

**HARVARD SCHOOL OF PUBLIC HEALTH/WBUR/
BLUE CROSS BLUE SHIELD OF MASSACHUSETTS FOUNDATION/
ROBERT WOOD JOHNSON FOUNDATION**

**SICK IN MASSACHUSETTS:
Views on Health Care Costs and Quality**

Overall Results

This survey was conducted for the Harvard School of Public Health, WBUR, the Blue Cross Blue Shield of Massachusetts Foundation, and the Robert Wood Johnson Foundation via telephone by SSRS, an independent research company. Interviews were conducted April 19 – May 7, 2012, among 1001 Massachusetts residents age 18 and over.

	Number of interviews	Margin of error (percentage points)
Total sample	1001	±4.0
“Sick” respondents	500	±5.1
Hospitalized respondents	260	±7.2

“Sick” respondents are defined as those who said they had a serious illness, medical condition, injury, or disability requiring a lot of medical care OR who had been hospitalized overnight in the past 12 months.

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I. OVERALL ASSESSMENT OF HEALTH CARE COSTS AND QUALITY

(Asked of half of total respondents; n = 502; one-half of sick, n = 244)

- 1a. Generally speaking, do you think the quality of health care is a problem for the country, or not a problem? (If a problem, ask:) Do you think it is a very serious problem, somewhat serious, or not too serious a problem?

	Very serious problem	Somewhat serious	Not too serious	Not a problem	Don't know/Refused
Total	33	28	4	33	2
Sick	32	28	5	31	4

(Asked of half of total respondents; n = 499; one-half of sick, n = 256)

- 1b. Generally speaking, do you think the quality of health care is a problem for Massachusetts, or not a problem? (If a problem, ask:) Do you think it is a very serious problem, somewhat serious, or not too serious a problem?

	Very serious problem	Somewhat serious	Not too serious	Not a problem	Don't know/Refused
Total	16	18	8	55	3
Sick	20	17	7	52	4

(Asked of half of total respondents; n = 502; one-half of sick, n = 244)

- 2a. Generally speaking, do you think health care costs are a problem for the country, or not a problem? (If a problem, ask:) Do you think it is a very serious problem, somewhat serious, or not too serious a problem?

	Very serious problem	Somewhat serious	Not too serious	Not a problem	Don't know/Refused
Total	63	28	2	6	1
Sick	67	20	3	8	3

(Asked of half of total respondents; n = 499; one-half of sick, n = 256)

- 2b. Generally speaking, do you think health care costs are a problem for Massachusetts, or not a problem? (If a problem, ask:) Do you think it is a very serious problem, somewhat serious, or not too serious a problem?

	Very serious problem	Somewhat serious	Not too serious	Not a problem	Don't know/Refused
Total	42	31	3	18	6
Sick	50	28	4	15	4

(Asked of half of total respondents; n = 502; one-half of sick, n = 244)

- 3a. Do you think the quality of health care in this country has gotten better over the last five years, gotten worse over the last five years, or stayed pretty much the same?

	Gotten better	Gotten worse	Stayed the same	Don't know/Refused
Total	28	25	44	4
Sick	33	27	37	3

(Asked of half of total respondents; n = 499; one-half of sick, n = 256)

- 3b. Do you think the quality of health care in Massachusetts has gotten better over the last five years, gotten worse over the last five years, or stayed pretty much the same?

	Gotten better	Gotten worse	Stayed the same	Don't know/Refused
Total	23	19	51	6
Sick	31	21	44	5

(Asked of half of total respondents; n = 502; one-half of sick, n = 244)

- 4a. Do you think the problem of health care costs in this country has gotten better over the last five years, gotten worse over the last five years, or stayed pretty much the same?

	Gotten better	Gotten worse	Stayed the same	Don't know/Refused
Total	6	70	22	2
Sick	4	73	18	5

(Asked of half of total respondents; n = 499; one-half of sick, n = 256)

- 4b. Do you think the problem of health care costs in Massachusetts has gotten better over the last five years, gotten worse over the last five years, or stayed pretty much the same?

	Gotten better	Gotten worse	Stayed the same	Don't know/Refused
Total	8	56	28	7
Sick	11	63	20	6

II. ASSESSMENT OF SPECIFIC QUALITY ISSUES AND REASONS FOR QUALITY OF CARE PROBLEMS

5. A number of things have been suggested as possible reasons for problems with the quality of health care in Massachusetts today. For each thing I mention, please tell me whether you feel it is a reason or not a reason for problems with the quality of health care in Massachusetts today. If you do not know enough about some of these things to have an opinion, just let me know. (If a reason, ask:) Is it a major reason or a minor reason?

