	96.5
System	2498	77.2	--	754	74.4	--

<b>Electronic Smoking Device such as e-cigarettes or vape pens? What types of tobacco have you used in the past 30 days?</b>						
	<b>7-Month Follow-Up</b>			<b>13-Month Follow-Up</b>		
	Frequency	Percent	Valid Percent	Frequency	Percent	Valid Percent
Yes	74	2.3	13.2	23	2.3	11.1
No	485	15.0	86.8	185	18.2	88.9
System	2678	82.7	--	806	79.5	--

<b>Other? What types of tobacco have you used in the past 30 days?</b>						
	<b>7-Month Follow-Up</b>			<b>13-Month Follow-Up</b>		
	Frequency	Percent	Valid Percent	Frequency	Percent	Valid Percent
Yes	1	0.0	0.1	1	0.1	0.4
No	737	22.8	99.9	259	25.5	99.6
System	2499	77.2	--	754	74.4	--

<b>Do you currently smoke cigarettes everyday, some days, or not at all?</b>						
	<b>7-Month Follow-Up</b>			<b>13-Month Follow-Up</b>		
	Frequency	Percent	Valid Percent	Frequency	Percent	Valid Percent
Everyday	527	16.3	75.7	197	19.4	81.1
Some days	119	3.7	17.1	36	3.6	14.8
Not at all	50	1.5	7.2	10	1.0	4.1
Refused	1	0.0	--	771	76.0	--
System	2540	78.5	--	--	--	--

How many days did you smoke cigarettes in the last 30 days?						
	7-Month Follow-Up			13-Month Follow-Up		
	Frequency	Percent	Valid Percent	Frequency	Percent	Valid Percent
1	1	0.0	0.9	1	0.1	2.9
2	3	0.1	2.8	1	0.1	2.9
3	11	0.3	10.2	3	0.3	8.6
4	5	0.2	4.6	2	0.2	5.7
5	7	0.2	6.5	1	0.1	2.9
6	1	0.0	0.9	8	0.8	22.9
7	4	0.1	3.7	1	0.1	2.9
8	1	0.0	0.9	8	0.8	22.9
10	9	0.3	8.3	1	0.1	2.9
11	1	0.0	0.9	5	0.5	14.3
12	4	0.1	3.7	1	0.1	2.9
14	4	0.1	3.7	1	0.1	2.9
15	16	0.5	14.8	2	0.2	5.7
17	1	0.0	0.9	--	--	--
18	3	0.1	2.8	1	0.1	--
19	1	0.0	0.9	978	96.4	--
20	18	0.6	16.7	--	--	--
21	2	0.1	1.9	--	--	--
22	1	0.0	0.9	--	--	--
23	1	0.0	0.9	--	--	--
25	3	0.1	2.8	--	--	--
26	1	0.0	0.9	--	--	--
27	1	0.0	0.9	--	--	--
29	2	0.1	1.9	--	--	--
30	7	0.2	6.5	--	--	--
Don't know	12	0.4	--	--	--	--
System	3117	96.3	--	--	--	--

On average, how many cigarettes do you smoke per day on the days that you smoke?						
	7-Month Follow-Up			13-Month Follow-Up		
	Frequency	Percent	Valid Percent	Frequency	Percent	Valid Percent
1	11	0.3	1.7	6	0.6	2.6
2	18	0.6	2.8	6	0.6	2.6
3	28	0.9	4.4	5	0.5	2.2
4	22	0.7	3.4	5	0.5	2.2
5	45	1.4	7.0	10	1.0	4.3
6	23	0.7	3.6	6	0.6	2.6
7	15	0.5	2.3	9	0.9	3.9
8	18	0.6	2.8	5	0.5	2.2
9	1	0.0	0.2	2	0.2	0.9
10	153	4.7	23.8	57	5.6	24.8
12	16	0.5	2.5	2	0.2	0.9
13	3	0.1	0.5	2	0.2	0.9
15	48	1.5	7.5	1	0.1	0.4
16	5	0.2	0.8	21	2.1	9.1
17	4	0.1	0.6	3	0.3	1.3
18	2	0.1	0.3	55	5.4	23.9
19	1	0.0	0.2	1	0.1	0.4
20	161	5.0	25.1	1	0.1	0.4
21	1	0.0	0.2	7	0.7	3.0
22	1	0.0	0.2	14	1.4	6.1
24	1	0.0	0.2	1	0.1	0.4
25	8	0.2	1.2	10	1.0	4.3
27	1	0.0	0.2	1	0.1	0.4
30	30	0.9	4.7	--	--	--
35	1	0.0	0.2	3	0.3	--
40	18	0.6	2.8	781	77.0	--
60	6	0.2	0.9	--	--	--
100	1	0.0	0.2	--	--	--
Don't know	3	0.1	--	--	--	--
Refused	2	0.1	--	--	--	--
System	2590	80.0	--	--	--	--

