
Toplines



The Kaiser Family Foundation/Agency for Health Care Research and Quality

National Survey on

Americans as Health Care Consumers: An Update on The Role of Quality Information

December 2000

Methodology:

The results of the Kaiser Family Foundation/Agency for Healthcare Research and Quality *National Survey on Americans as Health Care Consumers: An Update on the Role of Quality Information* are based on a telephone survey conducted between July 31 and October 9, 2000, among a randomly selected nationally representative sample of 2,014 adults 18 years or older. Representatives from both organizations worked together to develop the survey questionnaire and to analyze the results. Fieldwork was conducted by Princeton Survey Research Associates for the Kaiser Family Foundation. The margin of sampling error is +/-2 percentage points. For results based on subsets of respondents the margin of error is higher. For example, for results based only on Form A or Form B respondents, the margin of error is +/-3 percentage points. Note that in addition to sampling error there are other possible sources of measurement error. Values less than 0.5 percent are indicated by an asterisk (*) and VOL indicates that the response was volunteered by respondents, not an explicitly offered choice. Some results will not add to 100% because of rounding.

Trends from 1996 are from the Kaiser Family Foundation/Agency for Healthcare Research and Quality *Americans as Health Care Consumers: The Role of Quality Information* national survey conducted from July 26-September 5, 1996 with 2,006 adults. Fieldwork for this survey was also conducted by Princeton Survey Research Associates. The margin of error for that survey is +/-3 percentage points.

The Henry J. Kaiser Family Foundation, based in Menlo Park, California, is a nonprofit, independent national health care philanthropy and is not associated with Kaiser Permanente or Kaiser Industries.

The Agency for Healthcare Research and Quality is the lead Federal agency charged with supporting research designed to improve the quality of health care, reduce its cost, address patient safety and medical errors, and

broaden access to essential services.

1. Here's my first question. Before you make a major purchase, how often do you go to an information source like Consumer Reports for ratings of products or services...

| <u>Current</u> | | <u>9/96</u> |
|----------------|--------------------|-------------|
| 7 | Always | 6 |
| 12 | Most of the time | 14 |
| 22 | Sometimes | 25 |
| 24 | Hardly ever | 24 |
| 35 | Never | 30 |
| 2 | Don't know/Refused | 1 |

2. On another subject...What specifically do you think is most important in determining the quality of health care patients receive? Just tell me the first thing that comes to mind...

NOTE: Responses mentioned by less than 5 percent are not shown.

| | |
|----|---|
| 23 | Qualifications of doctor |
| 7 | Ability to choose own doctor |
| 7 | Patient/provider relationship – other specified |
| 6 | Insurance coverage of care and procedures |
| 5 | Affordability/cost |
| 5 | Availability of appointments |
| 10 | Other |
| 22 | Don't know/Refused |

3. Please tell me how concerned, if at all, you are about a serious error or mistake leading to injury or harm happening to you or your family in each of the following situations. How concerned are you about an error resulting in injury happening to you or your family... Are you very concerned, somewhat concerned, not too concerned, or not at all concerned (READ AND ROTATE a-b, THEN READ AND ASK c OR READ AND ROTATE d-f)?

| | <u>Very Concerned</u> | <u>Somewhat Concerned</u> | <u>Not too Concerned</u> | <u>Not at all Concerned</u> | <u>Doesn't Apply</u> | <u>DK/Ref.</u> |
|---|---------------------------|-------------------------------|------------------------------|---------------------------------|--------------------------|----------------|
| a. When you fly on U.S. commercial airliners | 32 | 21 | 16 | 17 | 14 | * |
| b. When you eat food purchased at the supermarket | 30 | 24 | 22 | 23 | * | * |

Item c based on Form A respondents

| | | | | | | |
|---|----|----|----|----|---|---|
| c. When you receive health care in general – this includes care from doctors, nurses, hospitals, pharmacies, and so forth | 47 | 24 | 16 | 12 | * | 1 |
|---|----|----|----|----|---|---|

Items d-f based on Form B respondents

| | | | | | | |
|---|----|----|----|----|---|---|
| d. When you go to a doctor's office for care | 40 | 22 | 18 | 19 | 1 | 1 |
| e. When you go to a hospital for care | 47 | 27 | 12 | 11 | 2 | 1 |
| f. When you fill a prescription at a pharmacy | 34 | 22 | 22 | 21 | 1 | 1 |

4. On a slightly different subject... Information comparing different doctors, hospitals, and health insurance plans is available in different places. For example, it might be given out at work, come to your home by mail, appear in a newspaper or magazine, or be found on an Internet web site. IN THE PAST 12 MONTHS, do you remember seeing ANY information comparing different doctors, hospitals or health plans?

| <u>Current</u> | | <u>9/96¹</u> |
|----------------|--------------------|-------------------------|
| 31 | Yes | 52 |
| 67 | No | 45 |
| 2 | Don't know/Refused | 3 |

¹ Trend question did not include "Internet web site."

5. Did you see ANY information comparing the QUALITY among different... in the past 12 months, or not?

| <u>Current</u> | | <u>9/96</u> |
|----------------|----------------------------------|-------------|
| 27 | Total saw any information | 39 |
| 9 | About doctors | 11 |
| 15 | About hospitals | 21 |
| 23 | About health insurance plans | 34 |
| 73 | Total didn't see any information | 61 |

Summary Table: Used Quality Information (Q5 combined with Q7, Q12, and Q17)

(base = all Americans)

Did you personally USE the information you saw comparing quality among (doctors/hospitals/health plans) in making any decisions about (doctors/hospitals/health plans), or not?

| <u>Current</u> | | <u>9/96</u> |
|----------------|---|-------------|
| 12 | Used Any Quality Information | 15 |
| 4 | Used Quality Information about Doctors | 4 |
| 4 | Used Quality Information about Hospitals | 6 |
| 9 | Used Quality Information about Health Plans | 12 |
| 15 | Saw Information, But Did Not Use It | 24 |
| 73 | Did Not See Quality Information (and Did Not Use) | 61 |

Summary Table: Total Source of Information about Quality of Doctors, Hospitals and Plans (Q5 combined with Q6, Q11, and Q16)

(base = all Americans)

From which of the following sources did you see information comparing the quality of health care among (doctors/hospitals/health plans) during the past 12 months...

| <u>Current</u> | <u>9/96</u> | |
|----------------|-------------|--------------------------------|
| 11 | 12 | Given out at work |
| 15 | 25 | Came through the mail |
| 17 | 28 | Saw it in a newspaper/magazine |
| 7 | NA | Saw it online |
| 10 | 13 | Saw it somewhere else |
| 73 | 61 | Didn't see any information |

6. From which of the following sources did you see information comparing the quality of health care among DOCTORS during the past 12 months (READ AND ROTATE)...