(Asked of one-third of total respondents, n = 333; one-third of sick, n = 165)

- a. Inadequate training of health professionals

	Major	Minor	Not a reason	Don't know/Refused
Total	21	23	44	12
Sick	25	24	42	9

(Asked of one-third of total respondents, n = 333; one-third of sick, n = 165)

- b. Some people not being able to afford to get the tests or drugs they need

	Major	Minor	Not a reason	Don't know/Refused
Total	75	14	8	4
Sick	66	18	13	4

(Asked of one-third of total respondents, n = 333; one-third of sick, n = 165)

- c. Many hospitals not having the latest medical technology

	Major	Minor	Not a reason	Don't know/Refused
Total	26	23	40	10
Sick	28	21	42	10

(Asked of one-third of total respondents, n = 334; one-third of sick, n = 169)

- d. People getting too many tests or drugs that they don't need

	Major	Minor	Not a reason	Don't know/Refused
Total	57	26	12	5
Sick	43	36	15	6

(Asked of one-third of total respondents, n = 334; one-third of sick, n = 169)

- e. Not enough doctors or nurses in hospitals or medical offices

	Major	Minor	Not a reason	Don't know/Refused
Total	39	24	32	5
Sick	42	20	31	8

(Asked of one-third of total respondents, n = 333; one-third of sick, n = 165)

f. Health professionals not working together or not communicating as a team

	Major	Minor	Not a reason	Don't know/Refused
Total	41	32	21	6
Sick	47	27	21	5

(Asked of one-third of total respondents, n = 333; one-third of sick, n = 165)

g. The influence of health insurance plans on treatment decisions

	Major	Minor	Not a reason	Don't know/Refused
Total	58	17	11	14
Sick	62	16	10	12

(Asked of one-third of total respondents, n = 334; one-third of sick, n = 169)

h. People not following through on the advice or treatment recommendations of their doctors

	Major	Minor	Not a reason	Don't know/Refused
Total	43	33	18	6
Sick	50	28	13	8

(Asked of one-third of total respondents, n = 333; one-third of sick, n = 165)

i. Discrimination against patients because of their race or ethnic background

	Major	Minor	Not a reason	Don't know/Refused
Total	14	16	57	13
Sick	16	15	58	11

(Asked of one-third of total respondents, n = 334; one-third of sick, n = 169)

j. Patients not being sent to the right kind of doctor

	Major	Minor	Not a reason	Don't know/Refused
Total	37	29	24	10
Sick	34	26	33	7

(Asked of one-third of total respondents, n = 334; one-third of sick, n = 166)

k. Overwork, stress, or fatigue of health professionals

	Major	Minor	Not a reason	Don't know/Refused
Total	53	25	14	8
Sick	53	20	19	8

(Asked of one-third of total respondents, n = 334; one-third of sick, n = 166)

l. Doctors or nurses not spending enough time with patients

	Major	Minor	Not a reason	Don't know/Refused
Total	46	30	23	2
Sick	48	26	24	2

(Asked of one-third of total respondents, n = 334; one-third of sick, n = 166)

m. Lack of computerized medical records

	Major	Minor	Not a reason	Don't know/Refused
Total	22	27	41	10
Sick	19	28	44	9

(Asked of one-third of total respondents, n = 334; one-third of sick, n = 166)

n. People not getting the tests or drugs they need

	Major	Minor	Not a reason	Don't know/Refused
Total	45	22	26	7
Sick	48	24	21	7

(Asked of one-third of total respondents, n = 334; one-third of sick, n = 169)

o. Doctors and nurses not giving clear instructions about prescription drug use or other treatment recommendations

	Major	Minor	Not a reason	Don't know/Refused
Total	24	37	34	6
Sick	26	31	41	2

(Asked of one-third of total respondents, n = 334; one-third of sick, n = 169)

p. Many people not being able to get access to the high-quality doctors and hospitals that exist

	Major	Minor	Not a reason	Don't know/Refused
Total	52	21	20	7
Sick	51	20	21	8

(Asked of one-third of total respondents, n = 334; one-third of sick, n = 166)

q. Excessive government regulation of doctors and hospitals

	Major	Minor	Not a reason	Don't know/Refused
Total	43	23	22	12
Sick	45	21	21	13

(Asked of one-third of total respondents, n = 334; one-third of sick, n = 166)

- r. Many doctors and nurses not giving appropriate advice or treatment recommendations because they don't understand the culture and back

	Major	Minor	Not a reason	Don't know/Refused
Total	30	24	33	13
Sick	35	24	32	9

6. Generally speaking, when you go see a doctor for a specific medical issue, what would you prefer: that the doctor focus on just trying to resolve that issue, or that the doctor also spend time discussing other, broader health issues that might affect your long-term health?