<b>Do you currently smoke cigars, cigarillos, or little cigars everyday, some days, or not at all?</b>						
	<b>7-Month Follow-Up</b>			<b>13-Month Follow-Up</b>		
	Frequency	Percent	Valid Percent	Frequency	Percent	Valid Percent
Everyday	18	0.6	36.0	8	0.8	40.0
Some days	27	0.8	54.0	9	0.9	45.0
Not at all	5	0.2	10.0	3	0.3	15.0
System	3187	98.5	--	994	98.0	--

<b>How many days did you smoke cigars, cigarillos, or little cigars in the last 30 days?</b>						
	<b>7-Month Follow-Up</b>			<b>13-Month Follow-Up</b>		
	Frequency	Percent	Valid Percent	Frequency	Percent	Valid Percent
1	6	0.2	24.0	1	0.1	11.1
2	5	0.2	20.0	1	0.1	11.1
3	3	0.1	12.0	1	0.1	11.1
4	2	0.1	8.0	2	0.2	22.2
5	1	0.0	4.0	2	0.2	22.2
6	1	0.0	4.0	2	0.2	22.2
7	2	0.1	8.0	--	--	--
15	1	0.0	4.0	1005	99.1	--
20	1	0.0	4.0	--	--	--
30	3	0.1	12.0	--	--	--
Don't know	2	0.1	--	--	--	--
System	3210	99.2	--	--	--	--

On average, how many cigars, cigarillos, or little cigars do you smoke per week during the weeks that you smoke?						
	7-Month Follow-Up			13-Month Follow-Up		
	Frequency	Percent	Valid Percent	Frequency	Percent	Valid Percent
1	7	0.2	17.5	2	0.2	12.5
2	2	0.1	5.0	1	0.1	6.3
3	1	0.0	2.5	2	0.2	12.5
4	1	0.0	2.5	1	0.1	6.3
5	3	0.1	7.5	2	0.2	12.5
6	1	0.0	2.5	1	0.1	6.3
7	1	0.0	2.5	1	0.1	6.3
10	3	0.1	7.5	1	0.1	6.3
13	1	0.0	2.5	2	0.2	12.5
14	1	0.0	2.5	3	0.3	18.8
20	5	0.2	12.5	--	--	--
30	1	0.0	2.5	1	0.1	--
40	1	0.0	2.5	997	98.3	--
50	1	0.0	2.5	--	--	--
80	1	0.0	2.5	--	--	--
100	3	0.1	7.5	--	--	--
105	1	0.0	2.5	--	--	--
120	1	0.0	2.5	--	--	--
140	5	0.2	12.5	--	--	--
Don't know	4	0.1	--	--	--	--
Refused	1	0.0	--	--	--	--
System	3192	98.6	--	--	--	--

Do you currently smoke a pipe every day, some days, or not at all?						
	7-Month Follow-Up			13-Month Follow-Up		
	Frequency	Percent	Valid Percent	Frequency	Percent	Valid Percent
Everyday	1	0.0	8.3	--	--	--
Some days	8	0.2	66.7	3	0.3	75.0
Not at all	3	0.1	25.0	1	0.1	25.0
System	3225	99.6	--	1010	99.6	--

<b>How many days did you smoke a pipe in the last 30 days?</b>						
	<b>7-Month Follow-Up</b>			<b>13-Month Follow-Up</b>		
	Frequency	Percent	Valid Percent	Frequency	Percent	Valid Percent
2	2	0.1	25.0	--	--	--
3	1	0.0	12.5	2	0.2	66.7
4	1	0.0	12.5	--	--	--
5	1	0.0	12.5	--	--	--
10	1	0.0	12.5	--	--	--
12	1	0.0	12.5	--	--	--
20	--	--	--	1	0.1	33.3
27	1	0.0	12.5	--	--	--
System	3229	99.8	--	1011	99.7	--

<b>On average, how many pipes do you smoke per week during the weeks that you smoke?</b>						
	<b>7-Month Follow-Up</b>			<b>13-Month Follow-Up</b>		
	Frequency	Percent	Valid Percent	Frequency	Percent	Valid Percent
1	3	0.1	37.5	1	0.1	33.3
2	2	0.1	25.0	--	--	--
3	--	--	--	1	0.1	33.3
5	1	0.0	12.5	1	0.1	33.3
10	1	0.0	12.5	--	--	--
40	1	0.0	12.5	--	--	--
Don't know	1	0.0	--	--	--	--
System	3228	99.7	--	1011	99.7	--

<b>Do you currently use chewing tobacco, snuff, or dip everyday, some days, or not at all?</b>						
	<b>7-Month Follow-Up</b>			<b>13-Month Follow-Up</b>		
	Frequency	Percent	Valid Percent	Frequency	Percent	Valid Percent
Everyday	16	0.5	59.3	6	0.6	66.7
Some days	8	0.2	29.6	2	0.2	22.2
Not at all	3	0.1	11.1	1	0.1	11.1
System	3210	99.2	--	1005	99.1	--

