

# NPR/Kaiser/Kennedy School Health Care Study Topline

## Methodology

The results of this project are based on a nationwide telephone survey, which was conducted between March 28 and May 1, 2002, among a random representative sample of 1,205 respondents 18 years of age or older. The fieldwork for the survey was conducted by ICR/International Communications Research. The margin of sampling error for the survey is plus or minus 3 percentage points for total respondents. For results based on subsets of respondents the margin of error is higher. For questions asked of fewer than 100 respondents, we believe there is insufficient data to draw meaningful conclusions, and this is noted in the topline.

## I. Introduction

(Asked of one half of total respondents; n = 604)

1a. What do you think are the two most important issues for the government to address?

<b>Healthcare (Net)</b>	<b>19</b>
Healthcare/healthcare reform	11
Medicare	1
Prescription drug costs are too high	2
Medical/medicine/health issues (unspecified)	1
Anthrax questions	--
Health insurance	*
Smallpox/medicine for smallpox	--
Other healthcare	6
<b>Economical (Net)</b>	<b>23</b>
The economy	13
Better wages/increase minimum wage	*
Unemployment/create more jobs	4
Poverty/more help for the poor/homeless	2
Welfare/welfare reform	3
Housing/better housing for low income	*
Rising gas/fuel prices	*
Other economical	1
<b>Governmental/Political Issues (Net)</b>	<b>16</b>
National budget/deficit/reducing the nation s deficit	2
The election process/revamping the voting process	*
Foreign policy/foreign relations	3
World peace/peace in the Middle East	2

Military/national defense/strengthen our country s defense	2
Campaign finance reform	1
Honesty in Government	*
Keep government out of our lives/freedom of speech	1
Government spending/reduce government spending	2
Size of government is too large	*
Other Governmental/political issues	5
<b>Unlawful (net)</b>	<b>7</b>
Crime/violence	1
Drug problems	3
Gun control/gun laws	1
Racism/civil rights	1
Other unlawful	1
<b>Terrorism (Net)</b>	<b>15</b>
Terrorism/resolve terrorism/Sept. 11 <sup>th</sup> attacks	12
Information on future terrorist threats/attacks	--
Peace/prevent war on US soil	1
Bring terrorist to justice	*
Kill/find Osama Bin Laden	--
Other terrorism	1
<b>War (Net)</b>	<b>20</b>
War in Afghanistan/the war	7
War on terrorism/how to combat terrorism	3
Afghanistan situation (unspecified)	*
Chemical/biological warfare	--
Israeli/Palestinian conflict	5
Middle East crisis	5
Other war mentions	1
<b>Security/Safety concerns (Net)</b>	<b>8</b>
National security	4
Personal/citizen safety	1
Airline/airport security	*
Other security/safety concerns	2
<b>Miscellaneous (Net)</b>	<b>34</b>
Education/school system/better schooling	12
Taxes/tax reform	9
Social Security	6
Environmental issues/lack of concern for the environment/pollution	3
Abortion issues	1
Moral/religious values	1
Immigration/illegal alien issues (general)	2
Senior citizens/more help for the elderly	1
Energy crisis	1
Childcare/childcare reform	*
Children s rights and protection/child abuse	*
<b>Continuity/restore calm</b>	<b>--</b>
<b>Separation of Church and State (prayer in schools)</b>	<b>*</b>
<b>Freedom/protecting freedom</b>	<b>*</b>
<b>National/international occurrences</b>	<b>*</b>

<b>Media manipulation/issues</b>	--
<b>Intolerance</b>	*
<b>Children/how we are raising them</b>	*
<b>Other</b>	<b>11</b>
<b>Don t know</b>	<b>7</b>
<b>Nothing</b>	<b>2</b>

(Asked of one half of total respondents; n = 601)

1b. What do you think are the two most important problems facing the country today?

<b>Healthcare (Net)</b>	<b>10</b>
Healthcare/healthcare reform	7
Medicare	*
Prescription drug costs are too high	1
Medical/medicine/health issues (unspecified)	--
Anthrax questions	--
Health insurance	*
Smallpox/medicine for smallpox	--
Other healthcare	3
<b>Economical (Net)</b>	<b>37</b>
The economy	19
Better wages/increase minimum wage	1
Unemployment/create more jobs	9
Poverty/more help for the poor/homeless	6
Welfare/welfare reform	1
Housing/better housing for low income	*
Rising gas/fuel prices	2
Other economical	2
<b>Governmental/Political Issues (Net)</b>	<b>9</b>
National budget/deficit/reducing the nation s deficit	1
The election process/revamping the voting process	*
Foreign policy/foreign relations	1
World peace/peace in the Middle East	1
Military/national defense/strengthen our country s defense	1
Campaign finance reform	*
Honesty in Government	1
Government spending/reduce government spending	*
Size of government is too large	--
Other Governmental/political issues	5
<b>Unlawful (net)</b>	<b>16</b>
Crime/violence	7
Drug problems	7
Gun control/gun laws	--
Racism/civil rights	2
Other unlawful	1
<b>Terrorism (Net)</b>	<b>29</b>
Terrorism/resolve terrorism/Sept. 11 <sup>th</sup> attacks	24

Information on future terrorist threats/attacks	--
Peace/prevent war on US soil	1
Bring terrorist to justice	--
Kill/find Osama Bin Laden	--
Other terrorism	3
<b>War (Net)</b>	<b>21</b>
War in Afghanistan/the war	10
War on terrorism/how to combat terrorism	2
Afghanistan situation (unspecified)	--
Chemical/biological warfare	--
Israeli/Palestinian conflict	2
Middle East crisis	5
Other war mentions	3
<b>Security/Safety concerns (Net)</b>	<b>6</b>
National security	2
Personal/citizen safety	*
Airline/airport security	1
Other security/safety concerns	3
<b>Miscellaneous (Net)</b>	<b>28</b>
Education/school system/better schooling	7
Taxes/tax reform	3
Social Security	*
Environmental issues/lack of concern for the environment/pollution	1
Abortion issues	1
Moral/religious values	9
Immigration/illegal alien issues (general)	2
Senior citizens/more help for the elderly	1
Energy crisis	1
Childcare/childcare reform	--
Children s rights and protection/child abuse	*
<b>Continuity/restore calm</b>	<b>--</b>
<b>Separation of Church and State (prayer in schools)</b>	<b>*</b>
<b>Freedom/protecting freedom</b>	<b>--</b>
<b>National/international occurrences</b>	<b>1</b>
<b>Media manipulation/issues</b>	<b>1</b>
<b>Intolerance</b>	<b>2</b>
<b>Children/how we are raising them</b>	<b>1</b>
<b>Other</b>	<b>11</b>
<b>Don t know</b>	<b>3</b>
<b>Nothing</b>	<b>*</b>

Now, thinking specifically about healthcare

(Asked of the same one-half of total respondents as were asked Question 1a; n = 604)

2a. What are the two most important health care issues for the government to address?