Based on those who saw information about the quality of doctors, n=184

| | |
|----|--------------------------------|
| 29 | Given out at work |
| 47 | Came through the mail |
| 59 | Saw it in a newspaper/magazine |
| 34 | Saw it online |
| 33 | Saw it somewhere else |
| 2 | Source undesignated |

7. Did you personally USE the information you saw comparing quality among doctors in making any decisions about doctors, or not?

Based on those who saw information about the quality of doctors, n=184

| | | |
|----------------|--------------------|-------------|
| <u>Current</u> | | <u>9/96</u> |
| 43 | Yes, used | 35 |
| 55 | No, did not use | 65 |
| 2 | Don't know/Refused | * |

8. Please tell me whether or not each of the following is a reason why you didn't personally use the information you saw comparing the quality of doctors. What about this possible reason ...? Is this a reason why you didn't use this information, or not (READ AND ROTATE a-e THEN READ f)?

Based on those who saw but did not use information on the quality of doctors, n=102

| | <u>Yes</u> | <u>No</u> | <u>DK/Ref</u> |
|--|------------|-----------|---------------|
| a. You didn't need to make any decisions about doctors at the time | 67 | 32 | 1 |
| b. The information you saw about the quality of doctors was confusing or difficult to understand | 22 | 77 | 1 |
| c. The information you saw didn't cover the specific doctor you needed to know about | 43 | 56 | 1 |
| d. Factors other than quality, such as location or cost, were more important in your decision-making | 44 | 55 | 1 |
| e. The information you saw about the quality of doctors wasn't specific to your personal health conditions or concerns | 59 | 41 | 0 |
| f. Some other reason I haven't already mentioned | 21 | 78 | 1 |

10. Do you think the information you saw comparing quality among doctors would be USEFUL to someone making decisions about doctors, or not?

Based on those who saw information about the quality of doctors, n=184

| <u>Current</u> | | <u>9/96</u> |
|----------------|----------------------|-------------|
| 86 | Yes, would be useful | 86 |
| 9 | No, would not | 11 |
| 4 | Don't know/Refused | 3 |

11. From which of the following sources did you see information comparing the quality of health care among HOSPITALS during the past 12 months (READ AND ROTATE)...

Based on those who saw information about the quality of hospitals, n=315

| | |
|----|--------------------------------|
| 22 | Given out at work |
| 44 | Came through the mail |
| 68 | Saw it in a newspaper/magazine |
| 22 | Saw it online |
| 32 | Saw it somewhere else |
| 2 | Source undesignated |

12. Did you personally USE the information you saw comparing quality among hospitals in making any decisions about hospitals, or not?

Based on those who saw information about the quality of hospitals, n=315

| <u>Current</u> | | <u>9/96</u> |
|----------------|--------------------|-------------|
| 29 | Yes, used | 30 |
| 69 | No, did not use | 70 |
| 1 | Don't know/Refused | * |

13. Please tell me whether or not each of the following is a reason why you didn't personally use the information you saw comparing the quality of hospitals. What about this possible reason...? Is this a reason why you didn't use this information, or not (READ AND ROTATE a-d THEN READ e)?

Based on those who saw but did not use information on the quality of hospitals, n=218

| | <u>Yes</u> | <u>No</u> | <u>DK/Ref</u> |
|--|------------|-----------|---------------|
| a. You didn't need to make any decisions about hospitals at the time | 71 | 28 | 1 |
| b. The information you saw about the quality of hospitals was confusing or difficult to understand | 15 | 84 | 1 |
| c. The information you saw didn't cover the specific hospital you needed to know about | 35 | 62 | 2 |
| d. Factors other than quality, such as location or cost, were more important in your decision-making | 40 | 59 | 1 |
| e. The information you saw about the quality of hospitals wasn't specific to your personal health conditions or concerns | 48 | 49 | 3 |
| f. Some other reason I haven't already mentioned | 15 | 84 | * |

15. Do you think the information you saw comparing quality among hospitals would be USEFUL to someone making decisions about hospitals, or not?

Based on those who saw information about the quality of hospitals, n=315

| <u>Current</u> | | <u>9/96</u> |
|----------------|----------------------|-------------|
| 85 | Yes, would be useful | 83 |
| 12 | No, would not | 15 |
| 3 | Don't know/Refused | 2 |

16. From which of the following sources did you see information comparing the quality of health care among HEALTH INSURANCE PLANS during the past 12 months (READ AND ROTATE)...

Based on those who saw information about the quality of health insurance plans, N=497

| | |
|----|--------------------------------|
| 42 | Given out at work |
| 50 | Came through the mail |
| 57 | Saw it in a newspaper/magazine |
| 21 | Saw it online |
| 25 | Saw it somewhere else |
| 2 | Source undesignated |

17. Did you personally USE the information you saw comparing quality among health insurance plans in making any decisions about health plans, or not?

Based on those who saw information about the quality of health insurance plans, N=497

| | | |
|----------------|--------------------|-------------|
| <u>Current</u> | | <u>9/96</u> |
| 41 | Yes, used | 34 |
| 58 | No, did not use | 66 |
| 1 | Don't know/Refused | * |

18. Please tell me whether or not each of the following is a reason why you didn't personally use the information you saw comparing the quality of health plans. What about this possible reason...? Is this a reason why you didn't use this information, or not (READ AND ROTATE a-e THEN READ f)?