How many days did you chew in the last 30 days?						
	7-Month Follow-Up			13-Month Follow-Up		
	Frequency	Percent	Valid Percent	Frequency	Percent	Valid Percent
2	--	--	--	1	0.1	50.0
3	1	0.0	12.5	--	--	--
4	3	0.1	37.5	--	--	--
7	--	--	--	1	0.1	50.0
10	1	0.0	12.5	--	--	--
15	1	0.0	12.5	--	--	--
18	1	0.0	12.5	--	--	--
25	1	0.0	12.5	--	--	--
System	3229	99.8	--	1012	99.8	--

On average, how many pouches or tins do you use per week during the weeks that you chew?						
	7-Month Follow-Up			13-Month Follow-Up		
	Frequency	Percent	Valid Percent	Frequency	Percent	Valid Percent
1	5	0.2	21.7	1	0.1	12.5
2	4	0.1	17.4	--	--	--
3	3	0.1	13.0	1	0.1	12.5
4	1	0.0	4.3	--	--	--
5	3	0.1	13.0	1	0.1	12.5
7	2	0.1	8.7	--	--	--
9	1	0.0	4.3	--	--	--
12	1	0.0	4.3	1	0.1	12.5
40	--	--	--	1	0.1	12.5
666	3	0.1	13.0	3	0.3	37.5
Don't know	1	0.0	--	--	--	--
System	3213	99.3	--	1006	99.2	--

Do you currently use an Electronic Smoking Device everyday, some days, or not at all?						
	7-Month Follow-Up			13-Month Follow-Up		
	Frequency	Percent	Valid Percent	Frequency	Percent	Valid Percent
Everyday	9	0.3	12.2	10	1.0	43.5
Some days	46	1.4	62.2	9	0.9	39.1
Not at all	19	0.6	25.7	4	0.4	17.4
System	3163	97.7	--	991	97.7	--

<b>How many days did you use an Electronic Smoking Device in the last 30 days?</b>						
	<b>7-Month Follow-Up</b>			<b>13-Month Follow-Up</b>		
	Frequency	Percent	Valid Percent	Frequency	Percent	Valid Percent
1	2	0.1	4.4	--	--	--
2	6	0.2	13.3	2	0.2	22.2
3	5	0.2	11.1	2	0.2	22.2
4	2	0.1	4.4	--	--	--
5	2	0.1	4.4	1	0.1	11.1
6	1	0.0	2.2	1	0.1	11.1
7	2	0.1	4.4	1	0.1	11.1
8	1	0.0	2.2	--	--	--
9	1	0.0	2.2	--	--	--
10	6	0.2	13.3	1	0.1	11.1
12	3	0.1	6.7	--	--	--
14	2	0.1	4.4	--	--	--
15	9	0.3	20.0	--	--	--
20	2	0.1	4.4	--	--	--
25	1	0.0	2.2	1	0.1	11.1
Don't know	1	0.0	--	--	--	--
System	3191	98.6	--	1005	99.1	--

<b>On average, how many cartridges do you use per week on the weeks that you use an Electronic Smoking Device?</b>						
	<b>7-Month Follow-Up</b>			<b>13-Month Follow-Up</b>		
	Frequency	Percent	Valid Percent	Frequency	Percent	Valid Percent
1	37	1.1	77.1	11	1.1	73.3
2	7	0.2	14.6	2	0.2	13.3
3	1	0.0	2.1	--	--	--
4	--	--	--	1	0.1	6.7
5	1	0.0	2.1	--	--	--
7	2	0.1	4.2	--	--	--
14	--	--	--	1	0.1	6.7
Don't know	5	0.2	--	3	0.3	--
Refused	2	0.1	--	1	0.1	--
System	3182	98.3	--	995	98.1	--



<b>Using e-cigarettes helps me to quit smoking cigarettes.</b>						
	<b>7-Month Follow-Up</b>			<b>13-Month Follow-Up</b>		
	Frequency	Percent	Valid Percent	Frequency	Percent	Valid Percent
Yes	109	3.4	86.5	30	3.0	83.3
No	17	0.5	13.5	6	0.6	16.7
Don't know	1	0.0	--	--	--	--
System	3110	96.1	--	978	96.4	--

<b>They might be less harmful to me than cigarettes.</b>						
	<b>7-Month Follow-Up</b>			<b>13-Month Follow-Up</b>		
	Frequency	Percent	Valid Percent	Frequency	Percent	Valid Percent
Yes	78	2.4	65.5	19	1.9	65.5
No	41	1.3	34.5	10	1.0	34.5
Don't know	7	0.2	--	7	0.7	--
Refused	1	0.0	--	--	--	--
System	3110	96.1	--	978	96.4	--

<b>They seem cheaper than cigarettes.</b>						
	<b>7-Month Follow-Up</b>			<b>13-Month Follow-Up</b>		
	Frequency	Percent	Valid Percent	Frequency	Percent	Valid Percent
Yes	74	2.3	62.7	26	2.6	78.8
No	44	1.4	37.3	7	0.7	21.2
Don't know	9	0.3	--	3	0.3	--
System	3110	96.1	--	978	96.4	--

