

2000 Health Confidence Survey Wave III

April 26 – May 28, 2000
(n = 1001)

D1. **[RECORD GENDER. DON'T ASK – JUST RECORD.]**

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

D2. To begin, I need to ask you a few questions so that I can determine the set of questions on the survey that best applies to you. First, in what year were you born? **[IF 1979 OR LATER OR DON'T KNOW/REFUSED, THANK AND TERMINATE.]**

| | |
|------------------|----|
| Under 25 years | 8% |
| 25 to 34 years | 21 |
| 35 to 44 years | 24 |
| 45 to 54 years | 18 |
| 55 to 64 years | 12 |
| 65 to 74 years | 10 |
| 75 years or more | 8 |

1. Which one of the following issues do you believe is the most critical in America today? **[READ AND ROTATE. ACCEPT ONLY ONE RESPONSE.]**

| | |
|-------------------------|-----|
| Education | 25% |
| Health care | 22 |
| Crime | 16 |
| Social Security | 11 |
| Gun control | 10 |
| Taxes | 9 |
| The economy | 5 |
| [VOL] Don't know | 3 |
| [VOL] Refused | * |

2.A [Randomly split sample with Q2B] How would you rate health care in America today? Would you say it is . . . ?

| | |
|------------------|---------|
| | (n=515) |
| Excellent | 3% |
| Very good | 11 |
| Good | 32 |
| Fair | 32 |
| Poor | 20 |
| [VOL] Don't know | 1 |
| [VOL] Refused | * |

2.B [Randomly split sample with Q2A] How would you rate the health care system in America today? Would you say it is . . . ?

| | |
|------------------|---------|
| | (n=486) |
| Excellent | 4% |
| Very good | 11 |
| Good | 27 |
| Fair | 32 |
| Poor | 26 |
| [VOL] Don't know | * |
| [VOL] Refused | * |

3. Over the last five years, would you say that [READ A - C. DO NOT ROTATE.] in America (has / have) gotten better, stayed the same or gotten worse?

| | Better | Same | Worse | [VOL] DK | [VOL] REF |
|------------------------------|--------|------|-------|-------------|--------------|
| a. Health care, in general | 27% | 32 | 39 | 2 | -- |
| b. Health insurance coverage | 13% | 30 | 53 | 4 | * |
| c. Health care costs | 5% | 17 | 75 | 3 | -- |

4. Which of the following comes closest to your view about the health care system in America today? [DO NOT ROTATE.]

| | |
|---|-----|
| The system needs major change | 56% |
| The system needs some minor changes, or | 39 |
| The system does not need to be changed at all | 3 |
| [VOL] Don't know | 1 |
| [VOL] Refused | -- |

5. Now I would like to ask you about some specific aspects of the health care you have received over the past two years. If you have not had any experience with any particular aspect of health care during this time, please let me know. What about **[READ A, THEN READ AND ROTATE B – H]**. Would you say you are extremely satisfied, very satisfied, somewhat satisfied, not too satisfied or not at all satisfied with that aspect?

[FIRST PROBE ON DON'T KNOW: Is that because you have not had any experience with it?]

[SECOND PROBE: Which of those categories would you lean toward?]

| | | Extremely Satis. | Very Satis. | Some-what Satis. | Not Too Satis. | Not at All Satis. | [VOL] DK | [VOL] REF | [VOL] NA |
|---------------------|--|------------------|-------------|------------------|----------------|-------------------|----------|-----------|----------|
| a. | In general, the care you have received in the last two years | 9% | 28 | 41 | 9 | 6 | 1 | * | 6 |
| [SKIP TO Q6] | | | | | | | | | |
| (Q5b-h, n=941) | | | | | | | | | |
| b. | The ability to choose your doctor | 20% | 33 | 26 | 10 | 10 | 1 | -- | 1 |
| c. | The quality of medical care you received | 13% | 40 | 37 | 6 | 4 | 1 | -- | * |
| d. | The cost of your health insurance | 8% | 16 | 31 | 19 | 20 | 1 | -- | 4 |
| e. | Health costs not covered by your insurance | 5% | 15 | 29 | 19 | 24 | 2 | * | 5 |
| f. | Hospitals where you have been treated | 13% | 30 | 29 | 6 | 5 | 2 | * | 14 |
| g. | The ability to get appointments | 13% | 33 | 36 | 10 | 8 | 1 | -- | * |
| h. | The ability to get referrals to specialists | 11% | 28 | 29 | 9 | 9 | 3 | -- | 10 |

6. And over the past two years, have you or members of your family received any home health care, that is, care in the home from a medical professional?

| | |
|------------------|-----|
| Yes | 14% |
| No | 86 |
| [VOL] Don't know | -- |
| [VOL] Refused | -- |

[IF HAVE EXPERIENCE WITH HOME HEALTH CARE IN Q6, ASK:]

7. How satisfied are you with this home health care? Would you say you are extremely satisfied, very satisfied, somewhat satisfied, not too satisfied or not at all satisfied?

