

A National Survey

Americans as Health Care Consumers:
The Role of Quality Information

Questionnaire & Toplines

October 1996

Kaiser Family Foundation
&
Agency for Health Care Policy and Research

Conducted By
Princeton Survey Research Associates

Methodology

Americans As Health Care Consumers: The Role of Quality Information is a nationally representative telephone survey of 2,006 adults designed by the Kaiser Family Foundation, the Agency for Health Care Policy and Research (AHCPR), and Princeton Survey Research Associates (PSRA). It was conducted by PSRA between July 26-September 5, 1996. The margin of error is plus or minus three percentage points.

In these results, numbers are percentages. Some totals are broken down into subtotals, which are indented. Asterisks (*) indicate less than 1 percent for the answer. "NET" means net total.

FINAL TOPLINE

INTRODUCTION: Hello, my name is _____ and I'm calling for Princeton Survey Research. We're conducting an important national opinion survey. **(IF NEEDED SAY:** the survey is mostly about health care issues that have been in the news...)

I'd like to ask a few questions of the YOUNGEST MALE age 18 or older, who is now at home. **(IF NO MALE AT HOME NOW:** Then, may I speak with the OLDEST FEMALE age 18 or older who is now at home.)

D1. RECORD RESPONDENT'S GENDER:

| | |
|-----------|--------|
| 47 | Male |
| <u>53</u> | Female |
| 100 | |

1. First, I have just a few background questions... Are you the male/female head of your household, or not?

| | |
|----------|-------------------------------|
| 42 | Yes, male head of household |
| 45 | Yes, female head of household |
| 13 | No |
| <u>*</u> | Don't know |
| 100 | |

2. Are you married, LIVING AS married, divorced, separated, widowed, or have you never been married?

| | |
|----------|----------------------|
| 53 | Married |
| 3 | Living as married |
| 12 | Divorced |
| 3 | Separated |
| 7 | Widowed |
| 21 | Never married/Single |
| <u>1</u> | Don't know |
| 100 | |

3. Before I get to the main survey topic, I have just a few questions about cars...
When was the LAST time you bought a new car or other motor vehicle, or made an arrangement to lease one? Was it...

| | |
|----------|--|
| 20 | Within the past 12 months |
| 37 | One to five years ago |
| 11 | Six to 10 years ago |
| 10 | More than 10 years ago, OR |
| 21 | Have you never bought or leased a new vehicle? |
| <u>1</u> | Don't know |
| 100 | |

4. Thinking back to when you were deciding which vehicle to buy or lease, please tell me whether or not you turned to each of the following sources for information to help you decide. First, what about...Did you turn to this source for information, or not? And did you turn to...

BASED ON RESPONDENTS WHO BOUGHT A MOTOR VEHICLE IN THE PAST 10 YEARS; n=1425.

| | Yes, Used this <u>Source</u> |
|---|------------------------------------|
| a. Consumer Reports or other consumer magazines that test and rate products | 35 |
| b. Friends or family members | 46 |
| c. Expert opinions like those of your mechanic | 25 |
| d. Brochures or other materials available from car dealers or manufacturers | 35 |
| e. Automotive magazines like <i>Car and Driver</i> or <i>Motor Trend</i> | 18 |
| f. None of these sources | 24 |

5. In general, how often do you go to an information source like Consumer Reports for ratings of products or services before making a major purchase...

| | |
|----------|--------------------|
| 6 | Always |
| 14 | Most of the time |
| 25 | Sometimes |
| 24 | Hardly ever, OR... |
| 30 | Never? |
| <u>1</u> | Don't know |
| 100 | |

6. On another topic... In general, would you say your health is...?

| | |
|------------|------------|
| 29 | Excellent |
| 32 | Very good |
| 27 | Good |
| 9 | Fair, OR |
| 3 | Poor? |
| * | Don't know |
| <u>100</u> | |

7. Overall, how do you feel about the health care services that you and your family have used in the last few years? Would you say you are...

| | |
|----------|---------------------------|
| 25 | Very satisfied |
| 55 | Somewhat satisfied |
| 12 | Somewhat dissatisfied, OR |
| 5 | Very dissatisfied? |
| <u>3</u> | Don't know |
| 100 | |

8. We'd like your opinions about differences in the QUALITY of health care in your local area, based on what you've heard, read, or experienced yourself. (First,) do you think there are big differences, small differences, or no differences in the quality of care among...?

| | <u>Big Differences</u> | <u>Small Differences</u> | <u>No Differences</u> | <u>Don't Know</u> | |
|--|------------------------|--------------------------|-----------------------|-------------------|------|
| a. Local hospitals | 38 | 32 | 17 | 13 | =100 |
| b. Health plans and health insurance companies that offer coverage in your area | 47 | 25 | 13 | 15 | =100 |
| c. Family doctors, general practitioners, and other primary care doctors in your area | 37 | 34 | 19 | 10 | =100 |
| d. Doctors in your area who are specialists, such as orthopedists, allergists and those who treat heart problems | 28 | 32 | 18 | 22 | =100 |