<b>I can use e-cigarettes at times or in places where smoking cigarettes isn't allowed.</b>						
	<b>7-Month Follow-Up</b>			<b>13-Month Follow-Up</b>		
	Frequency	Percent	Valid Percent	Frequency	Percent	Valid Percent
Yes	77	2.4	60.6	19	1.9	57.6
No	50	1.5	39.4	14	1.4	42.4
Don't know	--	--	--	2	0.2	--
Refused	--	--	--	1	0.1	--
System	3110	96.1	--	978	96.4	--

<b>They might be less harmful to people around me than cigarettes.</b>						
	<b>7-Month Follow-Up</b>			<b>13-Month Follow-Up</b>		
	Frequency	Percent	Valid Percent	Frequency	Percent	Valid Percent
Yes	86	2.7	69.9	25	2.5	73.5
No	37	1.1	30.1	9	0.9	26.5
Don't know	4	0.1	--	2	0.2	--
System	3110	96.1	--	978	96.4	--

<b>Are there any other reasons you use e-cigarettes?</b>						
	<b>7-Month Follow-Up</b>			<b>13-Month Follow-Up</b>		
	Frequency	Percent	Valid Percent	Frequency	Percent	Valid Percent
Yes	38	1.2	29.9	7	0.7	19.4
No	89	2.7	70.1	29	2.9	80.6
System	3110	96.1	--	978	96.4	--

<b>Have you used an Electronic Smoking Device when you were unable to smoke cigarettes, pipes, cigars, or cigarillos?</b>						
	<b>7-Month Follow-Up</b>			<b>13-Month Follow-Up</b>		
	Frequency	Percent	Valid Percent	Frequency	Percent	Valid Percent
Yes	42	1.3	62.7	12	1.2	57.1
No	25	0.8	37.3	9	0.9	42.9
Don't know	1	0.0	--	--	--	--
System	3169	97.9	--	993	97.9	--

<b>Have you used an Electronic Smoking Device when you were unable to use chewing tobacco, snuff, or dip?</b>						
	<b>7-Month Follow-Up</b>			<b>13-Month Follow-Up</b>		
	Frequency	Percent	Valid Percent	Frequency	Percent	Valid Percent
Don't know	1	0.0	--	1	0.1	100.0
System	3236	100.0	--	1013	99.9	--

<b>Do you currently use other tobacco products everyday, some days, or not at all?</b>						
	<b>7-Month Follow-Up</b>			<b>13-Month Follow-Up</b>		
	Frequency	Percent	Valid Percent	Frequency	Percent	Valid Percent
Everyday	1	0.0	100.0	1	0.1	100.0
System	3236	100.0	--	1013	99.9	--

<b>How soon after you wake up do you smoke your first cigarette?</b>						
	<b>7-Month Follow-Up</b>			<b>13-Month Follow-Up</b>		
	Frequency	Percent	Valid Percent	Frequency	Percent	Valid Percent
5 minutes or less	219	6.8	34.2	83	8.2	35.2
Between 6 minutes and 30 minutes	206	6.4	32.1	74	7.3	31.4
Between 31 minutes and 60 minutes	96	3.0	15.0	34	3.4	14.4
More than 60 minutes	120	3.7	18.7	45	4.4	19.1
Don't know	14	0.4	--	--	--	--
Refused	5	0.2	--	1	0.1	--
System	2577	79.6	--	777	76.6	--

<b>How soon after you wake up do you use tobacco other than cigarettes?</b>						
	<b>7-Month Follow-Up</b>			<b>13-Month Follow-Up</b>		
	Frequency	Percent	Valid Percent	Frequency	Percent	Valid Percent
5 minutes or less	23	0.7	21.1	5	0.5	14.3
Between 6 minutes and 30 minutes	16	0.5	14.7	6	0.6	17.1
Between 31 minutes and 60 minutes	14	0.4	12.8	7	0.7	20.2
More than 60 minutes	56	1.7	51.4	17	1.7	48.6
Don't know	19	0.6	--	6	0.6	--
Refused	15	0.5	--	4	0.4	--
System	3094	95.6	--	968	95.5	--

<b>Nicotine patches. Since you first called the Quitline [seven or thirteen] months ago, have you used any of the following products or medications to help you quit?</b>						
	<b>7-Month Follow-Up</b>			<b>13-Month Follow-Up</b>		
	Frequency	Percent	Valid Percent	Frequency	Percent	Valid Percent
Not selected	463	14.3	50.2	175	17.3	55.2
Selected	460	14.2	49.8	142	14.0	44.8
System	2314	71.5	--	697	68.7	--

<b>Nicotine gum. Since you first called the Quitline [seven or thirteen] months ago, have you used any of the following products or medications to help you quit?</b>						
	<b>7-Month Follow-Up</b>			<b>13-Month Follow-Up</b>		
	Frequency	Percent	Valid Percent	Frequency	Percent	Valid Percent
Not selected	756	23.4	81.9	263	25.9	83.0
Selected	167	5.2	18.1	54	5.3	17.0
System	2314	71.5	--	697	68.7	--

