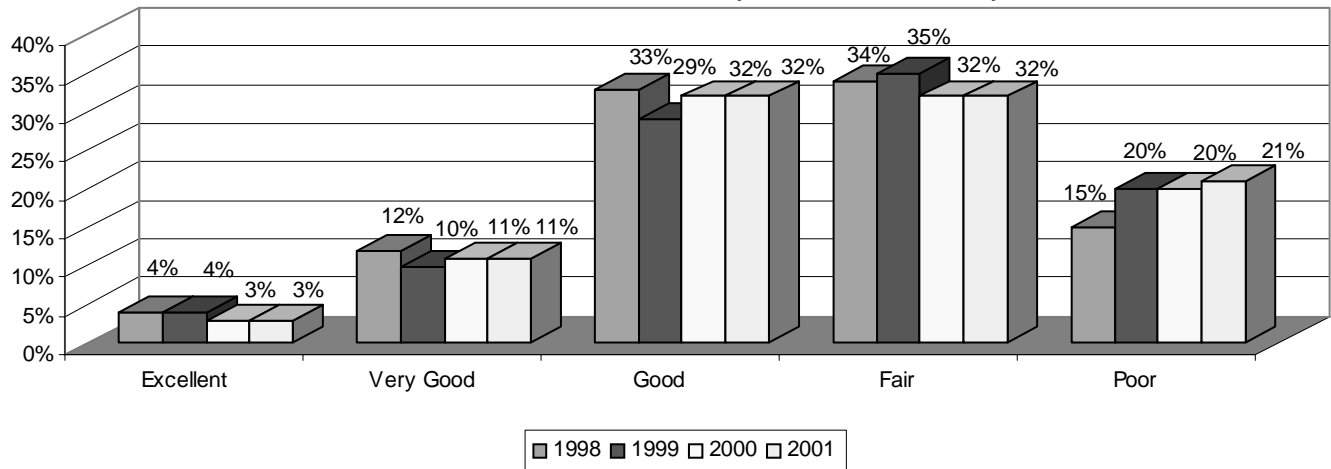


Confidence in Health Care System

Despite Low Ratings, Confidence in Today's Health Care System Is Consistent and Improving

Over the past few years, there has been an increase in the proportion of Americans who give the country's health care system a poor rating (chart 1). However, many Americans are confident in certain aspects of the system (chart 2), and confidence in various aspects of today's health care system has grown from previous years (chart 3).

Chart 1
How Would You Rate the Health Care System in America Today?



- In 2001, 61 percent were extremely or very confident that they are able to choose a quality doctor or hospital, up from 56 percent in 2000.
- Forty-eight percent were confident that hospitals deliver quality medical care, compared with 41 percent in 2000, and 42 percent in 1999.
- Thirty-five percent were confident that a quick and fair review is available if they think their health plan has wrongly denied coverage. Thirty percent were confident in this aspect in 2000 and 23 percent were confident in 1999.
- Nearly two-thirds (64 percent) were extremely or very confident that they are able to get the prescription drugs they need, while only 44 percent were confident that they are able to afford prescription drugs without financial hardship. One-fourth (25 percent) were not too or not at all confident in their ability to afford prescription drugs.