Based on those who saw but did not use information on the quality of health plans, n=288

| | <u>Yes</u> | <u>No</u> | <u>DK/Ref</u> |
|---|------------|-----------|---------------|
| a. You didn't need or weren't in a position to make any decisions about health plans at the time | 65 | 34 | 1 |
| b. The information you saw about the quality of health plans was confusing or difficult to understand | 25 | 74 | 1 |
| c. The information you saw didn't cover the specific health plans you needed to know about | 37 | 61 | 2 |
| d. Factors other than quality, such as location or cost, were more important in your decision-making | 39 | 58 | 3 |
| e. The information you saw about the quality of health plans wasn't specific to your personal health conditions or concerns | 43 | 53 | 4 |
| f. Some other reason I haven't already mentioned | 15 | 84 | 1 |

20. Do you think the information you saw comparing quality among health plans would be USEFUL to someone making decisions about health plans, or not?

Based on those who saw information about the quality of health plans, n=497

| | | |
|----------------|----------------------|-------------|
| <u>Current</u> | | <u>9/96</u> |
| 87 | Yes, would be useful | 87 |
| 10 | No, would not | 10 |
| 3 | Don't know/Refused | 3 |

21. Suppose you wanted to find information comparing the quality of health care among different doctors, hospitals, or health plans. Please tell me how likely you would be to do each of the following to try to find the information about quality that you were looking for. (First,) how likely would you be to...? Would you be very likely, somewhat likely, not too likely, or not likely at all to do this (READ AND ROTATE)?

| | <u>Very likely</u> | <u>Somewhat likely</u> | <u>Not too likely</u> | <u>Not likely at all</u> | <u>DK/Ref</u> |
|--|--------------------|------------------------|-----------------------|--------------------------|---------------|
| a. Contact someone at your health plan, or refer to materials provided by the plan for quality information | 37 | 35 | 8 | 17 | 2 |
| b. Refer to a section of a newspaper or magazine that lists quality information | 17 | 31 | 15 | 36 | 1 |
| c. Call a toll-free number to hear recorded quality information | 18 | 23 | 15 | 42 | 1 |
| d. Order a printed booklet with quality information by phone, mail, or online | 21 | 28 | 15 | 35 | 1 |
| e. Go online to an Internet web site that posts quality information | 28 | 23 | 7 | 39 | 3 |
| f. Ask a doctor, nurse or other health professionals you know for their recommendation | 65 | 21 | 4 | 9 | 1 |
| g. Ask friends, family members, or co-workers who have had experience as patients for their recommendation | 70 | 20 | 3 | 7 | 1 |
| h. Contact a state agency for quality information | 20 | 25 | 17 | 37 | 1 |

22. Please tell me how confident you were that you had enough information to make the right choices the LAST time you made each of the following kinds of health care decisions. What about the last time...? Were you very confident, somewhat confident, not too confident, or not at all confident you had enough information to make the right choices (READ AND ROTATE)?

| | <u>Very confident</u> | <u>Somewhat confident</u> | <u>Not too confident</u> | <u>Not at all confident</u> | (VOL.) <u>N/A</u> | <u>DK/Ref</u> |
|--|-----------------------|---------------------------|--------------------------|-----------------------------|----------------------|---------------|
| a. You were choosing a doctor | 49 | 30 | 8 | 4 | 8 | 1 |
| b. You were choosing a hospital | 47 | 26 | 6 | 4 | 16 | 1 |
| c. You were choosing a health plan | 35 | 32 | 8 | 5 | 18 | 2 |
| d. You were making decisions about a prescription medicine for you or another family member that you'd never taken before | 41 | 38 | 10 | 4 | 6 | 2 |
| e. You were making decisions about treatment options for you or another family member, or thinking about having a particular test or procedure | 42 | 39 | 8 | 3 | 6 | 2 |

23. Based on what you've heard, read, or experienced yourself, please tell me if you think there are big differences, small differences, or no differences in the quality of care among the following kinds of doctors in your area. (First,) what about...? Do you think there are big differences, small differences, or no differences in the quality of care among this group?

Based on Form A respondents

| | <u>Big differences</u> | <u>Small differences</u> | <u>No differences</u> | <u>DK/Ref</u> |
|--|------------------------|--------------------------|-----------------------|---------------|
| a. Family doctors, general practitioners, and other primary care doctors in your area | | | | |
| Current | 40 | 35 | 12 | 14 |
| 9/96 ² | 37 | 34 | 19 | 10 |
| b. Doctors in your area who are specialists, such as orthopedists, allergists and those who treat heart problems | | | | |
| Current | 42 | 27 | 11 | 20 |
| 9/96 | 28 | 32 | 18 | 22 |

² In the 1996 survey, questions about differences between doctors, health plans and hospitals were asked together in a single series.

24. Please tell me how much you think each of the following kinds of information would tell you about the QUALITY of a doctor, if you wanted to compare two or more doctors. (First,) what about...? Would this tell you a lot, something, only a little, or nothing about the quality of a doctor (READ AND ROTATE)?

Based on Form A respondents

| | <u>A lot</u> | <u>Something</u> | <u>Only a little</u> | <u>Nothing</u> | <u>DK/Ref</u> |
|---|--------------|------------------|----------------------|----------------|---------------|
| a. Whether a doctor attended a well-known medical school or training program | 36 | 32 | 18 | 10 | 4 |
| b. Whether a doctor has admission privileges to send patients to a particular local hospital | 37 | 28 | 17 | 12 | 5 |
| c. Whether a doctor has been rated “the best” by a local newspaper or magazine | 26 | 29 | 21 | 20 | 4 |
| d. Whether a doctor is board certified, that is, has had additional training and testing in his or her area of specialty | 63 | 23 | 8 | 3 | 3 |
| e. How patients who are surveyed rate how well the doctor communicates | 57 | 25 | 10 | 5 | 3 |
| f. Whether a doctor charges more than other doctors do | 19 | 20 | 22 | 32 | 6 |
| g. Whether a doctor has been highly rated by a government or independent agency | 36 | 29 | 17 | 13 | 5 |
| h. How many malpractice suits a doctor has had filed against him or her | 70 | 15 | 6 | 5 | 3 |
| i. How many times a doctor has done a specific medical procedure, such as a particular kind of surgery that you need to have done | 65 | 20 | 7 | 3 | 5 |

25. Suppose you HAD TO CHOOSE a new doctor. Please tell me how much influence each of following is likely to have on your choice. First, (next) what about recommendations or ratings of doctors by...Would this have a lot of influence on your choice of doctors, some influence, only a little influence, or no influence (READ AND ROTATE)?