	Doctor focus on just trying to resolve that issue	Doctor also spend time discussing other, broader health issues that might affect your long-term health	It depends (vol)	Don't know/Refused
Total	29	67	3	1
Sick	28	68	3	1

III. ASSESSMENT OF SPECIFIC COST ISSUES AND REASONS FOR COST PROBLEMS

7. A number of things have been suggested as possible reasons for rising health care costs in Massachusetts today. For each thing I mention, please tell me whether you feel it is a reason or not a reason for rising health care costs in Massachusetts today. If you do not know enough about some of these things to have an opinion, just let me know. (If a reason, ask:) Is it a major reason or a minor reason?

(Asked of one-third of total respondents, n = 333; one-third of sick, n = 165)

- a. Insurance companies charging too much money

	Major	Minor	Not a reason	Don't know/Refused
Total	80	9	6	5
Sick	78	8	7	8

(Asked of one-third of total respondents, n = 334; one-third of sick, n = 166)

- b. Doctors charging too much money

	Major	Minor	Not a reason	Don't know/Refused
Total	44	26	19	11
Sick	49	26	15	9

(Asked of one-third of total respondents, n = 333; one-third of sick, n = 165)

- c. It is too hard for patients to find out the cost of a recommended treatment

	Major	Minor	Not a reason	Don't know/Refused
Total	41	28	22	9
Sick	44	25	22	9

(Asked of one-third of total respondents, n = 334; one-third of sick, n = 169)

- d. Most people with health insurance having little incentive to look for lower-priced doctors and services

	Major	Minor	Not a reason	Don't know/Refused
Total	43	29	19	9
Sick	37	35	20	9

(Asked of one-third of total respondents, n = 333; one-third of sick, n = 165)

- e. People not taking good care of their health, so many need more medical treatment

	Major	Minor	Not a reason	Don't know/Refused
Total	64	25	8	3
Sick	69	22	6	3

(Asked of one-third of total respondents, n = 334; one-third of sick, n = 166)

f. Medicare and Medicaid not doing enough to keep their costs down

	Major	Minor	Not a reason	Don't know/Refused
Total	41	27	16	15
Sick	49	22	15	15

(Asked of one-third of total respondents, n = 333; one-third of sick, n = 165)

g. Some well-known or large hospitals or doctor groups using their influence to get higher payments from insurance companies

	Major	Minor	Not a reason	Don't know/Refused
Total	49	25	9	17
Sick	54	21	8	17

(Asked of one-third of total respondents, n = 333; one-third of sick, n = 165)

h. Too much government regulation

	Major	Minor	Not a reason	Don't know/Refused
Total	39	26	21	14
Sick	49	19	17	15

(Asked of one-third of total respondents, n = 334; one-third of sick, n = 169)

i. The population as a whole is getting older and older people require more medical services

	Major	Minor	Not a reason	Don't know/Refused
Total	55	31	11	3
Sick	67	21	11	1

(Asked of one-third of total respondents, n = 334; one-third of sick, n = 166)

j. People having to pay for free care for people who don't have health insurance

	Major	Minor	Not a reason	Don't know/Refused
Total	53	26	16	5
Sick	49	24	23	3

(Asked of one-third of total respondents, n = 333; one-third of sick, n = 165)

k. Too much spending on expensive medical treatment for patients who have virtually no hope of recovery

	Major	Minor	Not a reason	Don't know/Refused
Total	38	28	21	12
Sick	45	17	28	10

(Asked of one-third of total respondents, n = 334; one-third of sick, n = 166)

l. Drug companies charging too much money

	Major	Minor	Not a reason	Don't know/Refused
Total	77	11	7	4
Sick	86	7	6	1

(Asked of one-third of total respondents, n = 334; one-third of sick, n = 169)

m. Hospitals charging too much money

	Major	Minor	Not a reason	Don't know/Refused
Total	73	13	8	5
Sick	73	13	9	5

(Asked of one-third of total respondents, n = 334; one-third of sick, n = 166)

n. The number of medical malpractice lawsuits

	Major	Minor	Not a reason	Don't know/Refused
Total	53	21	8	17
Sick	51	22	7	19

(Asked of one-third of total respondents, n = 333; one-third of sick, n = 165)

o. People not getting the right diagnosis or treatment

	Major	Minor	Not a reason	Don't know/Refused
Total	40	32	19	9
Sick	36	35	18	11

(Asked of one-third of total respondents, n = 333; one-third of sick, n = 165)

p. Fraud and abuse by some hospitals, doctors and nursing homes

	Major	Minor	Not a reason	Don't know/Refused
Total	52	28	9	11
Sick	57	25	8	10

(Asked of one-third of total respondents, n = 334; one-third of sick, n = 166)

q. People getting more expensive tests and services than they really need

	Major	Minor	Not a reason	Don't know/Refused
Total	58	22	12	8
Sick	56	23	13	8

(Asked of one-third of total respondents, n = 334; one-third of sick, n = 169)

r. Too much paperwork in the health care system

	Major	Minor	Not a reason	Don't know/Refused
Total	57	25	12	7
Sick	59	19	16	6

(Asked of one-third of total respondents, n = 334; one-third of sick, n = 169)

s. Too little government regulation of prices charged in health care

	Major	Minor	Not a reason	Don't know/Refused
Total	45	19	20	17
Sick	42	23	17	18

(Asked of one-third of total respondents, n = 334; one-third of sick, n = 169)

t. Patients' medical care not being well-coordinated, leading to duplication of tests and treatments or necessary tests or treatments not being ordered at all