- 9 . Please tell me whether you, yourself, are now covered by each of the following different kinds of health insurance. First...
- a. Are you now covered by any private health insurance plan through your employer or someone else's employer?
 - b. Are you now covered by any private health insurance plan that you bought yourself?
 - c. Are you now covered by Medicare, the government program that pays health care bills for people over 65 and the disabled?
 - d. Are you now covered by Medicaid, Medi-Cal or Public Assistance?
10. Do you have no health coverage at all, or are you covered by some plan that I haven't mentioned?

| | |
|------------|----------------------------|
| 90 | Total insured |
| 65 | Employer-based plan |
| 18 | Total Medicare |
| 9 | Medicare plus supplemental |
| 3 | Medicare/no supplemental |
| 2 | Medicare and Medicaid |
| 3 | Medicaid only |
| 10 | Uninsured |
| * | Don't know |
| <u>100</u> | |

11. Is your MAIN health coverage a fee-for-service plan that allows you to go to almost any doctor or hospital, OR is it an H-M-O, a P-P-O, or another type of plan that directs you to a list of doctors and hospitals who are on the plan?

| | |
|----------|--------------------------|
| 38 | Fee-for-service plan |
| 47 | HMO, PPO or similar plan |
| 10 | Uninsured |
| <u>5</u> | Don't know |
| 100 | |

¹This category excludes those over the age of 65 who are retired and also covered by Medicare.

12. You mentioned having health coverage through an employer... Is that through your own job, through your husband's/wife's job, through a parent's job, or through someone else's job? Which do you consider your MAIN employer-provided health insurance plan?

BASED ON RESPONDENTS COVERED BY AN EMPLOYER-BASED PLAN; n=1427.

| | |
|----------|--------------------|
| 67 | Own job |
| 25 | Spouse's job |
| 6 | Parent's job |
| <u>2</u> | Someone else's job |
| 100 | |

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

BASED ON RESPONDENTS COVERED BY AN EMPLOYER-BASED PLAN; n=1427.

| | |
|----------|-------------------------------------|
| 50 | Total with a choice of health plans |
| 6 | More than five health plans |
| 27 | Three to five plans |
| 15 | Two plans |
| 2 | Number of plans undesignated |
| 45 | Employer offers only one plan |
| <u>5</u> | Don't know |
| 100 | |

15. Regardless of whose employer provides the coverage, who was MOST responsible for choosing the health plan -- was it you, your husband/wife, you and your husband/wife together, your parents, or did someone else choose the plan?

BASED ON RESPONDENTS WHOSE EMPLOYER OFFERS A CHOICE OF HEALTH PLANS; n=734.

- 87 Total respondent chose
 - 56 Self
 - 31 Self and spouse
 - * Self and parents/someone else
 - 13 Total someone else chose
 - 8 Spouse or partner
 - 3 Parents
 - 2 Someone else
 - * Other
 - * Don't know
16. At any time in the past five years, did you voluntarily decide to switch from one health insurance plan to another, or not?
- 19 Yes
 - 80 No
 - 1 Don't know
- 100

17. What was the MAIN reason you switched to another plan? Was there any other reason that was almost as important?

**BASED ON RESPONDENTS WHO DECIDED TO SWITCH HEALTH PLANS;
n=391.**

- 47 Cost-**NET**
 - 8 Co-payments
 - 5 Other
- 34 General cost
- 1 Medical care
- 23 Coverage/benefits/claims-**NET**
 - 3 Handling of claim/refusal to reimburse
 - 5 Specific coverage issues
- 15 General coverage issues
 - 5 Choice
 - 5 Location/facilities
- 14 Change in job/employment status
- 2 Consolidation of overall family coverage
- 5 Involuntary termination
- 2 Poor service
- 12 Other reason
 - 1 No specific reason
 - 1 Don't know

Total exceeds 100 percent due to multiple responses.

21. Information comparing different health insurance plans, doctors and hospitals is available in different places. For example, it might be given out at work, come to your home by mail, or appear in a newspaper or magazine that you read. IN

THE PAST 12 MONTHS, do you remember seeing ANY information comparing different health insurance plans, doctors or hospitals?

| | |
|----------|---------------------------|
| 52 | Yes |
| 45 | No |
| <u>3</u> | Don't know/Don't remember |
| 100 | |

22. Did you see ANY information comparing the QUALITY of health care among different...in the past 12 months, or not?

- a. Health insurance plans
- b. Doctors
- c. Hospitals

39 Total saw any information
34 About health plans
11 About doctors
21 About hospitals
61 Didn't see any information
100

23. Where did you see information comparing the QUALITY of health care among...

- a. Was it given out at work?
- b. Did it come through the mail?
- c. Did you see it in a newspaper or magazine?
- d. Did you see it somewhere else?