Based on Form A respondents

| | | <u>A lot</u> | <u>Some</u> | <u>Only a little</u> | <u>No influence</u> | <u>DK/Ref</u> |
|----|---|--------------|-------------|----------------------|---------------------|---------------|
| a. | Patients who are surveyed about the quality of care | | | | | |
| | Current | 41 | 37 | 13 | 7 | 2 |
| | 9/96 ³ | 37 | 38 | 19 | 5 | 1 |
| b. | Your regular doctor or other individual doctors | | | | | |
| | Current | 64 | 25 | 6 | 3 | 3 |
| | 9/96 | 57 | 30 | 10 | 3 | * |
| c. | Groups of doctors like state medical societies | | | | | |
| | Current | 24 | 36 | 19 | 17 | 4 |
| | 9/96 | 19 | 34 | 28 | 18 | 1 |
| d. | Newspapers or magazines | | | | | |
| | Current | 7 | 29 | 28 | 35 | 2 |
| | 9/96: Local | 6 | 28 | 35 | 30 | 1 |
| | 9/96: National | 7 | 28 | 33 | 31 | 1 |
| e. | Consumer groups | | | | | |
| | Current | 16 | 37 | 22 | 21 | 4 |
| | 9/96 | 13 | 34 | 31 | 21 | 1 |
| f. | Friends or family members | | | | | |
| | Current | 65 | 24 | 6 | 4 | 1 |
| | 9/96 | 51 | 32 | 12 | 5 | * |
| g. | Your employer or someone at work who deals with health benefits | | | | | |
| | Current | 26 | 36 | 15 | 16 | 6 |
| | 9/96 | 17 | 38 | 26 | 17 | 2 |
| h. | Government agencies | | | | | |
| | Current | 14 | 31 | 22 | 30 | 3 |
| | 9/96 | 7 | 28 | 30 | 34 | 1 |

³Trend item read, "Patients who are surveyed about their satisfaction with the quality of care."

26. Suppose you HAD TO CHOOSE between two surgeons at a hospital. The first surgeon has treated a friend or family member without any problems, but his ratings aren't as high as those of other surgeons at the hospital. The second surgeon's ratings are much higher, but no one you know personally has ever been one of his patients. Which surgeon would you be more likely to choose?

Based on Form A respondents

| <u>Current</u> | | <u>9/96⁴</u> |
|----------------|---|-------------------------|
| 50 | Surgeon seen before, but not well rated | 76 |
| 38 | Surgeon not seen before, but rated higher | 20 |
| 11 | Don't know/Refused | 4 |

27. Based on what you've heard, read, or experienced yourself, do you think there are big differences, small differences, or no differences in the quality of care among LOCAL HOSPITALS where you live?

Based on Form B respondents

| <u>Current</u> | | <u>9/96⁵</u> |
|----------------|--------------------|-------------------------|
| 47 | Big differences | 38 |
| 31 | Small differences | 32 |
| 11 | No differences | 17 |
| 11 | Don't know/Refused | 13 |

28. And do you think there are big differences, small differences, or no differences in the quality of care among LOCAL NURSING HOMES where you live?

Based on Form B respondents

| | |
|----|--------------------|
| 45 | Big differences |
| 15 | Small differences |
| 6 | No differences |
| 34 | Don't know/Refused |

⁴ Trend question reads, "The first surgeon has treated your family for a long time without any problems..."

⁵ In the 1996 survey, questions about differences between doctors, health plans and hospitals were asked together in a single series.

29. Please tell me how much you think each of the following kinds of information would tell you about the QUALITY of a hospital, if you wanted to compare two or more hospitals. (First,) what about... Would this tell you a lot, something, only a little, or nothing about the quality of a hospital (READ AND ROTATE)?

Based on Form B respondents

| | <u>A lot</u> | <u>Something</u> | <u>Only a little</u> | <u>Nothing</u> | <u>DK/Ref</u> |
|---|--------------|------------------|----------------------|----------------|---------------|
| a. How patients who are surveyed rate the quality of care | 50 | 30 | 12 | 4 | 4 |
| b. The number of patients who do NOT get the standard recommended treatments, such as aspirin after heart attack | 51 | 23 | 13 | 6 | 8 |
| c. How many patients die after having surgery at the hospital | 57 | 20 | 11 | 6 | 5 |
| d. Reports of medical errors or mistakes that lead to harm for patients, such as a wrong dose or kind of medicine being given or the wrong operation being done | 69 | 16 | 8 | 4 | 3 |
| e. Whether the hospital has passed a review and been accredited by an independent organization that evaluates hospitals | 47 | 28 | 13 | 6 | 6 |
| f. The number of doctors who work at the hospital who are board certified, that is have had additional training and testing in an area of specialty | 58 | 23 | 11 | 5 | 3 |
| g. Whether the hospital has been rated "the best" by a newspaper or magazine | 29 | 31 | 19 | 18 | 4 |
| h. Whether the hospital is a teaching hospital and trains doctors, nurses and other health professionals | 44 | 27 | 16 | 9 | 4 |
| i. How much experience the hospital has in performing a particular test or surgery you or your family may need | 66 | 20 | 7 | 2 | 4 |

30. Suppose you HAD TO CHOOSE a hospital for you or your family. Please tell me how much influence each of following is likely to have on your choice. First, (next) what about recommendations or ratings of hospitals by... Would this have a lot of influence on your choice of hospitals, some influence, only a little influence, or no influence (READ AND ROTATE)?