	Major	Minor	Not a reason	Don't know/Refused
Total	50	27	13	9
Sick	54	24	15	6

(Asked of one-third of total respondents, n = 334; one-third of sick, n = 166)

u. Patients are afraid to discuss cost when doctors outline treatment options

	Major	Minor	Not a reason	Don't know/Refused
Total	40	27	20	12
Sick	40	22	27	11

(Asked of one-third of total respondents, n = 334; one-third of sick, n = 169)

v. Doctors do not share cost information when outlining treatment options

	Major	Minor	Not a reason	Don't know/Refused
Total	46	28	13	13
Sick	41	26	20	12

(Asked of half of total respondents, n = 502; one-half of sick, n = 249)

8a. Thinking about both the cost and quality of the health care that you receive, do you think that you get good value for the money, or not?

	Get good value	Don't get good value	It depends (vol)	Don't know/Refused
Total	64	29	4	3
Sick	63	29	5	3

(Asked of half of total respondents, n = 499; one-half of sick, n = 251)

8b. Thinking about both the cost and quality of the health care that you receive, do you think that you get good value for what you pay toward the cost of your health care, or not?

	Get good value	Don't get good value	It depends (vol)	Don't know/Refused
Total	67	28	2	3
Sick	67	25	6	3

IV. ATTITUDES ABOUT DOCTORS

9. Please tell me if you agree or disagree with each of the following statements about doctors. How about (“INSERT”)?

a. Doctors are usually up to date on the latest advances in medicine

	Agree	Disagree	Don't know/Refused
Total	75	18	7
Sick	69	24	7

b. Most doctors spend enough time with their patients

	Agree	Disagree	Don't know/Refused
Total	43	54	2
Sick	44	54	2

c. Doctors usually explain things well to their patients

	Agree	Disagree	Don't know/Refused
Total	69	29	2
Sick	64	31	5

d. Doctors fees are usually reasonable

	Agree	Disagree	Don't know/Refused
Total	46	46	8
Sick	44	46	9

e. Doctors are active in trying to hold down the cost of medical care

	Agree	Disagree	Don't know/Refused
Total	36	50	14
Sick	37	48	14

10. In your community, do you think there are too many doctors, too few doctors, or about the right amount of doctors?

	Too many doctors	Too few doctors	About the right amount	Don't know/Refused
Total	5	38	51	6
Sick	5	44	46	5

V. SICK IN MASSACHUSETTS: EXPERIENCES WITH HOSPITALIZATION (AMONG THOSE WHO HAD BEEN HOSPITALIZED OVERNIGHT IN THE PAST 12 MONTHS)

(Asked of total respondents who had an overnight stay in a hospital in the past 12 months; n = 260)

17. How satisfied were you with the quality of medical care you received while you were in the hospital? Very satisfied; somewhat satisfied, but some things could have been better; somewhat dissatisfied, a lot of things could have been better; or very dissatisfied?

Very satisfied	Somewhat satisfied, but some things could have been better	Somewhat dissatisfied, a lot of things could have been better	Very dissatisfied	Don't know/Refused
53	34	7	4	2

(Asked of half of total respondents who had an overnight stay in a hospital in the past 12 months; n = 129)

- 18a. Overall, do you think that the cost of the medical care you received in the hospital was reasonable or unreasonable? Was that very or somewhat (reasonable/unreasonable)?

Very reasonable	Somewhat reasonable	Somewhat unreasonable	Very unreasonable	Don't know/Refused
22	30	22	13	13

(Asked of half of total respondents who had an overnight stay in a hospital in the past 12 months; n = 131)

- 18b. Do you think that the amount you paid for the medical care you received in the hospital was reasonable or unreasonable? Was that very or somewhat (reasonable/unreasonable)?

Very reasonable	Somewhat reasonable	Somewhat unreasonable	Very unreasonable	Don't know/Refused
34	27	20	13	6

(Asked of total respondents who had an overnight stay in a hospital in the past 12 months; n = 260)

19. During your overnight (stay/stays) in a hospital during the past 12 months, was there ever a time when any of the following things happened? How about (INSERT), did that happen to you in the hospital in the past 12 months, or not?