<b>Diseases</b>	<b>8</b>
Cancer (funding cancer research)	6
HIV/AIDS	3
Heart/heart disease (heart condition/heart failure)	1
Diabetes	1
Heart attack	--
Obesity/being overweight	--
Alzheimer s	1
Mental health/depression	--
BP/High BP/Hypertension	--
Arthritis	*
Respiratory conditions/lung disease (breathing problems/asthma)	--
Stroke	--
Other Diseases	1
<b>Healthcare/Insurance/Coverage</b>	<b>54</b>
Inadequate coverage	1
Lack of national health care	11
Lack of (healthcare)insurance/(getting it/availability)	4
Healthcare for the elderly	9
Lack of insurance/healthcare for children	--
Lack of healthcare/availability/not enough (unspecified)	*
Medicare/changes	9
Lack of healthcare for poor/lower income minorities	5
Access to healthcare/health services	1
Lack of quality healthcare/doctors who care (no personal care/ Drs too busy)	1
Insurance/health insurance (unspecified)	1
Long term healthcare	1
Lack of preventative care/programs to stay healthy	--
Lack of coverage/insurance for poor/lower income/minorities	--
Lack of coverage/insurance/health care for children	4
Other lack of insurance/coverage	1
Other healthcare/insurance/coverage	15
<b>Cost</b>	<b>28</b>
Cost of healthcare/health services (being affordable/rising costs)	9
Cost of drugs/prescription drugs (paying for RX)	10
Cost of insurance (cost of HMO/premiums/coverage/paying for insurance/lack of affordable insurance)	5
Cost/high cost (affordability/bills) (unspecified)	3
Cost of RX/healthcare for elderly/ too high	4
Cost of doctors (affording to go to the doctor)	*
Other cost	1
<b>Insurance Company Driven</b>	<b>8</b>
HMO s/Insurance companies	3

Lack of choice of doctors/healthcare providers	1
Insurance companies (HMO) making healthcare decisions(taking decision making away from doctors)	1
Can t go to a specialist/problem getting referral	*
HMO-driven health care/too many/restrictive	1
Insurance company/managed care determines pay-out	--
Doctors refuse to accept HMOs	*
Other insurance company driven	2
<b>Prescription Drugs</b>	<b>10</b>
RX/RX drugs	3
RX for the elderly	3
Lack of drugs/restrictive drug lists	*
Other prescription drugs	4
<b>Lifestyle</b>	<b>1</b>
Smoking/tobacco	*
Lack of exercise/inactivity	*
Alcohol/drinking too much	--
Drug abuse	*
Other lifestyle	*
<b>September 11<sup>th</sup> Terrorist Attacks</b>	<b>1</b>
Anthrax	--
Bioterrorism	1
Terrorism (unspecified)	*
Smallpox	--
<b>Healthcare professionals</b>	<b>1</b>
Lack of qualified medical professionals/doctors	*
Shortage of healthcare professionals/doctors	1
Other healthcare professionals	*
<b>Poor Nutrition</b>	<b>1</b>
Improper diet	*
Other poor nutrition	*
<b>Miscellaneous Mentions</b>	<b>9</b>
Elderly need more help	1
Aging/old age/being a senior	*
Research/need more	2
Environmental issues(toxins/air pollution)	*
Minor sickness (flu, cold, etc)	--
Government/politics/politicians	*
Poverty/homelessness	--
Drugs (unspecified)	--
Stress	--
Social Security	3
Lack of education of general public	*
Government interference in health care	2
Guns/Violence	--
Malpractice issues/driving up cost of health care	*
<b>Other</b>	<b>8</b>
<b>Nothing</b>	<b>1</b>
<b>Don t know</b>	<b>8</b>

(Asked of the same one-half of total respondents as were asked Question 1b; n = 601)

2b. What are the two most important health care problems facing the country today?

<b>Diseases</b>	<b>18</b>
Cancer (funding cancer research)	11
HIV/AIDS	8
Heart/heart disease (heart condition/heart failure)	2
Diabetes	2
Heart attack	*
Obesity/being overweight	2
Alzheimer s	*
Mental health/depression	--
BP/High BP/Hypertension	*
Arthritis	*
Respiratory conditions/lung disease (breathing problems/asthma)	*
Stroke	--
STDs	1
Other Diseases	1
<b>Healthcare/Insurance/Coverage</b>	<b>43</b>
Inadequate coverage	2
Lack of (healthcare)insurance/(getting it/availability)	9
Healthcare for the elderly	6
Lack of national health care	3
Lack of insurance/healthcare for children	--
Lack of healthcare/availability/not enough (unspecified)	1
Medicare/changes	4
Lack of healthcare for poor/lower income minorities	7
Access to healthcare/health services	1
Lack of quality healthcare/doctors who care (no personal care/ Drs too busy)	4
Insurance/health insurance (unspecified)	2
Long term healthcare	1
Lack of preventative care/programs to stay healthy	--
Lack of coverage/insurance for poor/lower income/minorities	--
Lack of coverage/insurance/health care for children	1
Insurance doesn t cover enough services/procedures (unspec)	1
Other lack of insurance	2
Other healthcare/insurance/coverage	6
<b>Cost</b>	<b>44</b>
Cost of healthcare/health services (being affordable/rising costs)	15
Cost of drugs/prescription drugs (paying for RX)	12
Cost of insurance (cost of HMO/premiums/coverage/paying for insurance/lack of affordable insurance)	10
Cost/high cost (affordability/bills) (unspecified)	7
Cost of RX/healthcare for elderly/ too high	3
Cost of doctors (affording to go to the doctor)	1
Other cost	1
<b>Insurance Company Driven</b>	<b>8</b>

HMO s/Insurance companies	2
Lack of choice of doctors/healthcare providers	2
Insurance companies (HMO) making healthcare decisions(taking decision making away from doctors)	1
Can t go to a specialist/problem getting referral	--
Insurance company/managed care determines pay-out	*
HMO-driven health care/too many/restrictive	*
Other insurance company driven	3
<b>Prescription Drugs</b>	<b>6</b>
RX/RX drugs	2
RX for the elderly	1
Lack of drugs/restrictive drug lists	*
Other prescription drugs	2
<b>Lifestyle</b>	<b>2</b>
Smoking/tobacco	1
Lack of exercise/inactivity	*
Alcohol/drinking too much	1
Drug abuse	1
Other lifestyle	*
<b>September 11<sup>th</sup> Terrorist Attacks</b>	<b>1</b>
Anthrax	*
Bioterrorism	--
Terrorism (unspecified)	--
Smallpox	*
Other September 11 <sup>th</sup> terrorists attacks	*
<b>Healthcare professionals</b>	<b>5</b>
Lack of qualified medical professionals/doctors	2
Shortage of healthcare professionals/doctors	2
Other healthcare professionals	1
<b>Poor Nutrition</b>	<b>1</b>
Improper diet	*
Other poor nutrition	1
<b>Miscellaneous Mentions</b>	<b>7</b>
Elderly need more help	*
Aging/old age/being a senior	2
Research/need more	1
Minor sickness (flu, cold, etc)	--
Government/politics/politicians	--
Poverty/homelessness	*
Drugs (unspecified)	*
Stress	--
Social Security	1
Lack of education of general public	*
Guns/Violence	*
Cloning/human cloning	*
Government interference in health care	*
Environmental issues (toxins/air pollution)	*
Malpractice issues/driving up cost of health care	1
<b>Other</b>	<b>8</b>



<b>Nothing</b>	<b>1</b>
<b>Don t know</b>	<b>3</b>

3. Which of the following statements comes closest to expressing your overall view of the health care system in this country?

<b>On the whole, the health care system works pretty well and only minor changes are needed to make it work better</b>	<b>There are some good things about our health care system, but major changes are needed to make it work better</b>	<b>The American health care system has so much wrong with it that we need to completely rebuild it</b>	<b>Don t know</b>
20	57	23	1

## II. Getting Insurance

4. Are you, yourself, now covered by any form of health insurance or health plan or do you not have any health insurance at this time? (A health plan includes any private insurance plan through your employer or a plan that you purchased yourself, as well as a government program like Medicare or Medicaid).

<b>Yes, covered</b>	<b>No, not covered</b>	<b>Don t know</b>
82	17	*

(Asked of respondents who have health insurance; n = 1052)

5. Which type of health insurance do you now have? Is it a plan through your or your spouse s employer, a plan you purchased yourself, are you covered by Medicare or Medicaid, some other government program, or do you get your health insurance from somewhere else?

