

The background of the slide features a warm, golden-orange sunset over a tropical beach. Several palm trees are silhouetted against the bright sky, with their fronds reaching towards the top of the frame. The ocean is visible in the distance, meeting the horizon under the soft glow of the setting sun.

**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.”