- a. You were treated poorly because of your race, ethnicity, cultural background or language

Yes	No	Don't know/Refused
3	96	1

- b. There was poor communication among the doctors, nurses and other health care professionals involved in your care

Yes	No	Don't know/Refused
24	74	2

- c. Nurses were not available when you needed them or did not respond quickly to requests for assistance

Yes	No	Don't know/Refused
24	76	*

- d. Doctors were not available or did not respond quickly when you needed them

Yes	No	Don't know/Refused
26	72	1

- e. Doctors, nurses, and health care professionals did not communicate information about your condition or treatment clearly to you or a family member

Yes	No	Don't know/Refused
16	83	1

- f. Your room was not clean enough

Yes	No	Don't know/Refused
12	88	*

- g. The doctors and nurses did not give you the information you needed about your care after leaving the hospital

Yes	No	Don't know/Refused
11	87	1

- h. You believe you were given the wrong diagnosis, treatment or test

Yes	No	Don't know/Refused
13	85	2

- i. You got an infection while in the hospital

Yes	No	Don't know/Refused
6	94	*

- j. You did not have enough privacy

Yes	No	Don't know/Refused
17	82	*

- k. Nurses did not check your name or allergies before giving you treatment or prescriptions

Yes	No	Don't know/Refused
8	91	1

- l. Doctors, nurses or other health care professionals did not wash hands or use hand sanitizer every time before entering the room or examining you

Yes	No	Don't know/Refused
9	78	13

VI. SICK IN MASSACHUSETTS: EXPERIENCES WITH QUALITY

(AMONG THOSE WHO HAD A SERIOUS ILLNESS, MEDICAL CONDITION, INJURY OR DISABILITY REQUIRING A LOT OF MEDICAL CARE OR WHO HAD BEEN HOSPITALIZED OVERNIGHT IN THE PAST 12 MONTHS)

(Asked of total respondents who had an overnight stay in a hospital or had a serious illness, medical condition, injury, or disability that has required a lot of medical care in the past 12 months; n = 500)

21. How satisfied were you with the quality of medical care you received during the past 12 months? Very satisfied; somewhat satisfied, but some things could have been better; somewhat dissatisfied, a lot of things could have been better; or very dissatisfied?

Very satisfied	Somewhat satisfied, but some things could have been better	Somewhat dissatisfied, a lot of things could have been better	Very dissatisfied	Don't know/Refused
48	36	9	5	1

(Asked of half of total respondents who had an overnight stay in a hospital or had a serious illness, medical condition, injury, or disability that has required a lot of medical care in the past 12 months; n = 249)

- 22a. Overall, do you think that the cost of the medical care you received during the past 12 months was reasonable or unreasonable? Was that very or somewhat (reasonable/unreasonable)?

Very reasonable	Somewhat reasonable	Somewhat unreasonable	Very unreasonable	Don't know/Refused
21	26	24	18	11

(Asked of half of total respondents who had an overnight stay in a hospital or had a serious illness, medical condition, injury, or disability that has required a lot of medical care in the past 12 months; n = 251)

- 22b. Do you think that the amount you paid for the medical care you received during the past 12 months was reasonable or unreasonable? Was that very or somewhat (reasonable/unreasonable)?

Very reasonable	Somewhat reasonable	Somewhat unreasonable	Very unreasonable	Don't know/Refused
32	35	16	12	5

(Asked of total respondents who had an overnight stay in a hospital or had a serious illness, medical condition, injury, or disability that has required a lot of medical care in the past 12 months; n = 500)

23. In the past 12 months, was there ever a time when dealing with doctors, nurses or other health care professionals about your own medical problem when any of the following things happened? How about (INSERT), did that happen to you in the past 12 months, or not?

- a. A doctor, nurse or other health professional did not treat you with dignity and respect or did not listen to your concerns

Yes	No	Don't know/Refused
16	84	--

- b. Your condition was not well-managed

Yes	No	Don't know/Refused
25	74	1

- c. A doctor, nurse or other health professional did not spend enough time with you

Yes	No	Don't know/Refused
26	74	*

- d. A doctor, nurse or other health professional was not accessible either by phone or in person

Yes	No	Don't know/Refused
21	79	*

- e. A doctor, nurse or other health professional did not provide all the needed information about your treatment or prescriptions

Yes	No	Don't know/Refused
22	77	*

- f. A doctor, nurse or other health professional did not describe the choices and trade-offs of possible tests or treatments

Yes	No	Don't know/Refused
18	81	*

- g. You had to see multiple medical professionals, and no doctor understood or kept track of all the different aspects of your medical issues and treatments

Yes	No	Don't know/Refused
22	77	1

- h. You were not treated as well as other patients because of your health insurance situation

Yes	No	Don't know/Refused
13	86	1

(Asked of total respondents who had an overnight stay in a hospital or had a serious illness, medical condition, injury, or disability that has required a lot of medical care in the past 12 months; n = 500)

24. In the past 12 months, when dealing with your own medical problem, was there ever a time when any of the following things happened? How about (INSERT), did that happen to you in the past 12 months, or not?