<b>Nicotine lozenges. Since you first called the Quitline [seven or thirteen] months ago, have you used any of the following products or medications to help you quit?</b>						
	<b>7-Month Follow-Up</b>			<b>13-Month Follow-Up</b>		
	Frequency	Percent	Valid Percent	Frequency	Percent	Valid Percent
Not selected	832	25.7	90.1	278	27.4	87.7
Selected	91	2.8	9.9	39	3.8	12.3
System	2314	71.5	--	697	68.7	--

<b>Nicotine spray. Since you first called the Quitline [seven or thirteen] months ago, have you used any of the following products or medications to help you quit?</b>						
	<b>7-Month Follow-Up</b>			<b>13-Month Follow-Up</b>		
	Frequency	Percent	Valid Percent	Frequency	Percent	Valid Percent
Not selected	923	28.5	100.0	316	31.2	99.7
Selected	--	--	--	1	0.1	0.3
System	2314	71.5	--	697	68.7	--

<b>Nicotine inhaler. Since you first called the Quitline [seven or thirteen] months ago, have you used any of the following products or medications to help you quit?</b>						
	<b>7-Month Follow-Up</b>			<b>13-Month Follow-Up</b>		
	Frequency	Percent	Valid Percent	Frequency	Percent	Valid Percent
Not selected	916	28.3	99.2	314	31.0	99.1
Selected	7	0.2	0.8	3	0.3	0.9
System	2314	71.5	--	697	68.7	--

<b>Zyban, also called Wellbutrin or bupropion. Since you first called the Quitline [seven or thirteen] months ago, have you used any of the following products or medications to help you quit?</b>						
	<b>7-Month Follow-Up</b>			<b>13-Month Follow-Up</b>		
	Frequency	Percent	Valid Percent	Frequency	Percent	Valid Percent
Not selected	844	26.1	91.4	291	28.7	91.8
Selected	79	2.4	8.6	26	2.6	8.2
System	2314	71.5	--	697	68.7	--

<b>Chantix, also called varenicline. Since you first called the Quitline [seven or thirteen] months ago, have you used any of the following products or medications to help you quit?</b>						
	<b>7-Month Follow-Up</b>			<b>13-Month Follow-Up</b>		
	Frequency	Percent	Valid Percent	Frequency	Percent	Valid Percent
Not selected	610	18.8	66.1	209	20.6	65.9
Selected	313	9.7	33.9	108	10.7	34.1
System	2314	71.5	--	697	68.7	--

<b>Other products or medications to help you quit? [Specify]. Since you first called the Quitline [seven or thirteen] months ago, have you used any of the following products or medications to help you quit?</b>						
	<b>7-Month Follow-Up</b>			<b>13-Month Follow-Up</b>		
	Frequency	Percent	Valid Percent	Frequency	Percent	Valid Percent
Not selected	914	28.2	99.0	316	31.2	99.7
Selected	9	0.3	1.0	1	0.1	0.3
System	2314	71.5	--	697	68.7	--

<b>No products or medication. Since you first called the Quitline [seven or thirteen] months ago, have you used any of the following products or medications to help you quit?</b>						
	<b>7-Month Follow-Up</b>			<b>13-Month Follow-Up</b>		
	Frequency	Percent	Valid Percent	Frequency	Percent	Valid Percent
Not selected	611	18.9	82.2	211	20.8	77.3
Selected	132	4.1	17.8	62	6.1	22.7
System	2494	77.0	--	741	73.1	--

<b>Don't know. Since you first called the Quitline [seven or thirteen] months ago, have you used any of the following products or medications to help you quit?</b>						
	<b>7-Month Follow-Up</b>			<b>13-Month Follow-Up</b>		
	Frequency	Percent	Valid Percent	Frequency	Percent	Valid Percent
Not selected	743	23.0	100.0	273	26.9	100.0
System	2494	77.0	--	741	73.1	--

<b>Refused. Since you first called the Quitline [seven or thirteen] months ago, have you used any of the following products or medications to help you quit?</b>						
	<b>7-Month Follow-Up</b>			<b>13-Month Follow-Up</b>		
	Frequency	Percent	Valid Percent	Frequency	Percent	Valid Percent
Not selected	743	23.0	100.0	273	26.9	100.0
System	2494	77.0	--	741	73.1	--

<b>Quitline Iowa?</b>						
	<b>7-Month Follow-Up</b>			<b>13-Month Follow-Up</b>		
	Frequency	Percent	Valid Percent	Frequency	Percent	Valid Percent
Yes	418	12.9	70.7	146	14.4	71.2
No	173	5.3	29.3	59	5.8	28.8
Don't know	19	0.6	--	5	0.5	--
System	2627	81.2	--	804	79.3	--

<b>A pharmacy: with a prescription?</b>						
	<b>7-Month Follow-Up</b>			<b>13-Month Follow-Up</b>		
	Frequency	Percent	Valid Percent	Frequency	Percent	Valid Percent
Yes	442	13.7	73.1	133	13.1	64.6
No	163	5.0	26.9	73	7.2	35.4
Don't know	5	0.2	--	3	0.3	--
Refused	--	--	--	1	0.1	--
System	2627	81.2	--	804	79.3	--