Chart 2
Confidence in Aspects of the Health Care System Today

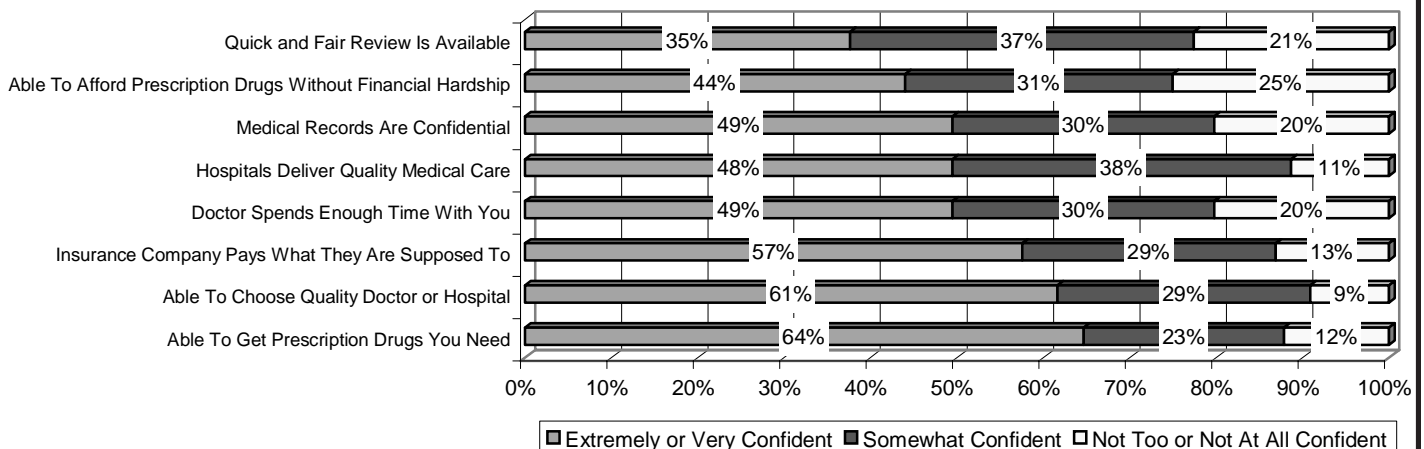
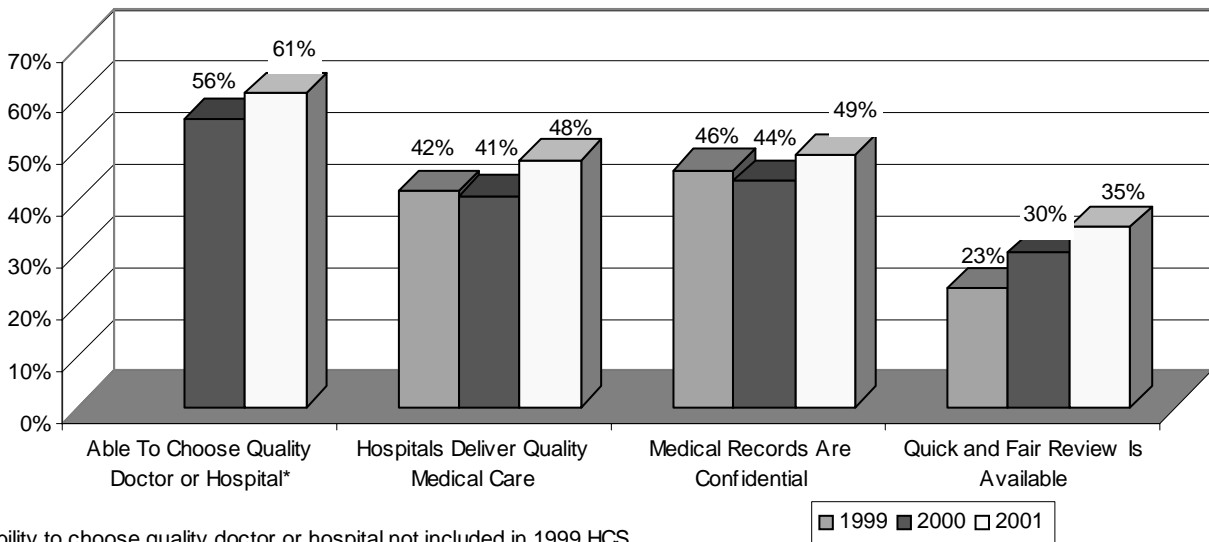


Chart 3
Extremely or Very Confident in Certain Aspects of the Health Care System Today, 1999-2001



Confidence Is Low for Health Care in Next 10 Years, Even Lower for Future of Medicare

While confidence in today's health care system is relatively high, Americans are less confident in various aspects of the health care system in the future. Among Americans not yet eligible for or enrolled in the Medicare program, confidence is higher for health care during the next 10 years than for health care once eligible for Medicare (chart 4).

- Almost 4 in 10 Americans were not too or not at all confident that they would be able to get the treatments they need once they become eligible for Medicare (37 percent), while 2 in 10 were not confident that they would be able to get the treatments they need in the next 10 years (21 percent).
- Once eligible for Medicare, more than half (51 percent) were not confident that they would be able to afford prescription drugs without financial hardship, and 49 percent said they were not confident that they would be able to afford health care without financial hardship.

Chart 4
Not Too or Not At All Confident in Certain Aspects of Health Care
"Next 10 Years" versus "Once Eligible for Medicare"
(Among Those Not Yet Eligible for Medicare)