<b>Private plan through your or your spouse s employer</b>	<b>Plan purchased yourself</b>	<b>Medicare</b>	<b>Medicaid</b>	<b>Some other government program</b>	<b>Covered through parents/family plan</b>	<b>Some where else</b>	<b>Don t know</b>
69	15	20	5	4	2	1	*

4/5. Combo Table

<b>Yes, covered by health insurance</b>	<b>82</b>
Private plan through your or your spouse s employer	57
Plan purchased yourself	12
Medicare	16
Medicaid	4
Some other government program	3
Covered through parents/family	2
Somewhere else	1
<b>No, not covered by health insurance</b>	<b>17</b>
<b>Don t know</b>	<b>*</b>

**(Asked of respondents who have health insurance; n = 1052)**

6. Are all the other members of your household covered by health insurance, or not?

Yes	No	No one else in household	Don t know
82	5	13	*

**(Asked of respondents who have health insurance but it is not Medicare; n = 870)**

7. 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?

Yes, current plan works this way	No, current plan does not work this way	Don t know
64	31	5

**(Asked of respondents who have health insurance but it is not Medicare; n = 870)**

8. 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?

Yes, current plan works this way	No, current plan does not work this way	Don t know
52	45	3

**(Asked of respondents who have health insurance but it is not Medicare; n = 870)**

9. 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?

Yes, current plan works this way	No, current plan does not work this way	Don t know
48	46	7

**(Asked of respondents who have health insurance but it is not Medicare; n = 870)**

10. 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?

Yes, current plan works this way	No, current plan does not work this way	Don t know
61	34	6

### III. Public Policy

11. Now I m going to read you some different health care issues. As I read each one, please tell me how important you think it is for the federal government to deal with this issue — very important, somewhat important, not too important, or not at all important for the federal government to deal with. First, how important is (INSERT ITEM)?

a. Protecting patients rights in HMOs and managed care plans

-----IMPORTANT-----			-----NOT IMPORTANT-----			Don t know
NET	Very	Somewhat	NET	Not too	Not at all	
90	71	19	7	4	3	3

b. Making prescription medicines more affordable for people age 65 and over

-----IMPORTANT-----			-----NOT IMPORTANT-----			Don t know
NET	Very	Somewhat	NET	Not too	Not at all	
95	85	10	4	2	3	*

c. Making Medicare more financially sound for future generations

-----IMPORTANT-----			-----NOT IMPORTANT-----			Don t know
NET	Very	Somewhat	NET	Not too	Not at all	
96	84	12	4	2	1	*

d. Making health care more affordable by having government regulate the prices of prescription drugs

-----IMPORTANT-----			-----NOT IMPORTANT-----			Don t know
NET	Very	Somewhat	NET	Not too	Not at all	
88	67	21	11	4	7	1

e. Helping people who don t have health insurance get it

-----IMPORTANT-----			-----NOT IMPORTANT-----			Don t know
NET	Very	Somewhat	NET	Not too	Not at all	
94	77	17	6	3	3	*

**(Asked of respondents who find 2 or more issues very important; n = 1082)**

12. Which of the following issues you say are very important do you think is MOST important (INSERT ITEMS)?

11/12 Combo Table (includes most important for respondents who said more than one issue was very important, plus respondents who named only one issue as very important)

<b>Protecting patient s rights in HMOs and managed care plans</b>	<b>Making prescription medicines more affordable for people age 65 and over</b>	<b>Making Medicare more financially sound for future generations</b>	<b>Making health care more affordable by having government regulate the prices of prescription drugs</b>	<b>Helping people who don t have health insurance get it</b>	<b>None are very important</b>	<b>Don t know</b>
11	19	17	15	33	4	2

13. I m going to read you some different ways to guarantee health care for more Americans. As I read each one, please tell me whether you would favor it or oppose it. Do you favor or oppose (INSERT ITEM)?

	<b>Favor</b>	<b>Oppose</b>	<b>Don t know</b>
a. A national health plan, financed by taxpayers, in which all Americans would get their insurance from a single government plan	40	55	5
b. Requiring businesses to offer private health insurance for their employees	76	22	2
c. Offering uninsured Americans income tax deductions, tax credits, or other financial assistance to help them purchase private health insurance on their own	73	24	3
d. Expanding state government programs for low-income people, such as Medicaid and the Children s Health Insurance Program, to provide Coverage for people without health insurance	84	15	1
e. Expanding neighborhood health clinics	80	15	5

14. If the government were able to spend more on health care, which do you think should be a higher priority — (INSERT FIRST ITEM), or (INSERT SECOND ITEM)?

<b>Providing health insurance to the uninsured</b>	<b>Helping low and moderate income people over 65 with prescription costs</b>	<b>Don t know</b>
55	42	3

15. As you may know, Medicare does not currently pay for prescription drugs. Which ONE of the following three statements comes closest to your own opinion about what the federal government should do to help people age 65 and over pay for prescription drugs? Do you think the federal government should ?

<b>Keep things as they are now; the Medicare program should not pay for prescription drugs</b>	<b>Expand Medicare to pay directly for part of prescription drug costs</b>	<b>Help seniors buy PRIVATE health insurance plans that would pay part of their prescription drug costs</b>	<b>Don t know</b>
6	67	26	2

(Asked of respondents who don t think things should be kept as they are now; n = 1136)

16. Would you support or oppose rolling back the tax cut that Congress passed last year and using that money to provide a prescription drug benefit under Medicare for seniors?

<b>Support</b>	<b>Oppose</b>	<b>Don t know</b>
69	27	4

15/16. Combo Table

<b>Keep things as they are now; the Medicare program should not pay for prescription drugs</b>	<b>6</b>
<b>Don t keep as they are now</b>	<b>92</b>
Support rolling back	64
Oppose rolling back	25
<b>Don t know</b>	<b>2</b>

(Asked of respondents who don t think things should be kept as they are now; n = 1136)

17. Keeping in mind that there is a limited amount of money in the federal budget that could be used to help seniors pay for prescription drugs, should the government pass a law to cover a large share of prescription drug costs for the lowest- income seniors or should it pass a law that would pay a smaller part of the cost for seniors at ALL income levels?

<b>Cover a large share of prescription drug costs for the lowest income seniors</b>	<b>A smaller part of the cost for seniors at ALL income levels</b>	<b>Don t know</b>
48	50	2

15/17.Combo Table

<b>Keep things as they are now; the Medicare program should not pay for prescription drugs</b>	<b>6</b>
<b>Don t keep things as they are now</b>	<b>92</b>
Cover a larger share	44
Cover a smaller part	46
Government should not spend on this at all	1
<b>Don t know</b>	<b>2</b>

(Asked of respondents who don t think things should be kept as they are now; n = 1136)

18. The average senior citizen takes prescription drugs that cost about \$2,000 per year. The president and Congress are considering giving seniors some help with these bills. I am going to read you a list of options for each. Please tell me if you would consider it a good prescription drug benefit for seniors, or if it would leave seniors paying too much of the bill. What about if the government (INSERT FIRST OPTION) of the cost of prescription drugs. Would this be a good benefit for seniors, or would it leave seniors paying too much of the bill? What about if the government (INSERT NEXT OPTION) would this (still be) a good prescription drug benefit or would (this still) leave seniors paying too much of the bill?