12 Given out at work
25 Came through the mail
28 Saw it in a newspaper/magazine
13 Saw it somewhere else
8 TV
1 Friends/family/word of mouth
1 Billboards
* Brochures
* Internet
1 Hospital/medical facility/ doctor's office
2 Other
13 Source undesignated
48 Didn't see any information

24. Did you personally use the information you saw comparing quality among...in making any decisions about..., or not?
25. Do you think the information you saw comparing quality among...would be USEFUL to someone making decisions about..., or not?

BASED ON RESPONDENTS WHO SAW INFORMATION ABOUT THE QUALITY OF HEALTH PLANS; n=701.

- a. Health insurance plans
- | | |
|------------|-------------------------------|
| 34 | Used to make decisions |
| 66 | Did not use to make decisions |
| * | Don't know |
| <u>100</u> | |
-
- | | |
|----------|--------------------------------|
| 87 | Think it would be useful |
| 10 | Don't think it would be useful |
| <u>3</u> | Don't know |
| 100 | |

BASED ON RESPONDENTS WHO SAW INFORMATION ABOUT THE QUALITY OF DOCTORS; n=224.

- b. Doctors
- | | |
|----------|-------------------------------|
| 35 | Used to make decisions |
| 65 | Did not use to make decisions |
| <u>3</u> | Don't know |
| 100 | |
-
- | | |
|----------|--------------------------------|
| 86 | Think it would be useful |
| 11 | Don't think it would be useful |
| <u>3</u> | Don't know |
| 100 | |

BASED ON RESPONDENTS WHO SAW INFORMATION ABOUT THE QUALITY OF HOSPITALS; n=437.

- c. Hospitals
- | | |
|------------|-------------------------------|
| 30 | Used to make decisions |
| 70 | Did not use to make decisions |
| * | Don't know |
| <u>100</u> | |
-
- | | |
|----------|--------------------------------|
| 83 | Think it would be useful |
| 15 | Don't think it would be useful |
| <u>2</u> | Don't know |
| 100 | |

26. We'd like to know what is important to you and your family in a health insurance plan. For you and your family, how important is...very important, somewhat important, not too important, or not at all important?

| | <u>Very Important</u> | <u>Somewhat Important</u> | <u>Not Too Important</u> | <u>Not At All Important</u> | <u>Don't Know</u> | |
|---|-----------------------|---------------------------|--------------------------|-----------------------------|-------------------|------|
| a. Keeping your costs of coverage low | 78 | 17 | 3 | 1 | 1 | =100 |
| b. Having a wide range of benefits or a particular benefit you need | 81 | 15 | 2 | 1 | 1 | =100 |
| c. Having a plan that provides a high quality of health care | 91 | 6 | 1 | 1 | 1 | =100 |
| d. Having a plan that offers a wide choice of doctors | 74 | 18 | 4 | 3 | 1 | =100 |

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

| | |
|----------|--|
| 18 | Keeping your costs of coverage low |
| 14 | Having a wide range of benefits or a particular benefit you need |
| 42 | Having a plan that provides a high quality of health care |
| 17 | Having a plan that offers a wide choice of doctors |
| 3 | Other (Answer volunteered) |
| 2 | No item rated as very important |
| <u>4</u> | Don't know |
| 100 | |

28. Next, as I read you some different pairs of options you might have in choosing a health plan, please tell me if you would generally prefer the first one or the second one. (First,) would you prefer...

| | | |
|----|----------|---|
| a. | 70 | A higher cost plan that offers you a wide range of benefits, such as prescription drugs or mental health services |
| | | OR... |
| | 26 | A lower cost plan that offers a more limited range of benefits |
| | <u>4</u> | No preference/Don't know |
| | 100 | |

- b. 53 A higher cost plan that lets you choose any doctor you want
OR...
43 A lower cost plan that gives you a list of doctors to choose from
4 No preference/Don't know
100
- c. 46 A higher cost plan that lets you go directly to any specialist, such as an
orthopedist, allergist or a doctor who treats heart problems
OR...
A lower cost plan that makes you go first to a family doctor for a referral to
a
51 specialist
3 No preference/Don't know
100

29. If a health plan offers more choice of doctors, do you think it means they have better quality health care, or not?

- 36 Yes
59 No
5 Don't know
100

30. If a health plan offers more choice of doctors, do you think it means that health care is more available to their members, or not?

- 61 Yes
33 No
6 Don't know
100

31. I'm going to read you four possible reasons why you might want your health plan to give you a choice of doctors. After I read all four reasons, tell me which ONE, if any, matters most to you. Do you want a choice of doctors...