[PROBE ON DON'T KNOW: Which of those categories would you lean toward?]

| | |
|----------------------|---------|
| | (n=140) |
| Extremely satisfied | 23% |
| Very satisfied | 45 |
| Somewhat satisfied | 23 |
| Not too satisfied | 4 |
| Not at all satisfied | 4 |
| [VOL] Don't know | 1 |
| [VOL] Refused | -- |

D3. Now I have a few more questions about you and your household, so I can determine which questions best apply to you. What is your current marital status? Are you . . . ?

| | |
|------------------------------------|-----|
| Married | 59% |
| Not married, living with a partner | 3 |
| Divorced or separated | 11 |
| Widowed, or | 9 |
| Single, never married | 18 |
| [VOL] Don't know | -- |
| [VOL] Refused | * |

D4. How many children under the age of 18 do you have some financial responsibility for?

| | |
|------------------|-----|
| None | 56% |
| One | 16 |
| Two | 16 |
| Three or more | 10 |
| [VOL] Don't know | 1 |
| [VOL] Refused | 2 |

D5. Which of the following best describes your current employment status? Are you . . . ? **[ACCEPT ONLY ONE RESPONSE.]**

| | |
|--|-----|
| Employed full-time | 52% |
| Employed part-time | 8 |
| Self-employed | 6 |
| Retired | 19 |
| A homemaker | 6 |
| A full-time student | 1 |
| Disabled | 5 |
| Unemployed or temporarily laid off, or | 2 |
| Something else | * |
| [VOL] Don't know | -- |
| [VOL] Refused | -- |

[IF MARRIED IN D3, ASK:]

D6. Is your spouse employed?

| | |
|-------------------------|---------|
| | (n=588) |
| Yes | 66% |
| No | 34 |
| [VOL] Don't know | -- |
| [VOL] Refused | -- |

8. Are you, yourself, currently covered by any form of health insurance, including a Health Maintenance Organization or HMO, a Preferred Provider Organization or PPO, Blue Cross Blue Shield plan, Medicare, Medicaid or some other plan?

| | |
|------------------|-----|
| Yes | 86% |
| No | 14 |
| [VOL] Don't know | * |
| [VOL] Refused | -- |

[IF COVERED BY HEALTH INSURANCE IN Q8, ASK:]

9. Do you receive your primary health insurance coverage through . . . ? **[ACCEPT ONLY ONE RESPONSE.]**

| | |
|---|---------|
| | (n=856) |
| Your current employer or union | 45% |
| Your spouse's employer or union | 14 |
| A former employer or union | 4 |
| Someone else's employer or union | 2 |
| A plan you bought yourself, not through an employer | 5 |
| Medicare | 24 |
| Medicaid | 3 |
| Another government program | 1 |
| Or some other way | 2 |
| [VOL] Don't know | * |
| [VOL] Refused | -- |

[IF MARRIED IN D3, ASK:]

10. Does your spouse receive their primary health insurance coverage through . . . ? **[ACCEPT ONLY ONE RESPONSE.]**

| | |
|--|---------|
| | (n=588) |
| Your current employer or union | 29% |
| Your spouse's employer or union | 35 |
| A former employer or union | 7 |
| Someone else's employer or union | 1 |
| A plan bought on their own, not through any employer | 7 |
| Medicare | 9 |
| Medicaid | 2 |
| Another government plan | 1 |
| Some other way | 1 |
| Or is your spouse not covered | 7 |
| [VOL] Don't know | 1 |
| [VOL] Refused | * |

[IF FINANCIALLY RESPONSIBLE FOR CHILDREN IN D4, ASK:]

11. And (do your children / does your child) have their primary health insurance coverage through . . . ? **[ACCEPT MULTIPLE RESPONSES ONLY IF REFERRING TO MULTIPLE CHILDREN WITH DIFFERENT COVERAGE.]**

| | |
|---|---------|
| | (n=413) |
| Your current employer or union | 36% |
| Your spouse's employer or union | 25 |
| Another family member's plan | 6 |
| A former employer or union | 3 |
| A plan purchased for them, not through any employer | 7 |
| Medicare | 1 |
| Medicaid | 9 |
| Another government plan | 5 |
| Some other way | 2 |
| Or (are your children / is your child) not covered | 5 |
| [VOL] Don't know | 1 |
| [VOL] Refused | 1 |

12. **[IF BORN BETWEEN 1935 AND 1944 AND NOT ON MEDICARE IN Q9, ASK:]** Next, I would like to know how confident you are about certain aspects of health care from now until you are eligible for Medicare. First, **[READ AND ROTATE A – D]**. Would you say you are extremely confident, very confident, somewhat confident, not too confident or not at all confident about that?