(INTERVIEWER NOTE: If respondent says depends on the cost say — The average senior citizen takes prescription drugs that cost about \$2,000 per year. )

<b>Pays half and seniors pay half</b>	<b>Pays three quarters and seniors pay one quarter</b>	<b>Pays 90 percent and seniors pay 10 percent</b>	<b>All options would leave seniors paying too much of the bill</b>	<b>Don t know</b>
45	32	14	7	1

15/18.Combo Table

<b>Keep things as they are now; the Medicare program should not pay for prescription drugs</b>	<b>6</b>
<b>Don t keep things as they are now</b>	<b>92</b>
A good prescription drug benefit	84
<i>Pays half and seniors pay half</i>	42
<i>Pays three quarters and seniors pay one quarter</i>	30
<i>Pays 90 percent and seniors pay 10 percent</i>	13
Would leave seniors paying too much of the bill	7
<b>Don t know</b>	<b>2</b>

(Asked of respondents who don t think things should be kept as they are now; n = 1136)

19. Suppose Congress and the president decided on a prescription drug plan for seniors in which the government pays half of the cost of each prescription. What is the most seniors could reasonably be asked to pay per month in premiums for this new Medicare benefit? This is IN ADDITION to their current Medicare premiums and half the cost of each prescription. Would you say \$100, \$75, \$50, \$30, \$20, or \$10 per month, or are none of these reasonable amounts?

<b>\$100</b>	<b>\$75</b>	<b>\$50</b>	<b>\$30</b>	<b>\$20</b>	<b>\$10</b>	<b>None of these are reasonable amounts</b>	<b>Don t know</b>
7	6	23	12	14	18	14	7

<b>Keep things as they are now; the Medicare program should not pay for prescription drugs</b>	<b>6</b>
<b>Don t keep things as they are now</b>	<b>92</b>
Most they should pay is \$100	7
Most they should pay is \$75	6
Most they should pay is \$50	21
Most they should pay is \$30	11
Most they should pay is \$20	13
Most they should pay is \$10	17
None of these are reasonable amounts	12
<b>Don t know</b>	<b>2</b>

**The following question was asked in a separate survey conducted by telephone April 5 — April 14, 2002, among a nationally representative sample of 2009 respondents 18 years of age and older.**

HP-1. The average senior citizen takes prescription drugs that cost about \$2,000 per year. The president and Congress are considering giving seniors some help with these bills. If you are now 65 years of age or older, or when you reach 65, which of the following amounts is the MOST YOU would be willing to pay per month in premiums for a drug plan that pays half the cost of each prescription? This would be IN ADDITION to your Medicare premiums and half the cost of each prescription. Is the MOST you would be willing to pay \$100, \$75, \$50, \$30, \$20 or \$10 per month, or none of these?

	<b>\$100</b>	<b>\$75</b>	<b>\$50</b>	<b>\$30</b>	<b>\$20</b>	<b>\$10</b>	<b>None of these</b>	<b>Don t know</b>
4/16/02	12	7	23	11	11	14	16	6

20. How worried are you that (READ ITEM) over the next year? Are you very worried, somewhat worried, not too worried, or not worried at all? And how worried are you that over the next year (READ ITEM)?

a. You won t be able to afford prescription drugs

-----WORRIED-----			-----NOT WORRIED-----			<b>Don t know</b>
<b>NET</b>	<b>Very</b>	<b>Somewhat</b>	<b>NET</b>	<b>Not too</b>	<b>Not at all</b>	
41	23	19	58	21	37	*

b. You won t be able to afford health care services you think you need

-----WORRIED-----			-----NOT WORRIED-----			<b>Don t know</b>
<b>NET</b>	<b>Very</b>	<b>Somewhat</b>	<b>NET</b>	<b>Not too</b>	<b>Not at all</b>	
46	23	23	54	21	33	*

(Asked of respondents who have health insurance; n = 1052)

c. Health insurance will become so expensive you won't be able to afford it

-----WORRIED-----			-----NOT WORRIED-----			Don't know
NET	Very	Somewhat	NET	Not too	Not at all	
51	28	23	48	17	31	*

-----WORRIED-----			-----NOT WORRIED-----			Do not have health insurance	Don't know
NET	Very	Somewhat	NET	Not too	Not at all		
42	23	19	40	14	26	18	*

(Asked of respondents who have health insurance; n = 1052)

d. Your benefits under your current health care plan will be cut back substantially

-----WORRIED-----			-----NOT WORRIED-----			Don't know
NET	Very	Somewhat	NET	Not too	Not at all	
50	22	28	49	20	29	*

-----WORRIED-----			-----NOT WORRIED-----			Do not have health insurance	Don't know
NET	Very	Somewhat	NET	Not too	Not at all		
41	18	23	41	17	24	18	*

(Asked of respondents who have health insurance; n = 1052)

e. You will lose your health insurance benefits

-----WORRIED-----			-----NOT WORRIED-----			Don't know
NET	Very	Somewhat	NET	Not too	Not at all	
33	18	16	67	21	46	*

-----WORRIED-----			-----NOT WORRIED-----			Do not have health insurance	Don't know
NET	Very	Somewhat	NET	Not too	Not at all		
27	15	13	55	17	38	18	*

(Asked of respondents who have a private plan through an employer; n = 765)

21. Would you prefer to have your employer pay for all or part of your health insurance policy at work, or would you rather buy a health insurance policy yourself, with your employer giving you the cash amount they would have contributed — or doesn't it make much difference to you?

Prefer employer to pay for all or part	Rather buy policy with employer giving you the cash amount they would have contributed	Doesn't make much difference	Don't know
46	13	38	2

5/21. Combo Table

-----Have private plan through employer-----				Do not have private plan through employer	Don't know
NET	Prefer employer to pay for all or part	Rather buy policy with employer giving you the cash amount they would have contributed	Doesn't make much difference		
69	32	9	26	31	*



-----Yes, covered by health insurance-----							
NET	-----Have private plan through employer-----				Do not have private plan through employer	No, not covered by health insurance	Don t know
	NET	Prefer employer to pay for all or part	Rather buy policy with employer giving you the cash amount they would have contributed	Doesn t make much difference			
82	57	26	7	22	25	17	*

(Asked of respondents who have a private plan through an employer; n = 765)

22. What if your employer gave you the cash amount they would have contributed to your policy, and you had to buy health insurance on your own... Do you think purchasing your own coverage would make it EASIER or HARDER for you to (INSERT ITEM), or wouldn't it make much difference?

	Easier	Harder	Wouldn t make much difference	Don t know
a. Get a good price for health insurance	7	78	13	3
b. Find a good-quality health insurance plan	10	65	23	2
c. Find or keep health insurance if you are sick	6	75	17	2
d. Handle administrative issues, such as filing a claim or signing up for a policy	5	66	26	2

## IV. Insurance Cost

23. Next, a number of factors have been suggested as possible reasons for rising health care costs. For each factor I mention, please tell me whether you feel it is very important, somewhat important, not very important, or not important at all in causing higher health care costs. If you do not know enough about some of these factors to have an opinion, just let me know. How important is (INSERT FIRST ITEM) as a factor in causing rising health care costs? How about (INSERT NEXT ITEM)?