<b>A pharmacy or store: over-the-counter?</b>						
	<b>7-Month Follow-Up</b>			<b>13-Month Follow-Up</b>		
	Frequency	Percent	Valid Percent	Frequency	Percent	Valid Percent
Yes	132	4.1	21.8	42	4.1	20.5
No	473	14.6	78.2	163	16.1	79.5
Don't know	5	0.2	--	4	0.4	--
Refused	--	--	--	1	0.1	--
System	2627	81.2	--	804	79.3	--

<b>Somewhere else? [SPECIFY]</b>						
	<b>7-Month Follow-Up</b>			<b>13-Month Follow-Up</b>		
	Frequency	Percent	Valid Percent	Frequency	Percent	Valid Percent
Yes	16	0.5	2.6	9	0.9	4.3
No	589	18.2	97.4	198	19.5	95.7
Don't know	4	0.1	--	1	0.1	--
Refused	--	--	--	2	0.2	--
System	2628	81.2	--	804	79.3	--

<b>The people at Quitline listened carefully to what I said.</b>						
	<b>7-Month Follow-Up</b>			<b>13-Month Follow-Up</b>		
	Frequency	Percent	Valid Percent	Frequency	Percent	Valid Percent
Strongly disagree	139	4.3	14.5	42	4.1	12.4
Disagree	145	4.5	15.1	54	5.3	15.9
Agree	325	10.0	33.8	116	11.4	34.2
Strongly agree	352	10.9	36.6	127	12.5	37.5
Don't know/Not sure	21	0.6	--	6	0.6	--
Refused	5	0.2	--	--	--	--
System	2250	69.5	--	669	66.0	--

<b>The people at Quitline cared about whether my quit attempt was successful.</b>						
	<b>7-Month Follow-Up</b>			<b>13-Month Follow-Up</b>		
	Frequency	Percent	Valid Percent	Frequency	Percent	Valid Percent
Strongly disagree	127	3.9	13.4	48	4.7	14.3
Disagree	173	5.3	18.2	52	5.1	15.5
Agree	310	9.6	32.7	117	11.5	34.8
Strongly agree	338	10.4	35.7	119	11.7	35.4
Don't know/Not sure	34	1.1	--	8	0.8	--
Refused	4	0.1	--	1	0.1	--
System	2251	69.5	--	669	66.0	--

<b>Using Quitline was inconvenient for me.</b>						
	<b>7-Month Follow-Up</b>			<b>13-Month Follow-Up</b>		
	Frequency	Percent	Valid Percent	Frequency	Percent	Valid Percent
Strongly disagree	221	6.8	23.3	70	6.9	20.9
Disagree	343	10.6	36.1	131	12.9	39.1
Agree	267	8.2	28.1	94	9.3	28.1
Strongly agree	119	3.7	12.5	40	3.9	11.9
Don't know/Not sure	25	0.8	--	4	0.4	--
Refused	9	0.3	--	6	0.6	--
System	2253	69.6	--	669	66.0	--

<b>The people at Quitline were helpful.</b>						
	<b>7-Month Follow-Up</b>			<b>13-Month Follow-Up</b>		
	Frequency	Percent	Valid Percent	Frequency	Percent	Valid Percent
Strongly disagree	123	3.8	12.9	39	3.8	11.5
Disagree	172	5.3	18.0	57	5.6	16.8
Agree	317	9.8	33.2	123	12.1	36.3
Strongly agree	344	10.6	36.0	120	11.8	35.4
Don't know/Not sure	24	0.7	--	6	0.6	--
Refused	4	0.1	--	--	--	--
System	2253	69.6	--	669	66.0	--

<b>I feel better prepared for my next quit attempt because I used Quitline.</b>						
	<b>7-Month Follow-Up</b>			<b>13-Month Follow-Up</b>		
	Frequency	Percent	Valid Percent	Frequency	Percent	Valid Percent
Strongly disagree	81	2.5	11.9	18	1.8	7.3
Disagree	156	4.8	22.8	56	5.5	22.9
Agree	242	7.5	35.4	104	10.3	42.4
Strongly agree	204	6.3	29.9	67	6.6	27.3
Don't know/Not sure	23	0.7	--	10	1.0	--
Refused	18	0.6	--	2	0.2	--
System	2513	77.6	--	757	74.7	--

<b>Calling Quitline did not make it easier for me to quit using tobacco products.</b>						
	<b>7-Month Follow-Up</b>			<b>13-Month Follow-Up</b>		
	Frequency	Percent	Valid Percent	Frequency	Percent	Valid Percent
Strongly disagree	125	3.9	18.2	49	4.8	20.0
Disagree	247	7.6	36.0	95	9.4	38.8
Agree	217	6.7	31.6	78	7.7	31.8
Strongly agree	98	3.0	14.3	23	2.3	9.4
Don't know/Not sure	24	0.7	--	9	0.9	--
Refused	13	0.4	--	3	0.3	--
System	2513	77.6	--	757	74.7	--