- 20 So you can continue seeing your regular doctor
24 So you can change doctors if you become dissatisfied with the one you're seeing
So you can see whatever doctor you think is best qualified to treat a
particular
43 medical problem
So it's easier to see someone else if your doctor is not available for an
9 appointment
2 Other/None of these (**Answer volunteered**)
2 Don't know
100

32. Suppose your current health insurance plan was discontinued and you had to choose a new one for you and your family... Please tell me how important it would be for you to know each of the following to help you choose a health plan. (First/next) how important would it be for you to know...very important, somewhat important, not too important, or not at all important?

| | <u>Very Important</u> | <u>Somewhat Important</u> | <u>Not Too Important</u> | <u>Not At All Important</u> | <u>Don't Know</u> | |
|--|-----------------------|---------------------------|--------------------------|-----------------------------|-------------------|------|
| a. How well the health plan does at keeping its members as healthy as possible | 79 | 16 | 3 | 1 | 1 | =100 |
| b. How well the health plan does at catching health problems at an early stage | 87 | 10 | 1 | 1 | 1 | =100 |
| c. How well the health plan takes care of members who are sick or have health problems | 90 | 8 | 1 | * | 1 | =100 |
| d. How easy the health plan makes it for members to get the care they need | 88 | 11 | 1 | * | * | =100 |

33. Which ONE of the concerns you rated as very important would be MOST important for you to know?

| | |
|----------|--|
| 15 | How well it does at keeping its members as healthy as possible |
| 29 | How well it does at catching health problems at an early stage |
| 21 | How well it takes care of members who are sick or have health problems |
| 28 | How easy the plan makes it for members to get the care they need |
| 3 | Other (Answer volunteered) |
| 2 | No item is rated as very important |
| <u>2</u> | Don't know |
| 100 | |

34. Now I'm going to read you some different kinds of information you could get about health insurance plans to help you choose a new one, if you had to. As I read each, tell me how much you think it tells you about the QUALITY of a plan -- a lot, only a little, or nothing. (First,) what about information on... Does this tell you a lot about quality, only a little, or nothing?

ITEMS A-F BASED ON FORM 1; n=1001.

| | <u>Tells a Lot About Quality</u> | <u>Tells Something About Quality</u> | <u>Tells a Little About Quality</u> | <u>Tells Nothing About Quality</u> | <u>Don't Know</u> | |
|--|--|--|---|--|-----------------------|------|
| a. The percentage of plan members who get regular screening for things like high blood pressure and breast cancer | 62 | 2 | 28 | 7 | 1 | =100 |
| b. The percentage of patients with medical problems that are often preventable such as low birth-weight babies or getting infections while in the hospital | 52 | 2 | 32 | 11 | 3 | =100 |
| c. How patients who are surveyed rate the overall quality of health care they get through their health plan | 57 | 3 | 33 | 5 | 2 | =100 |
| d. How quickly patients can get in to be seen by a doctor when they need an appointment | 59 | 2 | 29 | 9 | 1 | =100 |
| e. Turnover rates of doctors in the plan, that is, the percentage of doctors who leave the plan each year | 51 | 3 | 36 | 9 | 1 | =100 |

f. Whether the plan has passed a review and been accredited by an independent organization that evaluates plans 50 3 36 9 2 =100

ITEMS G-L BASED ON FORM 2; n=1005.

34. Continued...

| | Tells a Lot About <u>Quality</u> | Tells Something About <u>Quality</u> | Tells a Little About <u>Quality</u> | Tells Nothing About <u>Quality</u> | <u>DK</u> | |
|--|---|---|--|---|-----------|------|
| g. What health improvement programs the plan offers or pays for, such as those to help people lose weight or stop smoking | 37 | 4 | 42 | 15 | 2 | =100 |
| h. What patients who are surveyed say about how well the plan's doctors listen and explain things to them | 58 | 2 | 32 | 6 | 2 | =100 |
| i. The percentage of plan members who decide to leave the plan each year because they are dissatisfied | 61 | 2 | 28 | 7 | 2 | =100 |
| j. The percentage of doctors in the plan who have had a complaint filed against them by patients or lost malpractice lawsuits | 64 | 2 | 24 | 7 | 3 | =100 |
| k. The range of health benefits available beyond basic medical coverage, such as check-ups and other preventive care or mental health services | 66 | 2 | 25 | 6 | 1 | =100 |
| l. How easy it is for plan members to see specialists, such as orthopedists, allergists and doctors who treat heart problems | 68 | 2 | 24 | 5 | 1 | =100 |

35. 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, do you think

recommendations or ratings of plans by...would have a lot of influence on your choice of health plans, some influence, only a little influence, or no influence? Next, what about recommendations or ratings of plans by...