- a. The use of expensive new drugs

-----IMPORTANT-----			-----NOT IMPORTANT-----			Don t know
NET	Very	Somewhat	NET	Not too	Not at all	
85	47	38	10	7	3	5

- b. High profits made by drug companies

-----IMPORTANT-----			-----NOT IMPORTANT-----			Don t know
NET	Very	Somewhat	NET	Not too	Not at all	
90	71	19	7	4	2	3

- c. The use of expensive, high-tech medical equipment

-----IMPORTANT-----			-----NOT IMPORTANT-----			Don t know
NET	Very	Somewhat	NET	Not too	Not at all	
84	48	36	12	8	4	4

- d. Because of health insurance most people have no incentive to look for lower-priced doctors and services

-----IMPORTANT-----			-----NOT IMPORTANT-----			Don t know
NET	Very	Somewhat	NET	Not too	Not at all	
73	38	34	21	14	7	6

- e. The number of malpractice lawsuits

-----IMPORTANT-----			-----NOT IMPORTANT-----			Don t know
NET	Very	Somewhat	NET	Not too	Not at all	
82	59	23	12	9	4	6

- f. The amount of greed and waste that occurs in the health care system

-----IMPORTANT-----			-----NOT IMPORTANT-----			Don t know
NET	Very	Somewhat	NET	Not too	Not at all	
88	67	22	7	4	2	5

- g. The aging of the population

-----IMPORTANT-----			-----NOT IMPORTANT-----			Don t know
NET	Very	Somewhat	NET	Not too	Not at all	
89	56	33	8	6	3	3

## V. Assess to Health Care/Health Insurance

24. 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 very satisfied, somewhat satisfied, somewhat dissatisfied, or very dissatisfied?

-----SATISFIED-----			-----NOT SATISFIED-----			Don t know
NET	Very	Somewhat	NET	Somewhat	Very	
82	42	40	17	12	5	1

(Asked of respondents who have health insurance; n = 1052)

25. Based on all your experience with your current main health insurance plan, what letter grade would you give it for its performance — A for excellent, B for good, C for average, D for poor, or F for failing?

A for excellent	B for good	C for average	D for poor	F for failing	Don t know
23	45	25	5	1	2

(Asked of respondents who have health insurance; n = 1052)

26. How likely would you be to recommend your health plan to a family member or friend who has a serious or chronic illness? Would you definitely, probably, probably not, or definitely not recommend your plan to someone who has a serious or chronic illness?

-----Definitely/Probably-----			-----Probably not/Definitely not-----			Don t know
NET	Definitely	Probably	NET	Probably not	Definitely not	
72	30	42	22	15	7	5

27. In the past two years have you or has anyone in your immediate family stayed in a job longer than you otherwise would in order to maintain your health insurance coverage?

Yes	No	Don t know
25	74	1

## VI. Doctors

28. How often do you trust the doctor you usually see to do the right thing for your care? Would you say just about always, most of the time, or only some of the time?

Just about always	Most of the time	Only some of the time	Do not have a regular doctor (Volunteered)	Don t know
48	33	16	2	*

(Asked of respondents who have a regular doctor; n = 1182)

29. If a mistake were made in your treatment, do you trust the doctor you usually see to tell you about it, or not?

Yes, trust the doctor to tell you	No, do not trust the doctor to tell you	Don t know
77	20	3

28/29. Combo Table

-----Have regular doctor-----			Do not have a regular doctor
NET	Yes, trust the doctor to tell you	No, do not trust the doctor to tell you	
98	75	20	2

# VII. Problems

## A. General

30. In the past 12 months have YOU OR ANOTHER FAMILY MEMBER LIVING IN YOUR HOUSEHOLD received medical care from a doctor or some other health care professional or been a patient at a hospital, or not?

Yes	No	Don t know
77	23	*

(Asked of respondents who have health insurance; n = 1052)

31. During the past 12 months, has the amount of money you pay directly each month or have deducted from your paycheck for your health insurance premiums gone up a lot, gone up a little, stayed the same, or gone down?

-----Gone up-----			Stayed the same	Gone Down	Don t know
NET	A lot	A little			
54	19	35	39	2	5

(Asked of respondents whose health insurance premiums have gone up n = 587)

32. What did you do when this happened? Did you ?

Keep your current coverage and pay more	Buy a plan that provides less coverage but costs the same	Buy a plan that provides more coverage but costs more	Drop your coverage all together	Go on to your spouse s plan	Don t know
86	5	4	1	3	1

31/32. Combo Table

-----Health insurance premiums have gone up-----						Health insurance premiums have not gone up	Don t know
NET	Keep your current coverage and pay more	Buy a plan that provides less coverage but costs the same	Buy a plan that provides more coverage but costs more	Drop your coverage all together	Go on to your spouse s plan		
54	46	3	2	1	1	41	5

4/31/32. Combo Table

<b>Yes, covered by health insurance</b>	<b>82</b>
Health insurance premiums have gone up	44
<i>Keep your current coverage and pay more</i>	38
<i>Buy a plan that provides less coverage but costs the same</i>	2
<i>Buy a plan that provides more coverage but costs more</i>	2
<i>Drop your coverage altogether</i>	1
<i>Go on to your spouse s plan</i>	1
Health insurance premiums have not gone up	34
<b>No, not covered by health insurance</b>	<b>17</b>
<b>Don t know</b>	<b>*</b>

(Asked of respondents who have health insurance; n = 1052)

33. And, during the past 12 months, has the amount of money you or your family have spent on health care costs not covered by insurance or government benefits, like co-payments or deductibles, gone up a lot, gone up a little, stayed the same, or gone down?

-----Gone up-----			Stayed the same	Gone Down	Don t know
NET	A lot	A little			
45	15	30	48	3	3

(Asked of respondents whose uncovered health care costs have gone up n = 495)

34. What did you do when this happened? Did you ?

Keep your current coverage and pay more	Buy a plan that provides less coverage but costs the same	Buy a plan that provides more coverage but costs more	Drop your coverage all together	Go on to your spouse s plan	Don t know
90	3	2	1	2	1

33/34. Combo Table

-----Uncovered health care costs have gone up-----						Uncovered health care costs have not gone up	Don t know
NET	Keep your current coverage and pay more	Buy a plan that provides less coverage but costs the same	Buy a plan that provides more coverage but costs more	Drop your coverage all together	Go on to your spouse s plan		
45	41	1	1	*	1	51	3

4/33/34. Combo Table

<b>Yes, covered by health insurance</b>	<b>82</b>
Uncovered health care costs have gone up	37
<i>Keep your current coverage and pay more</i>	33
<i>Buy a plan that provides less coverage but costs the same</i>	1
<i>Buy a plan that provides more coverage but costs more</i>	1
<i>Drop your coverage altogether</i>	*
<i>Go on to your spouse's plan</i>	1
Uncovered health care costs have not gone up	42
<b>No, not covered by health insurance</b>	<b>17</b>
<b>Don't know</b>	<b>*</b>

Intro: Now I'm going to ask you some questions about problems you or your family may have encountered with the health care system. Please answer them to the best of your ability, but if you don't know the answer to a question, just say you don't know and we will move on.

35. In the past 12 months have you tried to get health insurance coverage but were not able to get it, or not?

Yes	No	Don't know
8	91	1

(Asked of respondents who were unable to get health insurance; n = 82)

36. Were you not able to get health insurance because of a pre-existing health condition, because you could not afford it, or was there some other reason?

Pre-existing health condition	Could not afford it	Some other reason	Don't know
19	47	32	2

35/36. Combo Table

-----Unable to get health insurance-----				Able to get health insurance	Don't know
NET	Because of Pre-existing health condition	Could not afford it	Because of some other reason		
8	2	4	3	91	1

**B. Did Not Get Care**

37. Was there a time over the past 12 months when you or another family member living in your household needed medical care, but did not get it?