- a. You saw a health care professional who did not have all of your relevant medical information

Yes	No	Don't know/Refused
23	76	1

- b. You had to wait for test results longer than you thought reasonable

Yes	No	Don't know/Refused
21	78	*

- c. You could not get an appointment or referral to see a specialist you thought you needed

Yes	No	Don't know/Refused
12	88	--

- d. You had to redo a test or procedure because the doctor didn't have the earlier test results

Yes	No	Don't know/Refused
15	84	*

- e. You had to bring an X-ray, MRI, or other type of test result with you to a doctor's appointment

Yes	No	Don't know/Refused
29	71	*

- f. You had to wait for an appointment with a doctor longer than you thought reasonable

Yes	No	Don't know/Refused
36	64	*

- g. You did not get a treatment or test because your insurer wouldn't pay for it

Yes	No	Don't know/Refused
20	79	1

- h. You did not have access to the latest medical technology

Yes	No	Don't know/Refused
10	84	5

- i. You did not get all the tests you thought you should

Yes	No	Don't know/Refused
16	83	1

- j. You believe you were given the wrong diagnosis, treatment, or test

Yes	No	Don't know/Refused
15	85	*

- k. The doctor of other health professional recommended to you was not accepting new patients or taking your insurance or Medicare

Yes	No	Don't know/Refused
19	81	1

- l. You were tested or treated for something you thought was unnecessary

Yes	No	Don't know/Refused
10	90	*

**VII. SICK IN MASSACHUSETTS: EXPERIENCES WITH HEALTH CARE COSTS
(AMONG THOSE WHO HAD A SERIOUS ILLNESS, MEDICAL CONDITION, INJURY OR
DISABILITY REQUIRING A LOT OF MEDICAL CARE OR WHO HAD BEEN HOSPITALIZED
OVERNIGHT IN THE PAST 12 MONTHS)**

(Asked of total respondents who had an overnight stay in a hospital or had a serious illness, medical condition, injury, or disability that has required a lot of medical care in the past 12 months; n = 500)

25. Thinking about the cost of your medical care over the past 12 months, how would you describe the overall impact of your medical care costs on your or your family’s financial situation? Would you say your medical care costs caused a problem for your or your family’s overall financial situation, or not? (If problem, ask:) Was it a very serious problem, somewhat serious, or not too serious a problem?

Very serious	Somewhat serious	Not too serious	Not a problem	Don’t know/Refused
16	20	10	54	1

(Asked of total respondents who had an overnight stay in a hospital or had a serious illness, medical condition, injury, or disability that has required a lot of medical care in the past 12 months; n = 500)

26. Was there any time during the past 12 months when you needed medical care, but did not get it, OR did you get medical care every time you needed it during the past 12 months?

Needed care, but did not get it	Got care every time needed it	Don’t know/Refused
14	85	*

(Asked of total respondents who had an overnight stay in a hospital or had a serious illness, medical condition, injury, or disability that has required a lot of medical care in the past 12 months who needed care, but did not get it; n = 53)

27. Was it mainly because (you could not afford that medical care), (your health insurance would not pay for that medical care), or (that medical care was not available in your community)?

You could not afford to get care	Your health insurance would not pay for it	It was not available in your community	Don’t know/Refused
51	21	3	26

Q26/Q27 Combo Table (Based on total respondents who had an overnight stay in a hospital or had a serious illness, medical condition, injury, or disability that has required a lot of medical care in the past 12 months; n = 500)

NEEDED CARE, BUT DID NOT GET IT (NET)	14
Mainly because you could not afford to get care	7
Mainly because your health insurance would not pay for it	3
Mainly because it was not available in your community	*
Got care every time needed it	85
Don't know/Refused	*

(Asked of total respondents who had an overnight stay in a hospital or had a serious illness, medical condition, injury, or disability that has required a lot of medical care in the past 12 months; n = 500)

28. Was there any time during the past 12 months when you tried to get medical care and were turned away by a doctor or hospital for financial or insurance reasons, or not?

Yes	No	Don't know/Refused
8	92	--

(Asked of total insured respondents who had an overnight stay in a hospital or had a serious illness, medical condition, injury, or disability that has required a lot of medical care in the past 12 months AND currently have health insurance; n = 490)

29. Is the cost of your health insurance premiums a problem for you, or not? (If problem, ask:) Is it a very serious problem, somewhat serious, or not too serious a problem?