| | <u>A Lot of Influence</u> | <u>Some Influence</u> | <u>Only a Little Influence</u> | <u>No Influence</u> | <u>Don't Know</u> | |
|--|-------------------------------|---------------------------|--|-------------------------|-----------------------|------|
| a. Patients who are surveyed about their satisfaction with the quality of care | 45 | 30 | 18 | 6 | 1 | =100 |
| b. Your regular doctor or other individual doctors | 59 | 26 | 11 | 3 | 1 | =100 |
| c. Groups of doctors like state medical societies | 27 | 34 | 25 | 12 | 2 | =100 |
| d. Local newspapers or magazines | 10 | 31 | 36 | 22 | 1 | =100 |
| e. Consumer groups | 25 | 35 | 24 | 15 | 1 | =100 |
| f. Friends or family members | 57 | 25 | 12 | 5 | 1 | =100 |
| g. National newspapers or magazines | 11 | 32 | 35 | 21 | 1 | =100 |
| h. Your employer, or someone at work who deals with health benefits | 33 | 33 | 20 | 11 | 3 | =100 |
| i. Government agencies | 12 | 28 | 33 | 25 | 2 | =100 |

QUESTIONS 36-39 ARE BASED ON FORM 1 RESPONDENTS; n=1001.

36. Some people think surveys of doctors rating the quality of different health plans are a good source of information because doctors are trustworthy and know a lot about health care. Others don't trust the opinions of doctors they don't know because doctors' opinions are too often based on what's best for doctors, not what's best for patients. Which comes closer to your view?

| | |
|----------|------------------------------------|
| 41 | Doctors' surveys are a good source |
| 54 | Don't trust opinions |
| <u>5</u> | Don't know |
| 100 | |

37. 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?

| | |
|----------|-----------------------------|
| 36 | Employers are a good source |
| 58 | Don't trust employers |
| <u>6</u> | Don't know |
| 100 | |

38. 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?

| | |
|----------|--|
| 69 | Rely on family and friends |
| 27 | Don't have enough knowledge and experience |
| <u>4</u> | Don't know |
| 100 | |

39. 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, do you think recommendations or ratings of doctors by...would have a lot of influence on your choice of doctors, some influence, only a little influence, or no influence? Next, what about recommendations or ratings of doctors by...

| | <u>A Lot of Influence</u> | <u>Some Influence</u> | <u>Only a Little Influence</u> | <u>No Influence</u> | <u>Don't Know</u> | |
|--|-------------------------------|---------------------------|--|-------------------------|-----------------------|------|
| a. Patients who are surveyed about their satisfaction with the quality of care | 37 | 38 | 19 | 5 | 1 | =100 |
| b. Your regular doctor or other individual doctors | 57 | 30 | 10 | 3 | * | =100 |
| c. Groups of doctors like state medical societies | 19 | 34 | 28 | 18 | 1 | =100 |
| d. Local newspapers or magazines | 6 | 28 | 35 | 30 | 1 | =100 |
| e. Consumer groups | 13 | 34 | 31 | 21 | 1 | =100 |
| f. Friends or family members | 51 | 32 | 12 | 5 | * | =100 |
| g. National newspapers or magazines | 7 | 28 | 33 | 31 | 1 | =100 |
| h. Your employer, or someone at work who deals with health benefits | 17 | 38 | 26 | 17 | 2 | =100 |
| i. Government agencies | 7 | 28 | 30 | 34 | 1 | =100 |

40. Suppose you HAD TO CHOOSE a new doctor. Please tell me how much influence the following specific information is likely to have on your choice. (First,) do you think... would have a lot of influence on your choice of doctors, some influence, only a little influence, or NO influence?

ITEMS A-F BASED ON FORM 1 RESPONDENTS; n=1001.

| | <u>A Lot of Influence</u> | <u>Some Influence</u> | <u>Only a Little Influence</u> | <u>No Influence</u> | <u>Don't Know</u> | |
|--|-------------------------------|---------------------------|--|-------------------------|-----------------------|------|
| a. Whether a doctor attended a well-known medical school or training program | 30 | 36 | 19 | 14 | 1 | =100 |
| b. Whether a doctor has admission privileges to send patients to a particular local hospital | 38 | 36 | 17 | 8 | 1 | =100 |
| c. How many years a doctor has been in practice | 35 | 42 | 15 | 8 | * | =100 |
| d. Whether a doctor has an office that is close to you | 35 | 35 | 19 | 11 | * | =100 |
| e. A doctor's age, race, or ethnic background | 10 | 18 | 21 | 51 | * | =100 |
| f. Whether a doctor has been rated "the best" by a local newspaper or magazine | 15 | 37 | 27 | 21 | * | =100 |

ITEMS G-L ARE BASED ON FORM 2 RESPONDENTS; n=1005.

| | | | | | | |
|--|----|----|----|---|---|------|
| g. Whether a doctor is board certified, that is, has had additional training and testing in his or her area of specialty | 71 | 20 | 6 | 3 | * | =100 |
| h. Which health insurance plans a doctor will take | 49 | 31 | 12 | 7 | 1 | =100 |
| i. How well a doctor communicates with patients and shows a caring attitude | 84 | 12 | 3 | 1 | * | =100 |

40. **Continued...**

| | | <u>A Lot of Influence</u> | <u>Some Influence</u> | <u>Only a Little Influence</u> | <u>No Influence</u> | <u>Don't Know</u> | |
|----|---|-------------------------------|---------------------------|--|-------------------------|-----------------------|------|
| j. | A doctor's fees | 31 | 37 | 18 | 12 | 2 | =100 |
| k. | Whether a doctor is a man or a woman | 8 | 12 | 17 | 62 | 1 | =100 |
| l. | Whether a doctor has been highly rated by a government or independent agency | 25 | 36 | 23 | 15 | 1 | =100 |

QUESTIONS 41-44 ARE BASED ON FORM 2 RESPONDENTS; n=1005.