Based on Form B respondents

| | | <u>A lot</u> | <u>Some</u> | <u>Only a little</u> | <u>No influence</u> | <u>DK/Ref</u> |
|----|---|--------------|-------------|----------------------|---------------------|---------------|
| a. | Patients who are surveyed about the quality of care | | | | | |
| | Current | 41 | 36 | 14 | 6 | 3 |
| | 9/96 ⁶ | 43 | 35 | 14 | 7 | 1 |
| b. | Your regular doctor or other individual doctors | | | | | |
| | Current | 64 | 24 | 6 | 3 | 3 |
| | 9/96 | 63 | 27 | 6 | 3 | 1 |
| c. | Groups of doctors like state medical societies | | | | | |
| | Current | 28 | 39 | 19 | 11 | 4 |
| | 9/96 | 25 | 37 | 22 | 15 | 1 |
| d. | Newspapers or magazines | | | | | |
| | Current | 12 | 30 | 28 | 28 | 2 |
| | 9/96: Local | 11 | 33 | 28 | 27 | 1 |
| | 9/96: National | 9 | 32 | 30 | 28 | 1 |
| e. | Consumer groups | | | | | |
| | Current | 18 | 38 | 23 | 18 | 3 |
| | 9/96 | 19 | 33 | 26 | 21 | 1 |
| f. | Friends or family members | | | | | |
| | Current | 63 | 23 | 9 | 4 | 2 |
| | 9/96 | 60 | 25 | 9 | 6 | * |
| g. | Your employer or someone at work who deals with health benefits | | | | | |
| | Current | 25 | 37 | 16 | 15 | 7 |
| | 9/96 | 23 | 40 | 22 | 13 | 2 |
| h. | Government agencies | | | | | |
| | Current | 15 | 33 | 23 | 25 | 4 |
| | 9/96 | 9 | 32 | 29 | 29 | 1 |

⁶ Trend item read, "Patients who are surveyed about their satisfaction with the quality of care."

31. Suppose you HAD TO CHOOSE between two different hospitals. The first one is the hospital you and your family have used for many years without any problems, but the second hospital is rated much higher in quality by the experts. Which hospital would you be more likely to choose?

Based on Form B respondents

| <u>Current</u> | | <u>9/96</u> |
|----------------|-------------------------------|-------------|
| 62 | Hospital that is familiar | 72 |
| 32 | Hospital that is rated higher | 25 |
| 6 | Don't know/Refused | 3 |

32. Are you, yourself, NOW covered by any form of health insurance or health plan? This would include any private insurance plan through an employer or a plan that you purchased yourself, as well as a government program like Medicare or (Medicaid/IN CA: Medi-Cal).

| | |
|----|--------------------|
| 83 | Yes |
| 17 | No |
| * | Don't know/Refused |

33. What is your MAIN source of health insurance coverage? Do you have...

34. If government program is main source, ask: Is that MediCARE, the program that provides health insurance for seniors and some disabled people, OR MediCAID (Medi-CAL) or another government program that provides health insurance for low-income people, OR some OTHER government program that provides health insurance?

| | |
|----|--|
| 58 | Employer-based plan |
| 8 | Self-purchased plan |
| 16 | Government program |
| 11 | Medicare |
| 3 | Medicaid/Medi-Cal |
| 1 | Other government program |
| 1 | Both Medicare and Medicaid/Combination |
| * | Don't know which government program |
| 2 | Other main source |
| 17 | Uninsured |
| * | Don't know/Refused |

39. As far as you know, did the employer offer you a choice of different health plans, or only one plan?
40. How many different health plans did the employer offer...

Based on those with employer-based coverage, n=1185

| <u>Current</u> | | <u>9/96</u> |
|----------------|-------------------------------------|-------------|
| 55 | Total with a choice of health plans | 50 |
| 7 | More than five health plans | 6 |
| 28 | Three to five plans | 27 |
| 16 | Two plans | 15 |
| 3 | Number of plans undesignated | 2 |
| 41 | Employer offers only one plan | 45 |
| 4 | Don't know/Refused | 5 |

41. We'd like to know what is important to you and your family in a health plan. What about... For you and your family, is this very important, somewhat important, not too important, or not at all important (READ AND ROTATE)?

| | | <u>Very important</u> | <u>Somewhat important</u> | <u>Not too important</u> | <u>Not at all important</u> | <u>DK/Ref</u> |
|----|--|-----------------------|---------------------------|--------------------------|-----------------------------|---------------|
| a. | Keeping your costs of coverage low | | | | | |
| | Current | 74 | 20 | 3 | 2 | 2 |
| | 9/96 | 78 | 17 | 3 | 1 | 1 |
| b. | Having a wide range of benefits or a particular benefit you need | | | | | |
| | Current | 76 | 19 | 2 | 1 | 2 |
| | 9/96 | 81 | 15 | 2 | 1 | 1 |
| c. | Having a plan that provides a high quality of health care | | | | | |
| | Current | 87 | 10 | 1 | 1 | 2 |
| | 9/96 | 91 | 6 | 1 | 1 | 1 |
| d. | Having a plan that offers a wide choice of doctors | | | | | |
| | Current | 70 | 21 | 4 | 3 | 2 |
| | 9/96 | 74 | 18 | 4 | 3 | 1 |

42. Which ONE of the concerns you rated as very important is MOST important to you and your family?

| <u>Current</u> | | <u>9/96</u> |
|----------------|--|-------------|
| 44 | Having a plan that provides a high quality of health care | 42 |
| 18 | Keeping your costs of coverage low | 17 |
| 17 | Having a wide range of benefits or a particular benefit you need | 14 |
| 15 | Having a plan that offers a wide choice of doctors | 17 |
| * | (VOL.) Other | 4 |
| 2 | Don't know/Refused | 4 |

43. Based on what you've heard, read, or experienced yourself, do you think there are big differences, small differences, or no differences in the quality of care among health plans that offer coverage in your area?

| <u>Current</u> | | <u>9/96⁷</u> |
|----------------|--------------------|-------------------------|
| 55 | Big differences | 47 |
| 26 | Small differences | 25 |
| 6 | No differences | 13 |
| 13 | Don't know/Refused | 15 |

⁷ In the 1996 survey, questions about differences between doctors, health plans and hospitals were asked together in a single series.