[ALL OTHERS, ASK:] Next, I would like to know how confident you are about certain aspects of health care during the next ten years. First, **[READ AND ROTATE A – D]**. Would you say you are extremely confident, very confident, somewhat confident, not too confident or not at all confident about that?

[FIRST PROBE ON DON'T KNOW: Which of those categories would you lean towards?]
[SECOND PROBE: If you had to choose one category which would you choose?]

| | | Extremely Confid. | Very Confid. | Some- what Confid. | Not Too Confid. | Not at All Confid. | [VOL] DK | [VOL] REF |
|----|---|----------------------|-----------------|--------------------------|-----------------------|--------------------------|-------------|--------------|
| a. | You will be able to get the treatments you need. | 10% | 24 | 40 | 15 | 9 | 1 | * |
| b. | You will be able to afford health care without financial hardship. | 8% | 16 | 33 | 21 | 20 | 2 | -- |
| c. | You will have enough choice about who provides your medical care. | 9% | 19 | 40 | 17 | 13 | 2 | -- |
| d. | You will be able to afford prescription drugs without financial hardship. | 9% | 18 | 32 | 20 | 20 | 1 | * |

[IF BORN IN 1935 OR LATER AND NOT ON MEDICARE IN Q9 ASK:]

13. Next, I would like to know how confident you are about certain aspects of health care once you become eligible for Medicare. First, **[READ AND ROTATE A – D]**. Would you say you are extremely, very, somewhat, not too or not at all confident about that?

[FIRST PROBE ON DON'T KNOW: Which of those categories would you lean towards?]
[SECOND PROBE: If you had to choose one category which would you choose?]

| | | Extremely Confid. | Very Confid. | Some- what Confid. | Not Too Confid. | Not at All Confid. | [VOL] DK | [VOL] REF |
|----|---|----------------------|-----------------|--------------------------|-----------------------|--------------------------|-------------|--------------|
| | (n=792) | | | | | | | |
| a. | You will be able to get the treatments you need. | 5% | 15 | 40 | 24 | 14 | 2 | * |
| b. | You will be able to afford health care without financial hardship. | 4% | 10 | 34 | 30 | 20 | 2 | * |
| c. | You will have enough choice about who provides your medical care. | 5% | 11 | 36 | 30 | 17 | 2 | * |
| d. | You will be able to afford prescription drugs without financial hardship. | 5% | 11 | 31 | 30 | 21 | 2 | * |

[UNINSURED SECTION – IF RESPONDENT NOT COVERED BY HEALTH INSURANCE IN Q8, CONTINUE. ELSE SKIP TO TEXT BEFORE Q21.]

14. About how long have you been without health insurance coverage? **[DO NOT READ LIST.]**

| | |
|------------------------------------|---------|
| | (n=145) |
| 2 months or less | 12% |
| 3 to 6 months | 8 |
| 7 to 11 months | 14 |
| 1 to 2 years | 13 |
| 3 to 4 years | 9 |
| 5 to 9 years | 11 |
| 10 to 19 years | 8 |
| 20 years or more | 13 |
| Always/ never had health insurance | 9 |
| Don't know | 2 |
| Refused | 1 |

15. Are you interested in having health insurance coverage?

| | |
|-------------------------|---------|
| | (n=145) |
| Yes | 67% |
| No | 30 |
| [VOL] Don't know | 3 |
| [VOL] Refused | -- |

16. **[IF NEVER HAD COVERAGE IN Q14, ASK:]** Has an employer ever offered you any health insurance coverage that you decided not to take?

[ALL OTHERS, ASK:] Since you discontinued or lost your health insurance coverage, has an employer offered you any coverage that you decided not to take?

| | |
|-------------------------|---------|
| | (n=145) |
| Yes | 29% |
| No | 68 |
| [VOL] Don't know | 2 |
| [VOL] Refused | 1 |

17. Have you ever heard about any low-cost or free insurance programs for uninsured adults or children in your state?

| | |
|------------------|---------|
| | (n=145) |
| Yes | 37% |
| No | 62 |
| [VOL] Don't know | 1 |
| [VOL] Refused | -- |

[IF HEARD OF LOW-COST/FREE PROGRAMS IN Q17, ASK:]