41. 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, do you think recommendations or ratings of hospitals by...would have a lot of influence on your choice of hospitals, some influence, only a little influence, or no influence? Next, what about recommendations or ratings of hospitals by...

| | | <u>A Lot of Influence</u> | <u>Some Influence</u> | <u>Only a Little Influence</u> | <u>No Influence</u> | <u>Don't Know</u> | |
|----|--|-------------------------------|---------------------------|--|-------------------------|-----------------------|------|
| a. | Patients who are surveyed about their satisfaction with the quality of care | 43 | 35 | 14 | 7 | 1 | =100 |
| b. | Your regular doctor or other individual doctors | 63 | 27 | 6 | 3 | 1 | =100 |
| c. | Groups of doctors like state medical societies | 25 | 37 | 22 | 15 | 1 | =100 |
| d. | Local newspapers or magazines | 11 | 33 | 28 | 27 | 1 | =100 |
| e. | Consumer groups | 19 | 33 | 26 | 21 | 1 | =100 |
| f. | Friends or family members | 60 | 25 | 9 | 6 | * | =100 |
| g. | National newspapers or magazines | 9 | 32 | 30 | 28 | 1 | =100 |

40. **Continued...**

| | <u>A Lot of Influence</u> | <u>Some Influence</u> | <u>Only a Little Influence</u> | <u>No Influence</u> | <u>Don't Know</u> | |
|---|-------------------------------|---------------------------|--|-------------------------|-----------------------|------|
| h. Your employer, or someone at work who deals with health benefits | 23 | 40 | 22 | 13 | 2 | =100 |
| i. Government agencies | 9 | 32 | 29 | 29 | 1 | =100 |

42. 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?

52 Plan recommended by friends
 43 Plan highly rated by experts
5 Don't know
 100

43. Suppose you HAD TO CHOOSE between two surgeons at a hospital. The first surgeon has treated your family for a long time, 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?

76 Surgeon seen before, but not well rated
 20 Surgeon not seen before, but rated higher
4 Don't know
 100

44. 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?

72 Hospital that is familiar
 25 Hospital that is rated higher
3 Don't know
 100

45. I'm going to read you some different sources that might provide information about the quality of health care you receive. I'd like to know how believable you generally find each one. (First,) do you think information that you get about quality of care from...is very believable, somewhat believable, not too believable, or not at all believable? What about information you get about quality from...

| | <u>Very Believable</u> | <u>Some-what Believable</u> | <u>Not too Believable</u> | <u>Not At All Believable</u> | <u>Don't Know</u> | |
|---|------------------------|-----------------------------|---------------------------|------------------------------|-------------------|------|
| a. Employers | 19 | 61 | 11 | 7 | 2 | =100 |
| b. Health plans and health insurance companies | 12 | 63 | 14 | 8 | 3 | =100 |
| c. Groups of doctors like state medical societies | 9 | 58 | 21 | 11 | 1 | =100 |
| d. Individual doctors | 29 | 62 | 4 | 3 | 2 | =100 |
| e. Friends and family members | 50 | 43 | 4 | 2 | 1 | =100 |
| f. Patients who are surveyed about their satisfaction with a plan | 34 | 54 | 7 | 4 | 1 | =100 |
| g. Independent organizations that evaluate health plans | 19 | 60 | 12 | 7 | 2 | =100 |
| h. Government agencies | 7 | 51 | 21 | 19 | 2 | =100 |
| i. Newspapers, television and other media | 5 | 49 | 27 | 18 | 1 | =100 |

46. Some people believe that health plans can do a lot to improve peoples' health by giving them opportunities to practice preventive care, such as routine medical screening and weight control programs. Others say health plans can't make much difference, because most people don't do enough to take advantage of preventive care opportunities. Which comes closer to your opinion...

BASED ON FORM 1 RESPONDENTS; n=1001.

69 Health plans can do a lot to improve people's health, OR
 28 Health plans can't make much difference?
3 Don't know

47. In general, how much influence do you think THE HEALTH INSURANCE PLAN has on the QUALITY of health care its members get? Would you say...