<b>The Quitline services were good, I just wasn't ready to quit.</b>						
	<b>7-Month Follow-Up</b>			<b>13-Month Follow-Up</b>		
	Frequency	Percent	Valid Percent	Frequency	Percent	Valid Percent
Strongly disagree	90	2.8	13.4	28	2.8	11.8
Disagree	178	5.5	26.4	62	6.1	26.2
Agree	233	7.2	34.6	97	9.6	40.9
Strongly agree	172	5.3	25.6	50	4.9	21.1
Don't know/Not sure	32	1.0	--	17	1.7	--
Refused	19	0.6	--	3	0.3	--
System	2513	77.6	--	757	74.7	--



<b>No matter how hard I try, I just can't quit using tobacco products.</b>						
	<b>7-Month Follow-Up</b>			<b>13-Month Follow-Up</b>		
	Frequency	Percent	Valid Percent	Frequency	Percent	Valid Percent
Strongly disagree	99	3.1	14.5	24	2.4	10.0
Disagree	223	6.9	32.7	83	8.2	34.4
Agree	234	7.2	34.3	92	9.1	38.2
Strongly agree	126	3.9	18.5	42	4.1	17.4
Don't know/Not sure	23	0.7	--	14	1.4	--
Refused	19	0.6	--	2	0.2	--
System	2513	77.6	--	757	74.7	--

<b>I am going to keep trying to quit using tobacco products.</b>						
	<b>7-Month Follow-Up</b>			<b>13-Month Follow-Up</b>		
	Frequency	Percent	Valid Percent	Frequency	Percent	Valid Percent
Strongly disagree	81	2.5	11.5	24	2.4	9.6
Disagree	104	3.2	14.7	33	3.3	13.3
Agree	240	7.4	34.0	98	9.7	39.4
Strongly agree	281	8.7	39.8	94	9.3	37.8
Don't know/Not sure	4	0.1	--	5	0.5	--
Refused	14	0.4	--	3	0.3	--
System	2513	77.6	--	757	74.7	--

<b>By this time next year, I will no longer be using tobacco products.</b>						
	<b>7-Month Follow-Up</b>			<b>13-Month Follow-Up</b>		
	Frequency	Percent	Valid Percent	Frequency	Percent	Valid Percent
Strongly disagree	64	2.0	10.4	17	1.7	8.0
Disagree	111	3.4	18.0	33	3.3	15.6
Agree	240	7.4	38.8	93	9.2	43.9
Strongly agree	203	6.3	32.8	69	6.8	32.5
Don't know/Not sure	91	2.8	--	42	4.1	--
Refused	15	0.5	--	3	0.3	--
System	2513	77.6	--	757	74.7	--

<b>Have you visited the Quitline Iowa website at quitnow.net/iowa?</b>						
	<b>7-Month Follow-Up</b>			<b>13-Month Follow-Up</b>		
	Frequency	Percent	Valid Percent	Frequency	Percent	Valid Percent
Yes	206	6.4	21.0	66	6.5	19.4
No	775	23.9	79.0	275	27.1	80.6
Don't know	3	0.1	--	4	0.4	--
System	2253	69.6	--	669	66.0	--

<b>On a scale of 1 to 5, 1 being not at all helpful and 5 being extremely helpful, how helpful was the information on the Quitline Iowa website?</b>						
	<b>7-Month Follow-Up</b>			<b>13-Month Follow-Up</b>		
	Frequency	Percent	Valid Percent	Frequency	Percent	Valid Percent
1	8	0.2	4.1	2	0.2	3.1
2	20	0.6	10.2	3	0.3	4.7
3	43	1.3	21.8	12	1.2	18.8
4	58	1.8	29.4	23	2.3	35.9
5	68	2.1	34.5	24	2.4	37.5
Don't know	9	0.3	--	2	0.2	--
System	3031	93.6	--	948	93.5	--

<b>What is the highest level of education you have completed?</b>						
	<b>7-Month Follow-Up</b>			<b>13-Month Follow-Up</b>		
	Frequency	Percent	Valid Percent	Frequency	Percent	Valid Percent
Less than high school graduate	106	3.3	14.5	41	4.0	15.4
Grade 12 or GED (high school graduate)	267	8.2	36.5	89	8.8	33.3
One or more years of college but no degree	164	5.1	22.4	68	6.7	25.5
Associate's or other 2-year degree	108	3.3	14.8	39	3.8	14.6
College graduate with a 4 year degree such as a BA or BS	66	2.0	9.0	17	1.7	6.4
Graduate degree completed (MA, MS, MFA, MBA, MD, PhD, EdD)	21	0.6	2.9	13	1.3	4.9
Don't know/Not sure	2	0.1	--			
Refused	2	0.1	--	5	0.5	--
System	2501	77.3	--	742	73.2	--