18. Why did you not enroll in this insurance?

| | |
|--|--------|
| | (n=54) |
| Program for children and have no children | 16% |
| Make too much money | 13 |
| Still waiting for reply | 9 |
| Don't have enough money for other insurance/caught between regular and low cost insurance | 7 |
| Not interested | 7 |
| Does not cover adults | 3 |
| Would like further information | 2 |
| Other | 7 |
| Don't know | 22 |
| Refused | 14 |

19. If it were available, would you be willing to pay \$50 a month so that you could have health insurance coverage?

| | |
|--------------------------------|---------|
| | (n=145) |
| Nothing | 7% |
| \$1 to \$9 | 1 |
| \$10 to \$24 | 8 |
| \$25 to \$49 | 4 |
| \$50 to \$99 | 29 |
| \$100 to \$149 | 16 |
| \$150 to \$199 | 7 |
| \$200 or more | 9 |
| [SERIES NOT COMPLETED:] | |
| Less than \$10 | -- |
| \$10 to \$49 | 4 |
| Less than \$50 | 1 |
| \$50 or more | 3 |
| \$50 to \$149 | 4 |
| \$150 or more | 2 |
| [VOL] Don't know | 5 |
| [VOL] Refused | 1 |

20. Do you usually get your medical care from a . . . ? **[ACCEPT MULTIPLE RESPONSES.]**

| | |
|--|---------|
| | (n=145) |
| Doctor's office | 50% |
| Health clinic | 28 |
| Emergency room | 16 |
| Hospital out-patient facility | 7 |
| Urgent care facility | 1 |
| Alternative health care practitioner, or | 1 |
| Some other place | 6 |
| [VOL] Do not receive any care | 2 |
| [VOL] Don't know | -- |
| [VOL] Refused | -- |

[INSURED SECTION – IF RESPONDENT COVERED BY HEALTH INSURANCE IN Q8, CONTINUE. ELSE SKIP TO Q34.]

Now I would like to ask you some questions specifically about your current health insurance plan.

21. Approximately how long have you been covered by your current health insurance plan? **[DO NOT READ LIST.]**

| | |
|------------------|---------|
| | (n=856) |
| 6 months or less | 10% |
| 7 to 11 months | 9 |
| 1 to 2 years | 16 |
| 3 to 4 years | 14 |
| 5 to 9 years | 17 |
| 10 to 19 years | 20 |
| 20 years or more | 13 |
| Don't know | 1 |
| Refused | * |

28A. *[Randomly split sample with Q28B]* Overall, how satisfied are you with your current health insurance plan? Would you say you are . . . ?

[PROBE ON DON'T KNOW: Which of those categories would you lean towards?]

| | |
|-------------------------|---------|
| | (n=412) |
| Extremely satisfied | 15% |
| Very satisfied | 34 |
| Somewhat satisfied | 40 |
| Not too satisfied, or | 5 |
| Not at all satisfied | 4 |
| [VOL] Don't know | 2 |
| [VOL] Refused | -- |

27A. *[Randomly split sample with Q27B]* Would you describe the health plan you have as . . . ?

| | |
|--|---------|
| | (n=407) |
| An HMO or Health Maintenance Organization | 28% |
| Traditional health insurance or fee-for-service plan | 23 |
| A PPO or Preferred Provider Organization | 23 |
| A Point-of-Service plan | 2 |
| Or some other type | 11 |
| [VOL] Don't know | 13 |
| [VOL] Refused | * |

22. Some health plans charge less if you use a doctor from a list. They allow you to go to a doctor who is not on the list; however, you pay more to do this. Does your current plan work this way or not?
- | | | |
|------------------|--|---------|
| | | (n=856) |
| Yes | | 51% |
| No | | 41 |
| [VOL] Don't know | | 8 |
| [VOL] Refused | | * |
23. Some health plans require you to sign up with one specific primary care doctor or group of doctors who provide all of your routine health care. Does your current plan work this way or not?
- | | | |
|------------------|--|---------|
| | | (n=856) |
| Yes | | 46% |
| No | | 51 |
| [VOL] Don't know | | 3 |
| [VOL] Refused | | * |
24. Some health plans require you to have approval before they will pay for any of your costs for visiting a doctor who is not in the plan. Does your current plan work this way or not?
- | | | |
|------------------|--|---------|
| | | (n=856) |
| Yes | | 44% |
| No | | 46 |
| [VOL] Don't know | | 10 |
| [VOL] Refused | | * |
25. Some health plans require you to have a referral by a primary care doctor before you can see a specialist. Does your current plan work this way or not?
- | | | |
|------------------|--|---------|
| | | (n=856) |
| Yes | | 58% |
| No | | 32 |
| [VOL] Don't know | | 10 |
| [VOL] Refused | | * |

