

The background of the slide features a warm, golden-orange sunset over a tropical beach. Silhouettes of numerous palm trees are scattered across the scene, with some in the foreground and others in the distance. The sky is a gradient of light to dark orange, and the ocean is visible in the lower portion of the frame.

**COVERAGE FOR ALL
IN AMERICAN SAMOA**

**LONG INTERVIEW
PRELIMINARY RESULTS**

STATUS

- **Preliminary results**
- **About 56 interview summaries**
- **Translations & transcriptions incomplete**

METHODOLOGY

- **Interviews by ASCC mature students & faculty**
- **30-45 minutes per interview**
- **Qualitative data**
- **Interviews recorded in MP3 format**
- **Written summaries done by interviewer**
- **Transcriptions and translations to follow**

SAMPLE

- **Equal number males and females**
- **Age range from 24 to 100 years (to be confirmed)**
- **Includes: 25 household survey participants**
 - **6 retirement income**
 - **6 Medicare recipients**
 - **6 private insurance**
 - **6 uninsured**
 - **5 veterans**
 - **2 Manu'a**

UNREALISTIC EXPECTATIONS

- **Suggest that LBJ get its funding from lottery, philanthropists, off-island sources, investment, charity, business investments**
- **Many expect to pay less for insurance than user fees**
- **Want affordable family plan with dental, vision, off-island care for all at costs as low as \$5/month**

“Someone has to explain to me what insurance is”

CRITICAL OF LBJ

- Improve quality before raising fees
- Lack of compassion
- Long wait time

“If my appointment is scheduled at 6am, I’m at the hospital at 4:30am, but most times I don’t see the doctor until sometimes 12 noon. I just think it’s totally ridiculous.”

Retiree

ADVICE FOR ADMINISTRATION

- **Address administrative problems**
- **Eliminate excess staff**
- **Stop abusive behavior**
- **Elect Board of Directors**
- **Improve quality**
- **Assure basic needs before state of art**

“We need to ...put the right people in the management level.”

ADVICE TO LEADERS

- Don't forget the poor – affordable for all – cost dependent on income

“The plan should include and encompass everyone – be it that you are a low-income family or are unemployed.”

Employed mother

- Provide options

“Health service is a priority for our people, not a choice”

Retiree

- Walk the land

“They need to know their people and see the living conditions they are living in.”