Yes	No	Don't know
10	89	1

**(Asked of respondents who were unable to get medical care; n = 101)**

38. Was that you, a family member, or both?

<b>You</b>	<b>A family member</b>	<b>Both</b>	<b>Don t know</b>
36	42	22	--

**(Asked of respondents who were unable to get medical care; n = 101)**

39. For those not getting care, did it (INSERT ITEM), or not?

	<b>Yes</b>	<b>No</b>	<b>Don t know</b>
a. Cause a significant loss of time at work, school, or other important life activities	52	47	2
b. Seriously increase stress	84	16	--
c. Cause a temporary disability that included a significant amount of pain and suffering	44	55	*
d. Cause a <u>long-term</u> disability	29	70	1

37/39. Combo Table

<b>Unable to get medical care</b>	<b>10</b>
Caused a significant loss of time at work, school or other important life activities	5
Seriously increased stress	8
Caused a temporary disability that included a significant amount of pain and suffering	4
Caused a long-term disability	3
None of these things happened	1
<b>Able to get medical care</b>	<b>89</b>
<b>Don t know</b>	<b>1</b>

**(Asked of respondents who were unable to get medical care; n = 101)**

40. Here are some reasons why a person might not get needed medical care. As I read each one, please tell me if it was a reason you or (your family member) (were/was) unable to get needed care, or not. How about (INSERT ITEM)? Was that a reason or not?

	<b>Yes</b>	<b>No</b>	<b>Don t know</b>
a. (You or your family member) did not have health insurance, and could not afford to pay for the care	75	25	--
c. (You or your family member) couldn t afford to pay the part of the cost not covered by your insurance	53	47	--
d. (You or your family member) couldn t get an appointment or referral for a doctor or other health care professional	29	71	--
e. (You or your family member) could not take time away from work or could not find child care	25	75	--
f. (You or your family member) just didn t feel like getting the care	14	86	1

40g. What is the other reason I haven't mentioned?

Yes, other reasons	16
No other reasons	84

37/40.Combo Table

<b>Unable to get medical care</b>	<b>10</b>
(You or your family member) did not have health insurance, and could not afford to pay for the care	7
(You or your family member) couldn't afford to pay the part of the cost not covered by your insurance	5
(You or your family member) couldn't get an appointment or referral for a doctor or other health care professional	3
(You or your family member) could not take time away from work or could not find child care	2
(You or your family member) just didn't feel like getting the care	1
Is there another reason I haven't mentioned	2
None of these were reasons for not getting medical care	*
<b>Able to get medical care</b>	<b>89</b>
<b>Don't know</b>	<b>1</b>

### C. Postponed Care

41. In the past 12 months, have you or another family member living in your household ever put off or postponed seeking health care you felt you needed?

Yes	No	Don't know
22	78	*

(Asked of respondents who postponed seeking needed health care; n = 269)

42. Was that you, a family member, or both?

You	A family member	Both	Don't know
50	23	28	--

(Asked of respondents who postponed seeking needed health care; n = 269)

43. For those who put off care, did it (ITEM), or not?

	Yes	No	Don't know
a. Cause a significant loss of time at work, school, or other important life activities	29	70	1
b. Seriously increase stress	63	37	*
c. Cause a temporary disability that included a significant amount of pain and suffering	41	59	1
d. Cause a <u>long-term</u> disability	18	79	3



<b>Postponed getting care</b>	<b>22</b>
Caused a significant loss of time at work, school or other important life activities	6
Seriously increased stress	14
Caused a temporary disability that included a significant amount of pain and suffering	9
Caused a long-term disability	4
None of these things happened	6
<b>Did not postpone getting care</b>	<b>78</b>
<b>Don t know</b>	<b>*</b>

**(Asked of respondents who postponed seeking needed care; n = 269)**

44. Here are some reasons why a person might postpone seeking needed health care. As I read each one, please tell me if it was a reason (you or your family member) postponed seeking needed health care, or not. How about (INSERT ITEM)? Was that a reason or not?

	<b>Yes</b>	<b>No</b>	<b>Don t know</b>
a. (You or your family member) did not have health insurance, and could not afford to pay for the care	50	50	--
c. (You or your family member) couldn t afford to pay the part of the cost not covered by your insurance	43	57	--
d. (You or your family member) couldn t get an appointment or referral for a doctor or other health care professional	21	78	*
e. (You or your family member) could not take time away from work or could not find child care	26	74	--
f. (You or your family member) just didn t feel like getting the care	27	73	*

44g. What is the other reason?

<b>Yes, other reasons</b>	<b>17</b>
Coverage was not in effect as yet	1
Procrastination	1
Didn t like/trust the doctor/no cure for illness	3
Busy with other priorities/had no time	3
Other	9
<b>No other reasons</b>	<b>83</b>

43/44. Combo Table

Postponed getting care	22
(You or your family member) did not have health insurance, and could not afford to pay for the care	11
(You or your family member) couldn't afford to pay the part of the cost not covered by your insurance	9
(You or your family member) couldn't get an appointment or referral for a doctor or other health care professional	5
(You or your family member) could not take time away from work or could not find child care	6
(You or your family member) just didn't feel like getting the care	6
Is there another reason I haven't mentioned	4
None of these were reasons for not getting medical care	*
Did not postpone getting care	78
Don't know	*

**(Asked of respondents who postponed getting needed health care because they couldn't get an appointment or referral; n = 52)**

45. You said you could not get an appointment or referral for a doctor or other health care professional. Was it a problem in getting a referral, or in getting an appointment or both?

[insufficient data to draw conclusion]

**(Asked of respondents who postponed seeking needed care and who have private plan through an employer or self-purchased; n = 167)**

46. Did you or (your family member) who postponed getting health care do any of the following things to try to get care, or not? Did you (INSERT ITEM) to try to get the care, or not?

	Yes	No	Don't know
a. Talk to someone inside your health plan	24	73	3
b. Go to someone OUTSIDE the plan, such as a lawyer, to take some action	3	95	2
c. File a formal appeal	3	95	2
d. Change your health plan	9	88	2

**(Asked of respondents who postponed seeking needed care and who have a private plan and who chose not to do specified option; n = 115)**

e. Choose not to do anything

Yes	No	Don't know
82	17	1

41/5/46. Combo Table

<b>Postponed getting care</b>	<b>22</b>
Have private plan	12
<i>Talked to someone inside your health plan</i>	3
<i>Went to someone OUTSIDE the plan, such as a lawyer, to take some action</i>	*
<i>Filed a formal appeal</i>	*
<i>Changed your health plan</i>	1
<i>Chose not to do anything</i>	7
Do not have a private plan	3
<b>Did not postpone getting care</b>	<b>78</b>
<b>Don t know</b>	<b>*</b>

(Asked of respondents seeking medical needed care; n = 269)

47. Did everyone who postponed getting care eventually get it, or not?

Yes	No	Don t know
54	45	*

41/47 Combo Table.

-----Postponed getting care-----			Did not postpone getting care	Don t know
NET	Eventually got care	Did not eventually get care		
22	12	10	78	*

## **D. Prescription Drugs**

48. Was there a time over the past 12 months when you or another family member living in your household needed a prescription drug, but did not get it?

Yes	No	Don t know
13	87	*

(Asked of respondents who did not get needed prescription drug; n = 137)

49. Was that you, a family member, or both?

You	A family member	Both	Don t know
49	29	22	--

**(Asked of respondents who did not get needed prescription drug; n = 137)**

50. For those who did not get the prescription drugs, did it (ITEM), or not?

	Yes	No	Don t know
a. Cause a significant loss of time at work, school, or other important life activities	52	48	*
b. Seriously increase stress	77	23	--
c. Cause a temporary disability that included a significant amount of pain and suffering	54	46	*
d. Cause a <u>long-term</u> disability	27	73	--

48/50. Combo Table

Did not get needed prescription drug	13
Caused a significant loss of time at work, school or other important life activities	7
Seriously increased stress	10
Caused a temporary disability that included a significant amount of pain and suffering	7
Caused a long-term disability	4
None of these things happened	2
Did get needed prescription drug	87
Don t know	*

**(Asked of respondents who did not get needed prescription drug; n = 137)**

51. Here are some reasons why a person might not get a prescription drug they need. As I read each one, please tell me if it was a reason (you or your family member) did not get the needed prescription drug, or not. How about (INSERT ITEM)?