26. Some health plans allow you to go to any doctor and then submit your bill for reimbursement. There is no list of preferred doctors and you may see any doctor you choose. Does your current plan work this way or not?

| | |
|-------------------------|---------|
| | (n=856) |
| Yes | 38% |
| No | 55 |
| [VOL] Don't know | 6 |
| [VOL] Refused | * |

- 27.B *[Randomly split sample with Q27A]* Would you describe the health plan you have as . . . ?

| | |
|--|---------|
| | (n=417) |
| An HMO or Health Maintenance Organization | 29% |
| Traditional health insurance or fee-for-service plan | 23 |
| A PPO or Preferred Provider Organization | 22 |
| A Point-of-Service plan | 1 |
| Or some other type | 9 |
| [VOL] Don't know | 15 |
| [VOL] Refused | -- |

- 28.B *[Randomly split sample with Q28A]* Overall, how satisfied are you with your current health insurance plan? Would you say you are . . . ?

[PROBE ON DON'T KNOW: Which of those categories would you lean towards?]

| | |
|-------------------------|---------|
| | (n=444) |
| Extremely satisfied | 13% |
| Very satisfied | 37 |
| Somewhat satisfied | 37 |
| Not too satisfied, or | 9 |
| Not at all satisfied | 4 |
| [VOL] Don't know | 1 |
| [VOL] Refused | -- |

[IF HAVE EMPLOYER-BASED COVERAGE IN Q9, CONTINUE. ELSE SKIP TO Q34.]

29. How confident are you that (your / your spouse's / the) employer or union has selected the best available health insurance for its workers? Would you say you are . . . ?

[PROBE ON DON'T KNOW: Which of those categories would you lean towards?]

| | |
|-------------------------|---------|
| | (n=556) |
| Extremely confident | 14% |
| Very confident | 29 |
| Somewhat confident | 37 |
| Not too confident, or | 13 |
| Not at all confident | 7 |
| [VOL] Don't know | 1 |
| [VOL] Refused | -- |

30. How confident are you that (your / your spouse's / the) employer will continue to offer health insurance for its workers? Are you . . . ?

[PROBE ON DON'T KNOW: Which of those categories would you lean towards?]

| | |
|-------------------------|---------|
| | (n=556) |
| Extremely confident | 30% |
| Very confident | 38 |
| Somewhat confident | 25 |
| Not too confident, or | 4 |
| Not at all confident | 3 |
| [VOL] Don't know | * |
| [VOL] Refused | -- |

31. If (your / your spouse's / the) employer or union stopped offering health insurance, how confident are you that you could choose the best available health insurance plan for yourself? Would you say you are . . . ?

[PROBE ON DON'T KNOW: Which of those categories would you lean towards?]

| | |
|-------------------------|---------|
| | (n=556) |
| Extremely confident | 11% |
| Very confident | 21 |
| Somewhat confident | 32 |
| Not too confident, or | 19 |
| Not at all confident | 16 |
| [VOL] Don't know | 2 |
| [VOL] Refused | * |

32. If (your / your spouse's / the) employer stopped offering you health insurance, how likely would you be to purchase it on your own? Would you be . . . ?

[PROBE ON DON'T KNOW: Which of those categories would you lean towards?]

| | |
|-------------------------|---------|
| | (n=556) |
| Extremely likely | 26% |
| Very likely | 27 |
| Somewhat likely | 20 |
| Not too likely, or | 14 |
| Not at all likely | 12 |
| [VOL] Don't know | 1 |
| [VOL] Refused | -- |

33. If you purchased coverage on your own, would you be willing to pay \$50 a month so that you could have health insurance?

| | |
|--------------------------------|---------|
| | (n=556) |
| Nothing | 1% |
| \$1 to \$9 | -- |
| \$10 to \$24 | 1 |
| \$25 to \$49 | 3 |
| \$50 to \$99 | 18 |
| \$100 to \$149 | 13 |
| \$150 to \$199 | 22 |
| \$200 or more | 33 |
| [SERIES NOT COMPLETED:] | |
| Less than \$10 | -- |
| \$10 to \$49 | -- |
| Less than \$50 | * |
| \$50 or more | 3 |
| \$50 to \$149 | 1 |
| \$150 or more | 2 |
| [VOL] Don't know | 3 |
| [VOL] Refused | * |

[ALL RESPONDENTS, ASK:]

34. **[IF COVERED BY HEALTH INSURANCE IN Q8, ASK:]** Are you now, or have you ever been, in a managed care health plan? **[DO NOT READ LIST.]**
[IF YES, PROBE: Are you in a managed care plan now or were you in one before?]