Very serious	Somewhat serious	Not too serious	Not a problem	Don't know/Refused
9	20	8	63	--

(Asked of total respondents who had an overnight stay in a hospital or had a serious illness, medical condition, injury, or disability that has required a lot of medical care in the past 12 months; n = 500)

30. Is the cost of what you have to pay out of pocket when you get medical care – that is, costs you pay directly to your doctor, hospital, pharmacy or therapist that are not covered by insurance – a problem for you, or not? (If problem, ask:) Is it a very serious problem, somewhat serious, or not too serious a problem?

Very serious	Somewhat serious	Not too serious	Not a problem	Don't know/Refused
16	24	5	54	--

(Asked of total respondents who had an overnight stay in a hospital or had a serious illness, medical condition, injury, or disability that has required a lot of medical care in the past 12 months; n = 500)

31. In the past 12 months, was there any time when you were able to negotiate a lower charge from a doctor or hospital, or not?

Yes	No	Don't know/Refused
7	92	1

(Asked of total respondents who had an overnight stay in a hospital or had a serious illness, medical condition, injury, or disability that has required a lot of medical care in the past 12 months who are insured or were insured in the past 12 months; n = 495)

32. In the past 12 months, did you have a problem with your insurance paying a hospital, doctor, or other health care provider, or not?

Yes	No	Don't know/Refused
24	76	--

(Asked of total respondents who had an overnight stay in a hospital or had a serious illness, medical condition, injury, or disability that has required a lot of medical care in the past 12 months; n = 500)

33. In the past 12 months, have you changed the doctor you were regularly going to, or not?

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

(Asked of total respondents who had an overnight stay in a hospital or had a serious illness, medical condition, injury, or disability that has required a lot of medical care in the past 12 months AND changed regular doctors in the past 12 months; n = 77)

34. Was that mainly (because of a quality problem), (because of a cost problem), (because the doctor was no longer available), or for some other reason?

Because of a quality problem	Because of a cost problem	Because the doctor was no longer available	For some other reason	Don't know/Refused
21	2	38	39	--

Q33/Q34 Combo Table (Based on total respondents who had an overnight stay in a hospital or had a serious illness, medical condition, injury, or disability that has required a lot of medical care in the past 12 months; n = 500)

Changed doctor in past 12 months (NET)	17
Mainly because of quality problem	4
Mainly because of cost problem	*
Mainly because the doctor was no long available	7
For some other reason	7
Did not change doctor	83
Don't know/Refused	--

VIII. DEMOGRAPHICS

16. In the past 12 months, how many times have you, yourself, had an overnight stay in a hospital?

	1	2	3	More than 3	None	Don't know/Refused
Total	9	3	1	2	86	*

20. In the past 12 months, have you had a serious illness, medical condition, injury, or disability that has required a lot of medical care, or not?

	Yes	No	Don't know/Refused
Total	21	79	*

Q16/20 = "Sick" respondents

	"Sick" = Had a serious illness, medical condition, injury or disability requiring a lot of medical care or who had been hospitalized overnight in the past 12 months	Didn't have and was not	Don't know/Refused
Total	27	73	*

11. In the past 12 months, have you seen a doctor or nurse practitioner for a routine check-up, or not?

	Yes	No	Don't know/Refused
	82	18	*

12. Now a question about different kinds of health plans or health insurance, including those provided by the government. As I read each one, please tell me whether or not you personally are covered by it.
- Health insurance through your or someone else's employer or union
 - Medicare, the government health program for people 65 and older and certain people with long-term disabilities
 - Medicaid, the government program that provides health insurance to certain low-income adults and children and long-term care for some people
 - Insurance bought directly by yourself or your family
 - Health insurance through some other source, such as through another group or a health insurance exchange

(Asked of total respondents who didn't say they had any of the five types of insurance; n = 39)

13. Does that mean you have no health insurance today?

Insurance Summary Table (based on total respondents)

HAS HEALTH INSURANCE (NET)	96
Has health insurance through own or someone else's employer or union	66
Has Medicare	24
Has Medicaid	13
Has insurance bought directly by self or family	25
Has health insurance through some other source	15
Has unknown type of health insurance	3
Does not have health insurance	4
Don't know/Refused	--

(Asked of total respondents who are insured; n = 978)

14. Was there any time in the past 12 months when you were without health insurance, or did you have health insurance for the entire 12 months?

