

PATIENTS' PERSPECTIVES ON HEALTH CARE IN THE UNITED STATES

HOW INCOME AFFECTS HEALTH CARE
EXPERIENCES IN SEVEN STATES &
ACROSS THE NATION

February 2016



INTRODUCTION

The landscape and experience of health care in the United States has changed dramatically in the last two years. January 2014 saw insurance purchased on state exchanges and the federal marketplace go into effect, the start of the Affordable Care Act's individual mandate and its accompanying subsidies and tax credits for qualifying Americans, discrimination protections, including pre-existing conditions, for those seeking to buy health insurance, and the implementation of essential health benefits for all plans sold through the insurance marketplace.

This report seeks to illuminate the current self-reported experiences of adults living in households with annual incomes less than \$25,000 -- referred to as "low-income adults" -- and adults living in households with annual incomes of \$25,000 or more -- referred to as "other-income adults" -- across the country and in seven states: Florida, Kansas, New Jersey, Ohio, Oregon, Texas and Wisconsin. These locations were not picked at random; rather, they were selected to represent a geographically diverse group of states that *have* (NJ, OH, OR) and *have not* (FL, KS, TX) expanded Medicaid, as well as the only state in the nation that did not have to, since Wisconsin's pre-ACA eligibility criteria already met or exceeded those passed by national health reform.

All participants -- both those sampled in the seven states and across the nation -- were asked to share their personal experiences and opinions. Thus, comparisons between any state and the nation contrast the views of a representative sample of a state's residents to a representative sample of residents across the country asked about their perceptions of the state where they live. Although there are many differences among the views and experiences of people across states, this report only highlights such differences when they are statistically significant from the national sample. It summarizes the survey's state and national findings as they pertain to three main questions:

1. How do adults with low- or other-incomes in the U.S. rate the quality of their health care?
2. Do low-income adults in the U.S. face different barriers to accessing health care than adults with other incomes in the U.S.?
3. Does the health status of low-income adults in the U.S. differ from the health status of adults with other incomes in the U.S.?

Only those adults who report having received care during a given type of health care visit were asked to rate the quality of their health care during their most recent visit. This prevents residents who have never used urgent care centers, for example, from weighing in on the quality or cost of those facilities.

FINDINGS

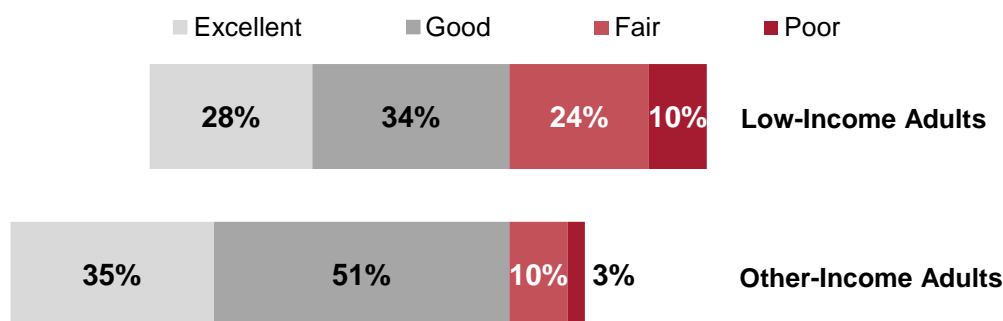
A new poll of adults across the U.S. and in seven states by National Public Radio, the Robert Wood Johnson Foundation, and the Harvard T.H. Chan School of Public Health shows that despite major shifts in the American health care system over the past two years, adults who live in households that earn less than \$25,000 per year report lower-quality health care, greater barriers to health care access, and worse health outcomes than adults living in households with annual incomes of \$25,000 or more. Survey results also indicate that even though low-income adults use the emergency room at significantly higher rates than adults with other incomes, low-income adults are significantly more likely to say the health care they receive in the ER is of fair or poor quality. Disparities between low-income Americans and those of other incomes are observed nationwide and in Florida, Kansas, New Jersey, Ohio, Oregon, Texas and Wisconsin.

Quality of Health Care Personally Received

Low-income adults -- those living in households that earn less than \$25,000 -- are significantly more likely to report that the health care they receive is of fair or poor quality, compared to adults of other incomes -- those living in households that earn of \$25,000 or more. Nearly three in ten (28%) low-income adults believe the health care they personally receive is excellent, while more than a third (34%) says their care is fair or poor. This represents a significant difference from the health care experiences of other-income adults in the U.S, as thirty-five percent of adults living in households with higher annual incomes say the health care they personally receive is excellent, while just one in eight (13%) say their care is fair or poor.