[ELSE ASK:] Have you ever been in a managed care health plan? **[DO NOT READ LIST.]**

| | |
|----------------------------------|-----|
| Yes, currently enrolled | 10% |
| Yes, previously enrolled | 11 |
| Yes, both now and previously | 2 |
| No, never in a managed care plan | 66 |
| [VOL] Don't know | 11 |
| [VOL] Refused | -- |

35. How familiar would you say you are with managed care health plans? Would you say you are . . . ?

| | |
|-------------------------|----|
| Extremely familiar | 5% |
| Very familiar | 9 |
| Somewhat familiar | 23 |
| Not too familiar, or | 22 |
| Not at all familiar | 39 |
| [VOL] Don't know | 2 |
| [VOL] Refused | -- |

36. How confident are you about the following aspects of the health care system today? What about **[READ AND ROTATE A – H. IF COVERED BY HEALTH INSURANCE IN Q8, ALSO READ AND ROTATE I – J.]**. Would you say you are extremely confident, very confident, somewhat confident, not too confident or not at all confident with that aspect?

[FIRST PROBE ON DON'T KNOW: Which of those categories would you lean towards?]
[SECOND PROBE: If you had to choose one category which would you choose?]

| | | Extremely Confid. | Very Confid. | Some- what Confid. | Not Too Confid. | Not at All Confid. | [VOL] DK | [VOL] REF |
|-----|---|----------------------|-----------------|--------------------------|-----------------------|--------------------------|-------------|--------------|
| a1. | <i>[Randomly split sample with a2]</i> You are able to choose a quality doctor or hospital. (n=509) | 18% | 38 | 32 | 7 | 5 | 1 | * |
| a2. | <i>[Randomly split sample with a1]</i> You are able to choose your own doctor or hospital. (n=492) | 18% | 34 | 31 | 8 | 8 | 1 | * |
| b. | You are able to see a health care specialist if you need one. | 22% | 36 | 30 | 7 | 4 | 1 | -- |
| c. | Your doctor's treatment is based on your health needs rather than the cost of your care. | 20% | 31 | 33 | 10 | 6 | 1 | -- |
| d. | Doctors are up-to-date on information about medicine and medical conditions. | 13% | 37 | 37 | 8 | 4 | 1 | -- |
| e. | Hospitals deliver quality medical care. | 11% | 30 | 42 | 10 | 4 | 2 | -- |
| f. | Your pharmacist fills your prescription correctly. | 29% | 46 | 19 | 4 | 1 | * | * |
| g. | You have access to the latest prescription drugs you need. | 20% | 40 | 28 | 7 | 4 | 1 | -- |
| h. | Your medical records are confidential. | 18% | 26 | 28 | 14 | 12 | 2 | * |
| i. | A quick and fair review is available if you think your health plan has wrongly denied coverage. (n=856) | 9% | 21 | 42 | 14 | 9 | 6 | * |
| j. | The prescription drugs you need are covered if you become seriously ill. (n=856) | 16% | 30 | 33 | 9 | 11 | 2 | -- |

37. I would like to focus now on some other concerns you might have about the health care system. Please tell me in your own words what comes to mind when you think about patient safety in the health care environment? **[DO NOT READ LIST. ACCEPT MULTIPLE RESPONSES.]**

Top Mentions

| | |
|---|-----|
| Patient care received | 13% |
| Getting the correct treatment | 12 |
| Qualifications of health care professionals | 8 |
| Medical negligence | 8 |
| Misdiagnosis | 8 |
| Things are alright/ good | 8 |
| Exposure to infection | 6 |
| Nothing | 16 |
| Don't know | 13 |
| Refused | -- |

Now I have several questions about medical mistakes, such as when a wrong dose of medicine is given, an operation is performed other than what was intended, or the results of a medical test are lost or overlooked.

38. How confident are you that the current health care system has adequate measures in place to prevent medical mistakes? Are you . . . ?

[PROBE ON DON'T KNOW: Which of those categories would you lean towards?]

| | |
|-------------------------|----|
| Extremely confident | 4% |
| Very confident | 20 |
| Somewhat confident | 46 |
| Not too confident, or | 16 |
| Not at all confident | 12 |
| [VOL] Don't know | 2 |
| [VOL] Refused | * |

39. Have you or a close friend or relative ever been involved in a situation where you believe a medical mistake was made?

| | |
|-------------------------|-----|
| Yes | 46% |
| No | 54 |
| [VOL] Don't know | 1 |
| [VOL] Refused | -- |

40. I am going to read you some possible solutions to prevent medical mistakes from causing injuries to patients. Please tell me how effective you believe each would be in protecting patient safety. Would you say that **[READ AND ROTATE A – F]** would be extremely effective, very effective, somewhat effective, not too effective or not at all effective?