44. Please tell me how much you think each of the following kinds of information would tell you about the QUALITY of a health plan, if you wanted to compare two or more plans. First, (next) what about...Would this tell you a lot, something, only a little, or nothing about the quality of a health plan (READ AND ROTATE)?

| | <u>A lot</u> | <u>Something</u> | <u>Only a little</u> | <u>Nothing</u> | <u>DK/Ref</u> |
|---|-----------------|------------------|----------------------|----------------|---------------|
| <i>Items a-h based on Form A respondents</i> | | | | | |
| a. The percentage of plan members who get preventive care for things like high blood pressure and breast cancer screening and well-baby care | | | | | |
| Current | 63 | 22 | 8 | 2 | 4 |
| 9/96 ⁸ | 62 ⁹ | | | | |
| b. How patients who are surveyed rate the quality of care | | | | | |
| Current | 55 | 28 | 10 | 3 | 4 |
| 9/96 | 57 | | | | |
| c. How quickly patients can get in to be seen by a doctor when they need an appointment | | | | | |
| Current | | | | | |
| 9/96 | 64 | 21 | 8 | 3 | 4 |
| | 59 | | | | |
| d. Turnover rates of doctors in the plan, that is, the percentage of doctors who leave the plan each year | | | | | |
| Current | 52 | 27 | 11 | 4 | 6 |
| 9/96 | 51 | | | | |
| e. Whether the plan has passed a review and been accredited by an independent organization that evaluates plans | | | | | |
| Current | 38 | 35 | 15 | 6 | 6 |
| 9/96 | 50 | | | | |
| f. Whether the plan has programs to help people with chronic illnesses – such as diabetes, heart disease, or HIV – monitor their condition and improve their health | | | | | |
| Current (new item) | 67 | 21 | 7 | 2 | 4 |

Continued...

⁸ Trend question read, “such as check-ups and other preventive care or mental health services.”

⁹ Due to differences in the scale for trend items and current items (among trend items, “Something” was a volunteer category only), categories other than “A lot” are not shown for trend items.

Question 44 continued...

| | <u>A lot</u> | <u>Something</u> | <u>Only a little</u> | <u>Nothing</u> | <u>DK/Ref</u> |
|--|--------------|------------------|----------------------|----------------|---------------|
| g. The number of medical errors or mistakes by the plan's doctors and hospitals that lead to harm for patients Current (new item) | 71 | 17 | 5 | 3 | 4 |
| h. How easy it is for plan members to get the laboratory tests they need Current (new item) | 60 | 27 | 7 | 2 | 4 |

Items i-p based on Form B respondents

| | | | | | |
|---|----------|----|----|----|---|
| i. What health improvement programs the plan offers or pays for, such as those to help people lose weight or stop smoking Current 9/96 | 34 37 | 33 | 19 | 10 | 4 |
| j. What patients who are surveyed say about how well the plan's doctors listen and explain things to them Current 9/96 | 57 58 | 27 | 10 | 4 | 2 |
| k. The percentage of doctors in the plan who have had a complaint filed against them by patients or lost malpractice lawsuits Current 9/96 | 67 64 | 19 | 8 | 4 | 2 |
| l. The range of health benefits available beyond basic medical coverage, such as prescription drugs, eye care, and dental care Current 9/96 ¹⁰ | 60 66 | 25 | 10 | 4 | 2 |
| m. How easy it is for plan members to see specialists, such as orthopedists, allergists and doctors who treat heart problems Current 9/96 | 66 68 | 20 | 8 | 3 | 3 |

Continued...

¹⁰Trend question read, "such as check-ups and other preventive care or mental health services."

Question 44 continued...

| | <u>A lot</u> | <u>Something</u> | <u>Only a little</u> | <u>Nothing</u> | <u>DK/Ref</u> |
|---|--------------|------------------|----------------------|----------------|---------------|
| n. The number of complaints filed by plan members against the health plan Current (new item) | 65 | 20 | 9 | 3 | 3 |
| o. Whether the plan will help you find the care you need, such as the best place to get a particular surgery done Current (new item) | 61 | 24 | 8 | 4 | 3 |
| p. How much the health plan costs. Current (new item) | 42 | 28 | 16 | 11 | 3 |

45. If you HAD TO CHOOSE a new health plan, please tell me how much influence each of following is likely to have on your choice. First, what about recommendations or ratings of plans by...Would this have a lot of influence on your choice of health plans, some influence, only a little influence, or no influence (READ AND ROTATE)?

| | <u>A lot</u> | <u>Some</u> | <u>Only a little</u> | <u>No influence</u> | <u>DK/Ref</u> |
|---|--------------|-------------|----------------------|---------------------|---------------|
| a. Patients who are surveyed about the quality of care Current | 39 | 38 | 13 | 7 | 2 |
| 9/96 | 45 | 30 | 18 | 6 | 1 |
| b. Your regular doctor or other individual doctors Current | 60 | 27 | 7 | 4 | 2 |
| 9/96 | 59 | 26 | 11 | 3 | 1 |
| c. Groups of doctors like state medical societies Current | 25 | 38 | 20 | 13 | 3 |
| 9/96 | 27 | 34 | 25 | 12 | 2 |
| d. Newspapers or magazines Current | 8 | 30 | 28 | 32 | 2 |
| 9/96: Local | 10 | 31 | 36 | 22 | 1 |
| 9/96: National | 11 | 32 | 35 | 21 | 1 |
| e. Consumer groups Current | 16 | 37 | 23 | 21 | 3 |
| 9/96 | 25 | 35 | 24 | 15 | 1 |

Continued...