<b>Is your annual gross household income before taxes from all sources</b>						
	<b>7-Month Follow-Up</b>			<b>13-Month Follow-Up</b>		
	Frequency	Percent	Valid Percent	Frequency	Percent	Valid Percent
Less than \$10,000	228	7.0	34.9	80	7.9	33.3
\$10,000 to less than \$15,000	110	3.4	16.8	33	3.3	13.8
\$15,000 to less than \$20,000	77	2.4	11.8	24	2.4	10.0
\$20,000 to less than \$25,000	58	1.8	8.9	21	2.1	8.8
\$25,000 to less than \$35,000	67	2.1	10.2	24	2.4	10.0
\$35,000 to less than \$50,000	54	1.7	8.3	24	2.4	10.0
\$50,000 to less than \$75,000	40	1.2	6.1	18	1.8	7.5
\$75,000 to less than \$100,000	10	0.3	1.5	10	1.0	4.2
\$100,000 or more	10	0.3	1.5	6	0.6	2.5
Don't Know	33	1.0	--	10	1.0	--
Prefer Not To Answer	49	1.5	--	22	2.2	--
System	2501	77.3	--	742	73.2	--

<b>Marital Status: Are you</b>						
	<b>7-Month Follow-Up</b>			<b>13-Month Follow-Up</b>		
	Frequency	Percent	Valid Percent	Frequency	Percent	Valid Percent
Married	199	6.1	27.3	82	8.1	30.6
Divorced	227	7.0	31.1	78	7.7	29.1
Widowed	47	1.5	6.4	21	2.1	7.8
Separated	37	1.1	5.1	10	1.0	3.7
Never married	166	5.1	22.8	56	5.5	20.9
A member of an unmarried couple	53	1.6	7.3	21	2.1	7.8
Prefer Not To Answer	7	0.2	--	4	0.4	--
System	2501	77.3	--	742	73.2	--

<b>What is the primary source of your health care coverage? Is it</b>						
	<b>7-Month Follow-Up</b>			<b>13-Month Follow-Up</b>		
	Frequency	Percent	Valid Percent	Frequency	Percent	Valid Percent
A plan purchased through an employer or union (includes plans purchased through a spouse or parent's employer)	106	3.3	15.0	45	4.4	17.1
A plan that you or another family member buys on your own (includes Healthcare exchanges or Obamacare)	32	1.0	4.5	17	1.7	6.5
Medicare	162	5.0	22.9	55	5.4	20.9
Medicaid or other state program	371	11.5	52.4	121	11.9	46.0
TRICARE (formerly CHAMPUS), VA, or Military	7	0.2	1.0	8	0.8	3.0
Some other source	10	0.3	1.4	6	0.6	2.3
None (no coverage)	20	0.6	2.8	11	1.1	4.2
Don't know/Not sure	13	0.4	--	5	0.5	--
Refused	15	0.5	--	4	0.4	--
System	2501	77.3	--	742	73.2	--

<b>Does your current insurance plan cover nicotine replacement therapy?</b>						
	<b>7-Month Follow-Up</b>			<b>13-Month Follow-Up</b>		
	Frequency	Percent	Valid Percent	Frequency	Percent	Valid Percent
Yes	353	10.9	71.5	119	11.7	73.5
No	141	4.4	28.5	43	4.2	26.5
Don't know	193	6.0	--	89	8.8	--
Refused	1	0.0	--	1	0.1	--
System	2549	78.7	--	762	75.1	--

<b>Do you know how to receive nicotine replacement therapy?</b>						
	<b>7-Month Follow-Up</b>			<b>13-Month Follow-Up</b>		
	Frequency	Percent	Valid Percent	Frequency	Percent	Valid Percent
Yes	377	11.6	53.0	146	14.4	55.3
No	334	10.3	47.0	118	11.6	44.7
Refused	5	0.2	--	3	0.3	--
System	2501	77.3	--	743	73.3	--

<b>Overall, how satisfied are you with your insurance's coverage of nicotine replacement therapy? Would you say you are</b>						
	<b>7-Month Follow-Up</b>			<b>13-Month Follow-Up</b>		
	Frequency	Percent	Valid Percent	Frequency	Percent	Valid Percent
Not at all satisfied	128	4.0	24.7	28	2.8	16.6
Somewhat satisfied	107	3.3	20.6	38	3.7	22.5
Mostly satisfied	109	3.4	21.0	35	3.5	20.7
Very satisfied	175	5.4	33.7	68	6.7	40.2
Don't know	113	3.5	--	43	4.2	--
Refused	2	0.1	--	3	0.3	--
System	2603	80.4	--	799	78.8	--

<b>Could we contact you by phone again in 6 months to ask about your experience with Quitline Iowa?</b>						
	<b>7-Month Follow-Up</b>			<b>13-Month Follow-Up</b>		
	Frequency	Percent	Valid Percent	Frequency	Percent	Valid Percent
Yes	625	19.3	84.9	--	--	--
No	111	3.4	15.1	--	--	--
System	2501	77.3	--	--	--	--
Total	3237	100.0	--	1014	100.0	--