[FIRST PROBE ON DON'T KNOW: Which of those categories would you lean towards?]

[SECOND PROBE: If you had to choose one category which would you choose?]

| | | Extremely Effective | Very Effect. | Some- what Effect. | Not Too Effect. | Not at All Effect. | [VOL] DK | [VOL] REF |
|----|--|------------------------|-----------------|--------------------------|--------------------|--------------------------|-------------|--------------|
| a. | Stricter government regulations | 16% | 21 | 34 | 14 | 12 | 3 | -- |
| b. | Better training for health care professionals | 35% | 39 | 20 | 2 | 2 | 2 | * |
| c. | Canceling the licenses of health care professionals with bad track records | 39% | 33 | 20 | 3 | 3 | 2 | -- |
| d. | Bringing lawsuits against those who make medical mistakes | 17% | 20 | 36 | 14 | 10 | 3 | * |
| e. | Giving health care facilities better computer systems | 18% | 28 | 35 | 9 | 5 | 4 | -- |
| f. | Requiring that <u>all</u> medical mistakes be reported | 43% | 31 | 16 | 6 | 3 | 1 | * |

41. The federal government has reported that the Medicare system is facing financial pressures. If changes must be made to ensure that the program remains financially sound, would you favor or oppose the following changes. First, **[READ AND ROTATE A - G]**? Would you strongly favor, somewhat favor, somewhat oppose or strongly oppose that?

[FIRST PROBE ON DON'T KNOW: Which of those categories would you lean towards?]
[SECOND PROBE: If you had to choose one category which would you choose?]

| | Strongly Favor | Some-what Favor | Some-what Oppose | Strongly Oppose | [VOL] Depends | [VOL] DK | [VOL] REF |
|--|----------------|-----------------|------------------|-----------------|---------------|----------|-----------|
| a. Increasing the amount Medicare recipients pay when they receive care | 9% | 22 | 29 | 36 | * | 3 | -- |
| b. Increasing payroll taxes for current workers | 10% | 19 | 24 | 43 | 1 | 2 | -- |
| c. Increasing the eligibility age for Medicare to 67 | 10% | 16 | 23 | 48 | 1 | 1 | * |
| d. Requiring seniors with income above \$50,000 to pay higher Medicare premiums | 24% | 30 | 20 | 23 | 1 | 2 | -- |
| e. Reducing payments to doctors and hospitals for treating people covered by Medicare | 26% | 27 | 22 | 21 | 1 | 3 | -- |
| f. Allowing Medicare beneficiaries to choose from many private health plans, where the government contributes a fixed amount to the cost of the plan | 30% | 43 | 12 | 9 | 1 | 4 | * |
| g. Using the budget surplus to pay some of the costs of Medicare | 37% | 38 | 11 | 11 | 1 | 2 | -- |

42. How confident are you that you will be able to afford to pay for nursing home care if you or a family member needed it? Are you . . . ?

[PROBE ON DON'T KNOW: Which of those categories would you lean towards?]

| | |
|-------------------------|----|
| Extremely confident | 5% |
| Very confident | 5 |
| Somewhat confident | 25 |
| Not too confident, or | 28 |
| Not at all confident | 36 |
| [VOL] Don't know | * |
| [VOL] Refused | * |

43. How confident are you that you will be able to afford to pay for home health care or care in the home from a medical professional if you or a family member needed it? Are you . . . ?

[PROBE ON DON'T KNOW: Which of those categories would you lean towards?]

| | |
|-------------------------|----|
| Extremely confident | 4% |
| Very confident | 5 |
| Somewhat confident | 33 |
| Not too confident, or | 27 |
| Not at all confident | 30 |
| [VOL] Don't know | 1 |
| [VOL] Refused | * |

Moving on to a new topic, many Americans are using the Internet or World Wide Web to look for different kinds of medical information.

44. Have you ever used the Internet to look for medical information?

| | |
|--------------------------------|-----|
| Yes | 31% |
| No | 68 |
| [VOL] Don't have access | -- |
| [VOL] Don't know | 1 |
| [VOL] Refused | -- |

[IF LOOKED FOR INFORMATION IN Q44, CONTINUE. ELSE SKIP TO TEXT BEFORE D7.]

45. How helpful was the medical information that you found? Was it . . . ?

[BEFORE ACCEPTING "SOME HELPFUL, SOME NOT", PROBE: Overall, how helpful was the information?]