Question 45 continued...

| | | <u>A lot</u> | <u>Some</u> | <u>Only a little</u> | <u>No influence</u> | <u>DK/Ref</u> |
|----|---|--------------|-------------|----------------------|---------------------|---------------|
| f. | Friends or family members | | | | | |
| | Current | 60 | 26 | 8 | 4 | 2 |
| | 9/96 | 57 | 25 | 12 | 5 | 1 |
| g. | Your employer, or someone at work who deals with health benefits | | | | | |
| | Current | | | | | |
| | 9/96 | 29 | 36 | 16 | 13 | 6 |
| | | 33 | 33 | 20 | 11 | 3 |
| h. | Government agencies | | | | | |
| | Current | 13 | 33 | 23 | 28 | 3 |
| | 9/96 | 12 | 28 | 33 | 25 | 2 |

46. Some people think employers are a good source of information about the quality of different health plans because employers examine plans closely when deciding which ones to offer. Others don't trust what employers say because employers' main concern is saving the company money on health benefits. Which comes closer to your view (READ AND ROTATE)?

Based on Form A respondents

| <u>Current</u> | | <u>9/96</u> |
|----------------|-----------------------------|-------------|
| 29 | Employers are a good source | 36 |
| 61 | Don't trust employers | 58 |
| 10 | Don't know/Refused | 6 |

47. Some people think the opinions of friends and family are a good source of information about health plans because friends and family care about the same things they do when it comes to health care. Others think friends and family don't have enough knowledge and experience to provide good information about health plans. Which comes closer to your view (READ AND ROTATE)?

Based on Form A respondents

| <u>Current</u> | | <u>9/96</u> |
|----------------|--|-------------|
| 67 | Rely on family and friends | 69 |
| 27 | Don't have enough knowledge and experience | 27 |
| 5 | Don't know/Refused | 4 |

48. Suppose you HAD TO CHOOSE between two health plans. The first one is strongly recommended to you by friends and family, but the second one is rated much higher in quality by independent experts who evaluate plans. If the two plans cost the same, which would you be more likely to choose?

Based on Form B respondents

| <u>Current</u> | | <u>9/96</u> |
|----------------|------------------------------|-------------|
| 47 | Plan recommended by friends | 52 |
| 45 | Plan highly rated by experts | 43 |
| 8 | Don't know/Refused | 5 |

49. Now I have a few questions about government involvement in health care...Do you think the government should or should not be involved in promoting, monitoring or providing information about the quality of health care of doctors, hospitals, health plans and other providers?

50. Which ONE of the following kinds of government involvement would you MOST prefer? Should the government ...

| | |
|----|---|
| 63 | Government should be involved |
| 12 | Just make sure information is available |
| 28 | Work directly with providers to improve quality |
| 21 | Penalize providers that fail to meet standards |
| * | Other (VOL.) |
| 2 | Don't know which prefer/Refused |
| 30 | Government should not be involved |
| 7 | Don't know/Refused |

51. I have a few questions about medicines that you can only get with a doctor's prescription... Please tell me how much you trust each of the following sources to provide accurate information about prescription drugs. (First,) what about...Do you trust this source a lot, somewhat, not too much, or not at all (to provide accurate information about prescription drugs) (READ AND ROTATE)?

| | <u>A lot</u> | <u>Somewhat</u> | <u>Not too much</u> | <u>Not at all</u> | <u>DK/Ref</u> |
|---|--------------|-----------------|---------------------|-------------------|---------------|
| a. Your doctor | 76 | 20 | 2 | 1 | 1 |
| b. Your pharmacist | 70 | 24 | 3 | 2 | 1 |
| c. Government agencies like the FDA – that is, the Food and Drug Administration | 37 | 40 | 11 | 10 | 2 |
| d. Advertisements for prescription medicines | 6 | 33 | 23 | 36 | 2 |
| e. The printed information included in packages of prescription medicine | 48 | 38 | 7 | 5 | 2 |
| f. Health websites on the Internet | 9 | 31 | 13 | 32 | 14 |

52. Have you seen or heard any advertisements for prescription drugs, or not?

| <u>Current</u> | |
|----------------|--------------------|
| 76 | Yes |
| 23 | No |
| * | Don't know/Refused |

53. What kind of job do you think these ads do in providing people like you with information about the benefits and possible side effects of the advertised prescription drug? In general, would you say they do...

Based on those who have seen or heard ads for prescription drugs, n=1568

| | |
|----|--------------------|
| 6 | An excellent job |
| 38 | A good job |
| 37 | Only a fair job |
| 14 | A poor job |
| 5 | Don't know/Refused |

54. Now I have some questions about your experience with medical errors or mistakes made by health care providers that lead to unintended personal injury or harm for patients. Some examples of medical errors are when the wrong dose of medicine is given, the wrong operation is performed, or someone gets an infection while being treated in a hospital.

In the past 12 months, have you personally suffered personal injury or harm that you feel resulted from a medical error?

| | |
|----|--------------------|
| 6 | Yes |
| 93 | No |
| 1 | Don't know/Refused |

55. Which ONE of the following statements comes closer to your views on how medical errors that result in serious injury or harm should be handled?

| <u>Total</u> | <u>Form A</u> <u>(patients)</u> | <u>Form B</u> <u>(staff)</u> | |
|--------------|------------------------------------|---------------------------------|--|
| 73 | 69 | 76 | The government should REQUIRE health care providers to report all serious medical errors to make sure this information is publicly available. |
| | | | OR... |
| 21 | 25 | 17 | Reporting of serious medical errors should be done on a VOLUNTARY basis to ensure the personal privacy of the (FORM A: patients/FORM B: staff) involved |
| 6 | 6 | 7 | Don't know/Refused |

56. Now I have a few questions related to your experience with the health care system...Does any disability, handicap, or chronic disease keep you from participating fully in work, school, housework, or other activities?

| | |
|----|--------------------|
| 15 | Yes |
| 84 | No |
| 1 | Don't know/Refused |

57. In the past 12 months, how many times have you, yourself, done each of the following...?

a. Made a doctor visit

| <u>Current</u> | | <u>9/96</u> |
|----------------|-----------------------|-------------|
| 81 | Total with any visits | 80 |
| 14 | 10 or more | 10 |
| 14 | 5-9 | 14 |
| 9 | 4 | 8 |
| 12 | 3 | 12 |
| 15 | 2 | 18 |
| 17 | 1 | 18 |
| 18 | No doctor visits | 19 |
| 1 | Don't know/Refused | 1 |

b. Had an overnight stay in a hospital

| <u>Current</u> | | <u>9/96</u> |
|----------------|--------------------------------|-------------|
| 15 | Total with any overnight stays | 11 |
| 7 | Two or more | 4 |
| 9 | One | 7 |
| 84 | No overnight stays | 89 |
| * | Don't know/Refused | * |

c. Gone to a hospital emergency room for medical treatment

| <u>Current</u> | | <u>9/96</u> |
|----------------|--------------------------|-------------|
| 26 | Total with any ER visits | 24 |
| 10 | Two or more | 8 |
| 17 | One | 16 |
| 73 | No ER visits | 75 |
| * | Don't know/Refused | 1 |