BASED ON FORM 1 RESPONDENTS; n=1001.

| | |
|----------|-----------------------------|
| 46 | A lot of influence |
| 38 | Some influence |
| 12 | Only a little influence, OR |
| 3 | No influence? |
| <u>1</u> | Don't know |
| 100 | |

48. In general, how much influence do you think DOCTORS have on the QUALITY of health care their patients get? Would you say...

BASED ON FORM 1 RESPONDENTS; n=1001.

| | |
|----------|-----------------------------|
| 56 | A lot of influence |
| 35 | Some influence |
| 7 | Only a little influence, OR |
| 1 | No influence? |
| <u>1</u> | Don't know |
| 100 | |

49. Which do you think has MORE influence on the quality of care...

BASED ON FORM 1 RESPONDENTS; n=1001.

| | |
|----------|--|
| 27 | The health insurance plan |
| 43 | The doctor |
| 1 | Both equally (Answer volunteered) |
| 29 | Neither has a lot of influence |
| <u>*</u> | Don't know |
| 100 | |

50. If a health plan has...do you think the doctors, the health plan, or the patients are usually most responsible?

a. High rates of preventive care such as immunizations and cancer screening

| | |
|----------|---------------------------------------|
| 35 | The doctors |
| 37 | The health plan |
| 23 | The patients |
| 1 | All equally |
| * | Doctors and patients, not the plan |
| 1 | Doctors and health plan, not patients |
| * | Other/Neither |
| <u>3</u> | Don't know |
| 100 | |

b. High patient ratings of satisfaction with health care services provided

| | |
|----------|---------------------------------------|
| 47 | The doctors |
| 26 | The health plan |
| 19 | The patients |
| 2 | All equally |
| * | Doctors and patients, not the plan |
| 2 | Doctors and health plan, not patients |
| * | Other/Neither |
| <u>4</u> | Don't know |
| 100 | |

c. Low rates of patients leaving the plan

| | |
|----------|---------------------------------------|
| 35 | The doctors |
| 37 | The health plan |
| 20 | The patients |
| 2 | All equally |
| * | Doctors and patients, not the plan |
| 2 | Doctors and health plan, not patients |
| * | Other/Neither |
| <u>4</u> | Don't know |
| 100 | |

d. A high overall quality of care

| | |
|----------|---------------------------------------|
| 53 | The doctors |
| 25 | The health plan |
| 14 | The patients |
| 3 | All equally |
| 1 | Doctors and patients, not the plan |
| 1 | Doctors and health plan, not patients |
| * | Other/Neither |
| <u>3</u> | Don't know |
| 100 | |

51. As you may know, some health plans require their doctors to follow certain guidelines in treating patients. Some people think this is a good thing because all patients will benefit from proven techniques. Others think it is a bad thing because decisions about treatment should be entirely up to the doctor. Which comes closer to your view?

BASED ON FORM 2 RESPONDENTS; n=1005.

| | |
|----------|------------|
| 39 | Good thing |
| 56 | Bad thing |
| <u>5</u> | Don't know |
| 100 | |

52. Suppose there was a person you could go to when you have a complaint about your health care. This person would hear and investigate your complaint, and help resolve any problems you might have with your health insurance plan. How likely would you be to contact such a person...very likely, somewhat likely, not too likely, or not at all likely?

BASED ON FORM 1 RESPONDENTS; n=1001.

| | <u>Very Likely</u> | <u>Somewhat Likely</u> | <u>Not Too Likely</u> | <u>Not At All Likely</u> | <u>Don't Know</u> | |
|---|------------------------|----------------------------|---------------------------|------------------------------|-----------------------|------|
| a. If they worked for the health insurance plan | 42 | 35 | 11 | 11 | 1 | =100 |
| b. If they worked through an independent organization | 47 | 34 | 9 | 9 | 1 | =100 |

53. How effective do you think current certification, licensing and accreditation activities in the health care field are in ensuring the quality of care? Do you think they are...

BASED ON FORM 2 RESPONDENTS; n=1005.

| | |
|----------|----------------------|
| 32 | Very effective |
| 55 | Somewhat effective |
| 6 | Not too effective |
| 3 | Not at all effective |
| <u>4</u> | Don't know |
| 100 | |

54. What, if anything, do you think the government should do about the quality of health care...

BASED ON FORM 2 RESPONDENTS; n=1005.

| | |
|----------|--|
| minimum | Monitor health plans, doctors and hospitals to make sure they meet |
| 12 | standards for quality of care, Make sure information about the quality of health care is available so people |
| 24 | can judge for themselves, |
| 52 | Do both, |
| 10 | Do neither |
| <u>2</u> | Don't know |
| 100 | |

55. Now I have just a few more background questions... Who in your household makes MOST of the decisions related to health care -- such as which doctor to see, or which hospital to use? Is it you, your husband/wife, you and your husband/wife together, your parents or does someone else make most of these decisions?

| | | | |
|----------|-------------------------------|---|-----------------------------|
| 87 | Total respondents decides | | |
| 52 | Self | | |
| 34 | Self and spouse | | |
| 1 | Self and parents/someone else | | (Answer volunteered) |
| 13 | Total someone else decides | | |
| 5 | Spouse or partner | 5 | Parents |
| 3 | Someone else | | |
| * | Other | | (Answer volunteered) |
| <u>*</u> | Don't know | | |
| 100 | | | |

56. Do you currently have a regular doctor, or not?

80 Yes
19 No
1 Don't know
100

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

a. Made a doctor visit?