[PROBE ON DON'T KNOW: Which of those categories would you lean towards?]

| | |
|--------------------------------------|---------|
| | (n=314) |
| Extremely helpful | 22% |
| Very helpful | 33 |
| Somewhat helpful | 36 |
| Not too helpful, or | 7 |
| Not at all helpful | 1 |
| [VOL] Some helpful, some not | * |
| [VOL] Didn't find information | * |
| [VOL] Don't know | * |
| [VOL] Refused | -- |

[IF FOUND INFORMATION IN Q45, CONTINUE. ELSE SKIP TO TEXT BEFORE D7.]

46. Have you ever used medical information that you found on the Internet to help you make a decision?

| | |
|--|---------|
| | (n=313) |
| Yes | 49% |
| No | 50 |
| [VOL] Sometimes, but not always | * |
| [VOL] Don't know | * |
| [VOL] Refused | -- |

47. How did you determine whether or not the information you found was reliable? **[DO NOT READ LIST. ACCEPT MULTIPLE RESPONSES.]**

| | |
|---|---------|
| Top Mentions | (n=313) |
| Discussed it with medical professional | 27% |
| Whether it came from a reliable source/ organization/ webpage | 23 |
| Whether it matched/ was compatible with information already had | 18 |
| Whether it made sense/ common sense | 10 |
| Researched it | 6 |
| Don't know | 10 |
| Refused | -- |

Now, I have a few questions about your health.

D7. In general, how would you rate your health? Would you say it is . . . ?

| | |
|-------------------------|-----|
| Excellent | 21% |
| Very good | 35 |
| Good | 26 |
| Fair | 12 |
| Poor | 7 |
| [VOL] Don't know | * |
| [VOL] Refused | * |

D8. And over the past five years, would you say your health has gotten better, stayed the same, or gotten worse?

| | |
|-------------------------|-----|
| Gotten better | 11% |
| Stayed the same | 60 |
| Gotten worse | 28 |
| [VOL] Don't know | * |
| [VOL] Refused | * |

D9. Have you, or any member of your family who lives with you, had a serious illness, chronic condition, injury or disability that has required extensive medical care in the last 12 months?

| | |
|-------------------------|-----|
| Yes | 27% |
| No | 72 |
| [VOL] Don't know | * |
| [VOL] Refused | * |

Finally, I have just a few questions for statistical purposes.

D10. First, what was the highest grade of school or year of college that you completed? **[DO NOT READ LIST.]**

| | |
|--------------------------|-----|
| Some high school or less | 17% |
| High school graduate | 34 |
| Some college | 23 |
| Trade or business school | 3 |
| College graduate | 14 |
| Post graduate work | 3 |
| Graduate degree | 7 |
| [VOL] Don't know | -- |
| [VOL] Refused | * |

D11. Are you of Hispanic, Spanish, Latino or Puerto Rican origin or descent?

| | |
|-------------------------|----|
| Yes | 5% |
| No | 93 |
| [VOL] Don't know | * |
| [VOL] Refused | 1 |

D12. Do you consider yourself: African American or Black, Asian or Pacific Islander, White or of some other racial background?

| | |
|------------------------------|----|
| African American/ Black | 9% |
| Asian/ Pacific Islander | 2 |
| [VOL] Hispanic/Latino | 3 |
| White | 80 |
| Other | 3 |
| [VOL] Don't know | 1 |
| [VOL] Refused | 1 |

D13. Finally, in 1999, was your total household income, before taxes, over or under \$35,000?

[IF UNDER \$35,000:] Was it over or under \$15,000?

[IF UNDER \$15,000:] Was it over or under \$10,000?

[IF OVER \$15,000:] Was it over or under \$25,000?

[IF OVER \$35,000:] Was it over or under \$75,000?

[IF UNDER \$75,000:] Was it over or under \$50,000?

[IF OVER \$75,000:] Was it over or under \$100,000?

| | |
|--------------------------------|----|
| Less than \$10,000 | 6% |
| \$10,000 - \$14,999 | 8 |
| \$15,000 - \$24,999 | 17 |
| \$25,000 - \$34,999 | 13 |
| \$35,000 - \$49,999 | 16 |
| \$50,000 - \$74,999 | 15 |
| \$75,000 - \$99,999 | 7 |
| \$100,000 or more | 6 |
| [SERIES NOT COMPLETED:] | |
| Less than \$15,000 | * |
| \$15,000 to \$34,999 | 1 |
| Less than \$35,000 | 1 |
| \$35,000 or more | 1 |
| \$35,000 to \$74,999 | 1 |
| \$75,000 or more | * |
| [VOL] Don't know | 3 |
| [VOL] Refused | 4 |