	Yes	No	Don t know
a. (You or your family member) did not have health insurance that covers prescription drugs and could not afford to fill the prescription	73	27	--
b. (You or your family member) could not afford to pay the part of the cost not covered by your health plan	70	30	--
c. Health insurance did not cover the specific drug that was prescribed	68	32	--
d. It was too difficult to get the prescription filled	34	66	1
e. The doctor would not prescribe the drug you wanted	14	85	1

51f. Was there another reason?

Yes, other reasons	8
Refused	1
No other reasons	92

48/51. Combo Table

<b>Did not get needed prescription drug</b>	<b>13</b>
(You or your family member) did not have health insurance that covers prescription drugs and could not afford to fill the prescription	10
(You or your family member) could not afford to pay the part of the cost not covered by your health plan	9
Health insurance did not cover the specific drug that was prescribed	9
It was too difficult to get the prescription filled	4
The doctor would not prescribe the drug you wanted	2
Some other reason I haven't mentioned	1
None of these were reasons for not getting needed prescription drug	*
<b>Did get needed prescription drug</b>	<b>87</b>
<b>Don't know</b>	<b>*</b>

**E. Quality of Care**

(Asked of respondents who received medical care/been a patient at a hospital; n = 958)

52. Was there any time in the past 12 months when you felt that there was a problem with the quality of the health care services you or another family member living in your household received?

Yes	No	Don't know
19	80	1

30/52. Combo Table

Received medical care/been a patient in a hospital			Have not received medical care or been a patient in a hospital	Don't know
NET	Problem with the quality of care	No problem with the quality of care		
77	15	61	23	*

(Asked of respondents who had a problem with the quality of care; n = 181)

53. Was that you, a family member, or both?

You	A family member	Both	Don't know
40	42	17	1

(Asked of respondents who had a problem with the quality of care; n = 181)

54. What was that problem? Was it your personal interactions with a doctor or other health professional, the medical diagnosis or the treatment prescribed, or was there a problem with both?

Your personal interactions with the quality of care	The medical diagnosis or the treatment prescribed for you	Both	Don't know
27	31	34	8

30/52/54. Combo Table

<b>Received medical care/been a patient at a hospital</b>	<b>77</b>
Problem with quality of care	15
<i>Problem was personal interaction with a doctor or other health care Professional</i>	4
<i>Problem was the medical diagnosis or the treatment prescribed for you</i>	5
<i>Problem was with both</i>	5
No problem with the quality of care	61
<b>Did not receive medical care or was not a patient at a hospital</b>	<b>23</b>
<b>Don t know</b>	<b>*</b>

(Asked of respondents who had a problem with personal interactions with doctor/other health professional; n = 106)

55. Did the problem (you or your family member) had with a doctor or other health professional involve any of the following? Was it that the doctor or other health professional (INSERT ITEM), or not?

	Yes	No	Don t know
a. Did not treat (you or your family member) with dignity and respect	45	53	2
b. Did not listen carefully to (your or your family member s) concerns	75	25	--
c. Was not accessible either by phone or in person	42	53	6
d. Did not spend enough time with (you or your family member)	67	33	--
f. Did not provide all the needed information	63	37	--

30/52/54/55. Combo Table

<b>Received medical care/patient at a hospital</b>	<b>77</b>
Problem with quality of care	15
<i>Problem with personal interactions with doctor/other health professional</i>	9
Did not treat (you or your family member) with dignity and respect	4
Did not listen carefully to (your or your family member s) concerns	6
Was not accessible either by phone or in person	4
Did not spend enough time with (you or your family member)	6
Did not provide all the needed information	5
None of these were reasons	*
<i>Problem not with personal interactions with doctor/other health professional</i>	5
No problem with quality of care	61
<b>Did not receive medical care or was not a patient at a hospital</b>	<b>23</b>
<b>Don t know</b>	<b>*</b>

**(Asked of respondents who had a problem with the medical diagnosis or the treatment prescribed; n = 118)**

56. Did the problem (you or your family member) had with the diagnosis or treatment involve any of the following?

	Yes	No	Don t know
a. Was the diagnosis wrong, or not	49	41	10
b. Were medical tests delayed or done wrong, or not	54	44	2
c. Were you given the wrong treatment for your condition, or not	52	44	4
d. Was your medical treatment delayed, or not	60	38	2
e. Was it that the drugs prescribed did not work, or not	32	65	3
f. Did you have a bad drug interaction, or not	25	75	--

30/52/54/56. Combo Table

<b>Received medical care/patient at a hospital</b>	<b>77</b>
Problem with quality of care	15
<i>Problem with the medical diagnosis or the treatment prescribed</i>	9
The diagnosis was wrong	5
Medical tests delayed or done wrong	5
Given the wrong treatment for your condition	5
Medical treatment delayed	6
The drugs prescribed did not work	3
Bad drug interaction	2
None of these were reasons	1
<i>Problem not with medical diagnosis or the treatment prescribed</i>	4
No problem with quality of care	61
<b>Did not receive medical care or was not a patient at a hospital</b>	<b>23</b>
<b>Don t know</b>	<b>--</b>

**(Asked of respondents who had a problem with the quality of care; n = 181)**

57. For those in your family who had a problem with the quality of health care services they received did it ever (INSERT ITEM), or not?

	Yes	No	Don t know
a. Cause a significant loss of time at work, school, or other important life activities	47	52	*
b. Seriously increase stress	74	26	*
c. Cause a temporary disability that included a significant amount of pain and suffering	46	50	3
d. Cause a <u>long-term</u> disability	24	73	3

<b>Received medical care/been a patient at a hospital</b>	<b>77</b>
Problem with quality of care	15
<i>Caused a significant loss of time at work, school or other important life activities</i>	7
<i>Seriously increased stress</i>	11
<i>Caused a temporary disability that included a significant amount of pain and suffering</i>	7
<i>Caused a long-term disability</i>	4
<i>None of these things happened</i>	3
No problem with quality of care	61
<b>Did not receive medical care or was not a patient at a hospital</b>	<b>23</b>
<b>Don t know</b>	<b>*</b>

(Asked of respondents who had a problem with the quality of care and who have a private plan; n = 123)

58. Did (you or your family member) do any of the following things to resolve the problems with the quality of health care services, or not? Did you (INSERT ITEM) to try to resolve the problem, or not?

	Yes	No	Don t know
a. Talk to someone inside your health plan	43	56	1
b. Go to someone OUTSIDE the plan, such as a lawyer, to take some action	9	90	1
c. File a formal appeal	9	90	2
d. Change your health plan	13	86	1

(Asked of respondents who had a problem with the quality of care and who have a private plan and who chose not to do specified option; n = 69)

e. Choose not to do anything

Yes	No	Don t know
53	47	*

<b>Received medical care/patient at a hospital</b>	<b>77</b>
Problem with quality of care	15
<i>Have private plan</i>	9
Talked to someone inside your health plan	4
Went to someone OUTSIDE the plan, such as a lawyer, to take some action	1
Filed a formal appeal	1
Changed your health plan	1
Chose not to do anything	2
<i>Do not have a private plan</i>	2
Did not have a problem with the quality of care	61
<b>Did not receive medical care or was not a patient in a hospital</b>	<b>23</b>
<b>Don t know</b>	<b>*</b>



## E. Bills

59. In the past year, did you or another family member in your household have any problems paying medical bills, or not?

Yes	No	Don t know
21	79	--

(Asked of respondents who had a problem paying medical bills; n = 216)

60. Were the medical bills for any of the following? Were they (INSERT)?

	Yes	No	Don t know
a. Bills for doctors or other health professionals	89	10	*
b. Hospital bills	73	26	*
c. Prescription drugs bills	38	62	*
d. Nursing home bills	5	95	--
e. Home care bills	10	90	--
f. Health insurance premiums	27	70	2
g. Rehabilitation or physical therapy bills	21	78	1
h. Dental bills	36	63	*

59/60. Combo Table

<b>Had a problem paying medical bills</b>	<b>21</b>
Problem paying bills for doctors or other health professionals	19
Problem paying hospital bills	15
Problem paying prescription drug bills	8
Problem paying nursing home bills	1
Problem paying home care bills	2
Problem paying health insurance premiums	6
Problem paying rehabilitation or physical therapy bills	4
Problem paying dental bills	8
<b>Did not have problem paying medical bills</b>	<b>79</b>
<b>Don t know</b>	<b>--</b>

(Asked of respondents who had a problem paying medical bills; n = 216)

61. How serious a problem were these bills for you and your family? Were they very serious, somewhat serious, not very serious, or not at all serious?