80 Total with any visits
10 10 or more
14 5-9
8 4
12 3
18 2
18 1
19 No doctor visits
1 Don't know 100

b. Had an overnight stay in a hospital?

11 Total with any overnight stays
4 Two or more
7 One
89 No overnight stays
* Don't know 100

c. Gone to a hospital emergency room for medical treatment?

24 Total with any ER visits
8 Two or more
16 One
75 No ER visits
1 Don't know
100

58. Has anyone else in your household had an overnight stay in a hospital in the past 12 months?

| | |
|-----------|-----------------------------------|
| 12 | Yes |
| 77 | No |
| * | Don't know |
| <u>11</u> | Respondent hospitalized overnight |
| 100 | |

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?

| | |
|-------------|------------|
| 29 | Yes |
| 71 | No |
| * | Don't know |
| <u> </u> | |
| 100 | |

60. How many books do you own about health, healthy living, or taking care of yourself...

| | |
|----------|------------|
| 21 | None |
| 40 | 1 to 3 |
| 21 | 4 to 9 |
| 17 | 10 or more |
| <u>1</u> | Don't know |
| 100 | |

61. How often do you read magazines or newsletters about health, health living, or taking care of yourself...

| | |
|-------------|-------------|
| 32 | Regularly |
| 39 | Sometimes |
| 20 | Hardly ever |
| 9 | Never |
| * | Don't know |
| <u> </u> | |
| 100 | |

Finally, I'd like to ask you a few questions for statistical purposes only...

D2. In politics TODAY, do you consider yourself a Republican, Democrat, or Independent?

| | |
|----------|--------------------------|
| 29 | Republican |
| 31 | Democrat |
| 30 | Independent |
| 1 | Other party |
| <u>9</u> | No preference/Don't know |
| 100 | |

D3. Are you NOW employed full-time, part-time or are you not employed for pay?

| | |
|----------|---|
| 57 | Yes, full-time |
| 11 | Yes, part-time |
| 18 | No, not employed |
| 11 | Retired (Answer volunteered) |
| 1 | Homemaker (Answer volunteered) |
| 1 | Student (Answer volunteered) |
| 1 | Disabled (Answer volunteered) |
| <u>*</u> | Don't know |
| 100 | |

D4. Is your husband/wife or partner NOW employed full-time, part-time or not employed for pay?

BASED ON RESPONDENTS MARRIED/LIVING AS MARRIED; n=1145.

| | |
|----------|---|
| 62 | Yes, full-time |
| 10 | Yes, part-time |
| 15 | Not employed |
| 11 | Retired (Answer volunteered) |
| 2 | Homemaker (Answer volunteered) |
| * | Student (Answer volunteered) |
| <u>*</u> | Disabled (Answer volunteered) |
| 100 | |

D5. Are you the parent or guardian of any children under 18 now living in your household?

| | |
|-----------|-----|
| 36 | Yes |
| <u>64</u> | No |
| 100 | |

D6. What is the LAST grade or class that you COMPLETED in school?

- 3 None, or grade 1-8
- 13 High school incomplete (grades 9-11)
- 34 High school graduate (grade 12 or GED certificate)
- 4 Business, technical, or vocational school AFTER high school
- 24 Some college, no 4-year degree
- 13 College graduate (B.S., B.A. or other 4-year degree)
- Post-graduate training or professional schooling after college (e.g., toward
- a 8 master's degree or Ph.D; law or medical school)
- 1 Don't Know
- 100

D7. What is your age?

- 23 18-29
- 42 30-49
- 18 50-64
- 15 65 and older
- 2 Refused
- 100

D8. Last year, that is in 1995, what was your total family income from all sources, before taxes? Just stop me when I get to the right category.

- 7 Less than \$10,000
- 15 \$10,000 to under \$20,000
- 17 \$20,000 to under \$30,000
- 24 \$30,000 to under \$50,000
- 14 \$50,000 to under \$75,000
- 6 \$75,000 or under \$100,000
- 5 \$100,000 or more
- 12 Don't know
- 100

D9. Are you, yourself, of Hispanic or Latino background, such as Mexican, Puerto Rican, Cuban, or some other Spanish background?

D10. What is your race? Are you white, black, Asian or some other race?

- 81 White
- 10 Black or African American
- 5 Hispanic
- 1 Asian
- 1 Other or mixed race
- 2 Undesignated

Thank you very much for taking the time to answer my questions. Have a nice day/evening.