58. We'd like you to rate ALL the health care you've received over the past 12 months from doctors and all other health care providers on a scale of zero to 10. If "0" represents the WORST health care possible and "10" represents the BEST health care possible, what number between 0 and 10 would you use to describe the health care you've received in the past 12 months?

| | |
|----|---|
| 28 | 10 |
| 25 | 9 |
| 14 | 8 |
| 21 | 0-7 |
| 10 | No doctor visits/use of health services in past 12 months |
| 2 | Don't know/Refused |

59. Are you, or is someone else in your household now receiving regular medical treatment or making regular doctor visits for any chronic health problem -- such as asthma, high blood pressure or cancer?

| <u>Current</u> | | <u>9/96</u> |
|----------------|--------------------|-------------|
| 35 | Yes | 29 |
| 64 | No | 71 |
| * | Don't know/Refused | * |

60. Have you or your family ever had problems communicating with your doctor, your doctor's staff, or hospital staff because of language or cultural differences?

| | |
|----|--------------------|
| 12 | Yes |
| 87 | No |
| * | Don't know/Refused |

DEMOGRAPHICS:

D1. **RECORD RESPONDENT S GENDER:**

| | |
|----|--------|
| 48 | Male |
| 52 | Female |

D2. Now I have a few final questions so we can describe the people who took part in this survey... In politics TODAY, do you consider yourself a Republican, Democrat, or Independent?

| | |
|----|-----------------------------|
| 26 | Republican |
| 32 | Democrat |
| 29 | Independent |
| 1 | Other party (VOL.) |
| 6 | None (VOL.) |
| 3 | Don't know |
| 4 | Refused |

D3. Are you NOW self-employed, are you employed by someone else, or are you NOT employed for pay?

| | |
|----|--------------------------|
| 11 | Self-employed |
| 53 | Employed by someone else |
| 14 | Not employed |
| 17 | Retired (VOL.) |
| 2 | Homemaker (VOL.) |
| 1 | Student (VOL.) |
| 2 | Disabled (VOL.) |
| * | Undetermined |

D4. Do you work full-time or part-time hours?

Based on those employed, n=1272

| | |
|----|-----------------------------------|
| 83 | Full-time |
| 15 | Part-time |
| 1 | It depends/No set schedule (VOL.) |

D5. What is your marital status: Are you married, LIVING AS married, divorced, separated, widowed, or have you never been married?

| | |
|----|----------------------|
| 52 | Married |
| 2 | Living as married |
| 10 | Divorced |
| 3 | Separated |
| 9 | Widowed |
| 23 | Never married/Single |
| * | Don't know/Refused |

D6. Is your husband/wife or partner NOW self-employed, employed by someone else, or NOT employed for pay?

Based on those married/living as married, n=1125

| | |
|----|--------------------------|
| 11 | Self-employed |
| 63 | Employed by someone else |
| 9 | Not employed |
| 12 | Retired (VOL.) |
| 3 | Homemaker (VOL.) |
| * | Student (VOL.) |
| 1 | Disabled (VOL.) |
| * | Undetermined |

D7. Does your husband/wife or partner work full-time or part-time hours?

Based on those married/living as married whose spouse is employed, n=844

| | |
|----|-----------------------------------|
| 90 | Full-time |
| 9 | Part-time |
| 1 | It depends/No set schedule (VOL.) |

D8. Are you the parent or guardian of any children under 18 now living in your household?

| | |
|----|---------|
| 34 | Yes |
| 65 | No |
| 1 | Refused |

D9. What is the LAST grade or class that you COMPLETED in school?

| | |
|----|---|
| 5 | None, or grade 1-8 |
| 12 | High school incomplete (grades 9-11) |
| 34 | High school graduate (grade 12 or GED certificate) |
| 2 | Business, technical, or vocational school AFTER high school |
| 23 | Some college, no 4-year degree |
| 14 | College graduate (B.S., B.A., or other 4-year degree) |
| 9 | Post-graduate training or professional schooling after college (e.g., toward a master's degree or Ph.D.; law or medical school) |
| * | Don't know |
| * | Refused |

D10. What is your age?

| | |
|----|------------------|
| 21 | 18-29 |
| 41 | 30-49 |
| 20 | 50-64 |
| 16 | 65+ |
| 1 | Age undetermined |

D11. Last year, that is in 1999, what was your total family income from all sources, before taxes? Just stop me when I get to the right category.

- | | |
|----|-----------------------------|
| 6 | Less than \$10,000 |
| 12 | \$10,000 to under \$20,000 |
| 13 | \$20,000 to under \$30,000 |
| 20 | \$30,000 to under \$50,000 |
| 14 | \$50,000 to under \$75,000 |
| 8 | \$75,000 to under \$100,000 |
| 6 | \$100,000 or more |
| 5 | Don't know |
| 16 | Refused |

D12. Are you, yourself, of Hispanic or Latino background, such as Mexican, Puerto Rican, Cuban, or some other Latin American background?

D13. What is your race? Are you white, black, Asian, or some other race?

IF R SAYS "HISPANIC" OR "LATINO" ASK: Do you consider yourself a WHITE Hispanic/Latino or a BLACK Hispanic/Latino?

Current

- | | |
|----|--------------------------------------|
| 74 | White, non-Hispanic |
| 11 | Black/African-American, non-Hispanic |
| 10 | Hispanic |
| 2 | Asian |
| 2 | Other or mixed race |
| 1 | Undesignated |

That completes the interview. Thank you very much for your time and cooperation. Have a nice day/evening.

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