	-----Serious-----			-----Not serious-----			Don t know
	NET	Very	Somewhat	NET	Not very	Not at all	
	86	48	39	13	12	1	*

59/61. Combo Table

-----Had a problem paying medical bills-----							Did not have a problem paying medical bills	Don t know
----Problem was serious-----			----Problem was not serious---					
NET	NET	Very	Somewhat	NET	Not very	Not at all		
21	18	10	8	3	3	*	79	--

(Asked of respondents who had a problem paying medical bills and who have a private plan; n = 110)

62. Did you or your family member do any of the following things to resolve this problem paying medical bills? Did you (INSERT) to try to resolve the problem, or not?

	Yes	No	Don t know
a. Talk to someone inside your health plan	38	60	2
b. Go to someone OUTSIDE the plan, such as a lawyer, to take some action	9	90	1
c. File a formal appeal	9	88	2
d. Borrow money to pay the bills	38	61	1
e. Change your health plan	14	86	1

(Asked of respondents who had a problem paying medical bills care and who have a private plan and who chose not to do specified option; n = 37)

f. Choose not to do anything

[insufficient data to draw conclusion]

59/62. Combo Table

<b>Problem paying medical bills</b>	<b>21</b>
Have private plan	9
<i>Talked to someone inside your health plan</i>	3
<i>Went to someone OUTSIDE the plan, such as a lawyer, to take some action</i>	1
<i>Filed a formal appeal</i>	1
<i>Borrowed money to pay the bills</i>	3
<i>Changed your health plan</i>	1
<i>Chose not to do anything</i>	2
Do not have a private plan	2
<b>Did not have a problem paying medical bills</b>	<b>79</b>
<b>Don t know</b>	<b>--</b>

(Asked of respondents who had a problem paying medical bills; n = 216)

63. In the past year have you, or has anyone in your family living in your household, been contacted by a collection agency about owing money for medical bills, or not?

Yes	No	Don t know
60	40	*

-----Problem paying medical bills-----			Did not have a problem paying medical bills	Don t know
NET	Been contacted by a collection agency	Have not been contacted by a collection agency		
21	12	8	79	--

## VIII. General Questions for Everyone

64. Is there someone not living with you that you feel responsible for when it comes to seeing that they get proper medical care?

Yes	No	Don t know
32	68	*

(Asked of respondents who feel responsible for medical care of someone not living with them; n = 396)

65. Who is it that you feel responsible for? Is it ?

A grandparent	An elderly parent	A grown child	Another family member	A friend	Don t know
14	41	24	25	7	1

Responsible for medical care of someone not living with you						Not responsible for medical care of someone not living with you	
NET	Grand parent s care	An elderly parent s care	A grown child	Another family member	A friend	Don t know	Don t know
32	4	13	8	8	2	68	*

(Asked of respondents who feel responsible for the medical care of someone not living with them; n = 396)

66. In the past 12 months, did that person (or those people) have any problems getting medical care?

Yes	No	Don t know
32	65	3

(Asked of respondents who feel responsible for the medical care of someone not living with them and that person had problems getting care; n = 123)

67. Were the problems serious, or not?

Yes	No	Don t know
64	32	4

64/66/67. Combo Table

<b>Responsible for medical care of someone who doesn't live with you</b>				<b>Person did not have problems getting care</b>	<b>Not responsible for medical care of someone not living with you</b>	<b>Don't know</b>
<b>Person did not have problems getting care</b>						
<b>NET</b>	<b>NET</b>	<b>Serious</b>	<b>Not serious</b>			
32	10	7	3	20	68	*

(Asked of respondents who feel responsible for the medical care of someone not living with them and that person had problems getting care; n = 123)

68. Did the person (or the people) eventually get the care they needed, or not?

<b>Yes</b>	<b>No</b>	<b>Don't know</b>
75	23	2

64/66/67/68. Combo Table

<b>Responsible for medical care of someone who does not live with you</b>	<b>32</b>
Person had problems getting medical care	10
<i>Serious</i>	7
Person eventually got needed care	5
Person did not eventually get needed care	2
<i>Not serious</i>	3
Person eventually got needed care	3
Person did not eventually get needed care	*
Person did not have problems getting medical care	20
<b>Not responsible for medical care of someone who does not live with you</b>	<b>68</b>
<b>Don't know</b>	<b>*</b>

48/52/59/35/41/37. Any Problem

<b>Yes</b>	<b>No</b>
44	55

48/41/37. Access to Care Problem

<b>Yes</b>	<b>No</b>
31	69

# IX. Demographics

Now we have just a few more questions to help classify your answers.

69. As a result of your financial situation, in the past 12 months have you received free care or reduced fees from your regular doctor, hospital, or health care clinic?

Yes receiving free care or reduced fees	No, not receiving free care or reduced fees	Don t know
12	88	*

70. Now thinking about your own health status In general, would you say your health is excellent, very good, good, fair, or poor?

-----Excellent/Very good/Good-----				-----Fair/Poor-----			Don t know
NET	Excellent	Very good	Good	NET	Fair	Poor	
78	19	35	24	22	15	6	*

71. Does any disability, handicap, or chronic disease keep you from participating fully in work, school, housework, or other activities, or not?

Yes	No	Don t know
21	79	*

72. Do you have a regular doctor or other health professional who you see for general health care, that is, when you are sick, need a check up, or want advice about your health?

Yes	No	Don t know
83	17	--

73. Who do you trust more on the issue of health care — (INSERT FIRST ITEM) or (INSERT SECOND ITEM)?

Republicans	Democrats	Neither	Don t know
27	33	23	17

## **The NPR/Kaiser/Kennedy School Poll**

The NPR/Kaiser/Kennedy School National Survey on Health Care is part of an ongoing project of National Public Radio, the Henry J. Kaiser Family Foundation, and Harvard University's Kennedy School of Government. Representatives of the three sponsors worked together to develop the survey questionnaire and to analyze the results, with NPR maintaining sole editorial control over its broadcasts on the surveys. The project team includes:

**From NPR:** Marcus D. Rosenbaum, Senior Editor/Special Projects; Jeanne Naujeck, Assistant Editor.

**From the Kaiser Family Foundation:** Drew Altman, President and Chief Executive Officer; Matt James, Senior Vice President of Media and Public Education and Executive Director of [kaisernetwork.org](http://kaisernetwork.org); Mollyann Brodie, Vice President, Director of Public Opinion and Media Research; and Elizabeth Hamel, Research Associate.

**From the Kennedy School:** Robert J. Blendon, a Harvard University professor who holds joint appointments in the School of Public Health and the Kennedy School of Government; Stephen R. Pelletier, Research Coordinator for the Harvard Opinion Research Program; and John M. Benson, Managing Director of the Harvard Opinion Research Program.