(Asked of total respondents who are not insured; n = 23)

15. Was there any time during the past 12 months when you did have health insurance, or not?

Q12/13/14/Q15 Combo Table (Based on total respondents)

Have had health insurance for entire past 12 months	86
Uninsured now or at some time during the past 12 months (NET)	14
Currently have health insurance, but there was a time in past 12 months when did not	10
Currently do not have health insurance, but did have it at some time in past 12 months	2
Have not had health insurance at any time in past 12 months	2
Don't know/Refused	*

35. Would you describe the state of your own personal finances these days as excellent, good, not so good, or poor?

Excellent	Good	Not so good	Poor	Don't know/Refused
11	49	26	12	1

- Z-1. Is your home owned or rented?

Owned	Rented	Don't know/Refused
67	32	1

(Asked of total landline respondents; n = 700)

- L1. Now thinking about your telephone use...Does anyone in your household, including yourself, have a working cell phone?

Yes respondent or someone in household has cell phone	No	Don't know/Refused
84	15	*

(Asked of total landline respondents with someone in household having a working cell phone; n = 603)

- L2. Of all the telephone calls that you and the other people in your household receive, are (READ ITEMS)?

All or almost all calls are received on a cell phone	17
Some are received on a cell phone and some on a regular home phone	51
All or almost all calls are received on a regular home phone	31
Don't know/Refused	1

(Asked of total cell phone respondents; n = 301)

- C1. Now thinking about your telephone use, is there at least one telephone INSIDE your home that is currently working and is not a cell phone?

Yes, has a home telephone	No, no home telephone	Don't know/Refused
46	54	--

(Asked of total cell phone respondents, who have a working home phone in household; n = 173)

C2. Of all the telephone calls that you and the other people in your household receive, are (READ ITEMS)?

All or almost all calls are received on a cell phone	28
Some are received on a cell phone and some on a regular home phone	60
All or almost all calls are received on a regular home phone	11
Don't know/Refused	1

Z-2. Are you: (READ LIST)

Single, that is never married	24
Single, living with a partner	7
Married	52
Separated	3
Widowed	5
Divorced	7
Refused	1

EMPLOYMENT SUMMARY TABLE (Based on total respondents)

EMPLOYED (NET)	63
Full-time	49
Part-time	14
NOT EMPLOYED (NET)	37
Retired	17
Homemaker	4
Student	4
Temporarily unemployed	7
Disabled/handicapped	4
Other	*
Refused	*

Z-6. Including yourself, how many people are there living in your household?

1	2	3	4	5	6	7	8 or more	Don't know/Refused
14	30	21	19	10	4	1	1	1

Z-6a. How many of these are adults, 18 or older?

1	2	3	4	5	6	7	8 or more	Don't know/Refused
16	51	20	9	2	*	1	*	1

Z-7. What is your age?

18-29	30-49	50-64	65+	Refused
20	36	25	19	*

Z-8. What is the last grade of school you completed?

HIGH SCHOOL GRADUATE OR LESS (NET)	39
Less than high school graduate	9
High school graduate	28
Technical school/Other	1
SOME COLLEGE OR MORE (NET)	60
Some college	22
College graduate + (Subnet)	38
Graduated college	20
Graduate school or more	18
Refused	1

INCOME SUMMARY TABLE (Based on total respondents)

LESS THAN \$50K (Net)	45
Less than \$15K	12
\$15K but less than \$25K	10
\$25K but less than \$30K	5
\$30K but less than \$40K	8
\$40K but less than \$50K	8
Less than \$50K (unspecified)	2
\$50K+ (NET)	44
\$50K but less than \$75K	9
\$75K but less than \$100K	11
\$100K+	23
\$50K+ (unspecified)	1
Don't know/Refused	11

RACE SUMMARY TABLE (Based on total respondents)

White (non-Hispanic)	79
Black/African American (non-Hispanic)	6
Asian (non-Hispanic)	4
Hispanic (Net)	7
White Hispanic	4
Black Hispanic	1
Hispanic unspecified	2
Some other race	2
Don't know/Refused	3

Z-11a. Generally speaking, do you usually think of yourself as a Republican, a Democrat, or an Independent?

Republican	Democrat	Independent	No affiliation (vol)	Other (vol)	Don't Know/Refused
8	36	51	--	1	5

(Asked of total respondents who do not think of themselves as a Democrat or Republican)

37. As of today do you lean more to the Democratic Party or the Republican Party?

Z-11a/Q37 Leaned Party (based on total respondents)

Republican or lean Republican	Democrat or lean Democrat	Independent	No affiliation (vol)	Other party (vol)	Don't Know/Refused
23	53	20	--	*	4

38. Generally speaking, would you describe your political views as very conservative, somewhat conservative, moderate, somewhat liberal, or very liberal?

Very conservative	Somewhat conservative	Moderate	Somewhat liberal	Very liberal	Don't know/Refused
5	17	35	21	11	11

Z-11b. Are you registered to vote at your present address, or not?

Yes	No	Don't know/Refused
78	20	2

E. RECORD GENDER OF RESPONDENT

Male	Female
48	52