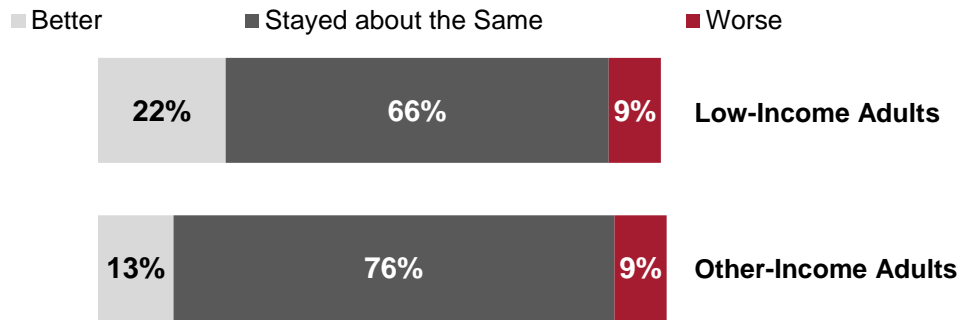
These differences in quality of care between low-income and other-income adults occur nationwide and in each of the seven states included in this survey.

FIGURE 1. Percent of low-income and other-income adults in the U.S. who rate the health care they personally receive as excellent, good, fair or poor (Q9).



Even though low-income adults are more likely to say the care they personally receive is of fair or poor quality, they are significantly more likely to say their care is improving. Whereas just one in eight (13%) Americans of other incomes say their care has gotten better over the past two years, more than one in five (22%) low-income adults believes their care has improved. This discrepancy in perceived quality over time between low-income and other-income adults also occurs in Florida, Ohio, and Texas.

FIGURE 2. Percent of low-income and other-income adults in the U.S. who say the health care they have received has gotten better, gotten worse, or stayed about the same over the past two years (Q10).

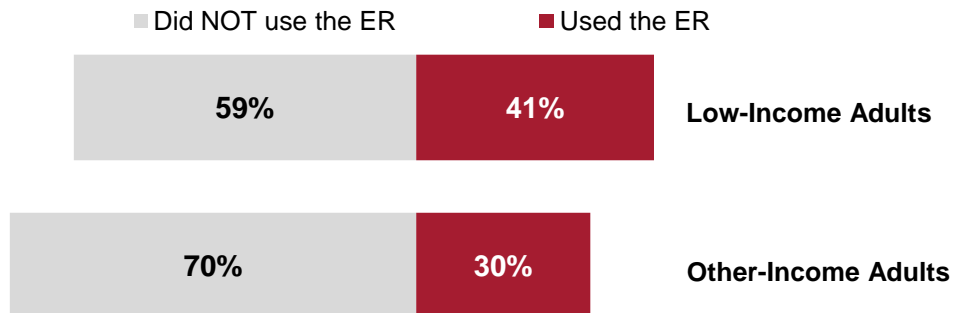


Emergency Room Experiences

Low-income Americans nationwide are significantly less likely to have a regular doctor that provides most of their health care when they are sick or have a health concern, as compared to Americans of other incomes (Q27). Whereas almost four in five (79%) other-income adults say they have a regular doctor, just over two-thirds (69%) of low-income adults say the same. This disparity is observed in Florida, Kansas, New Jersey, and Texas.

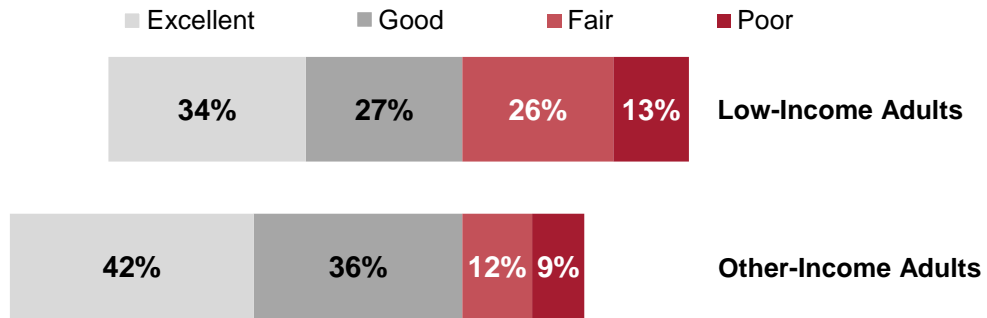
Lower access to a regular doctor may partially explain why low-income adults are significantly more likely than adults of other incomes to report having received health care in the emergency room of a hospital in the past two years. Whereas three in ten (30%) other-income adults nationwide say they have used an ER in the past two years, more than two in five (41%) low-income adults say the same. This difference in ER utilization between low-income and other-income adults is observed in Florida, Kansas, New Jersey, Ohio and Oregon.

FIGURE 3. Percent of low-income and other-income adults in the U.S. who say they have received health care in the emergency room of a hospital in the past two years (Q37).



Even though low-income Americans are more likely than Americans of other incomes to have recently received health care in the emergency room, the two groups have strikingly different experiences with the quality of care they receive. Whereas just over one in five (21%) adults in households earning at least \$25,000 per year say the quality of health care they received during their most recent visit to the ER was fair or poor, nearly two in five (39%) low-income adults say the same.

FIGURE 4. Percent of low-income and other-income adults in the U.S. who rate the health care they received the last time they were a patient in the emergency room of a hospital as excellent, good, fair or poor (Q38).

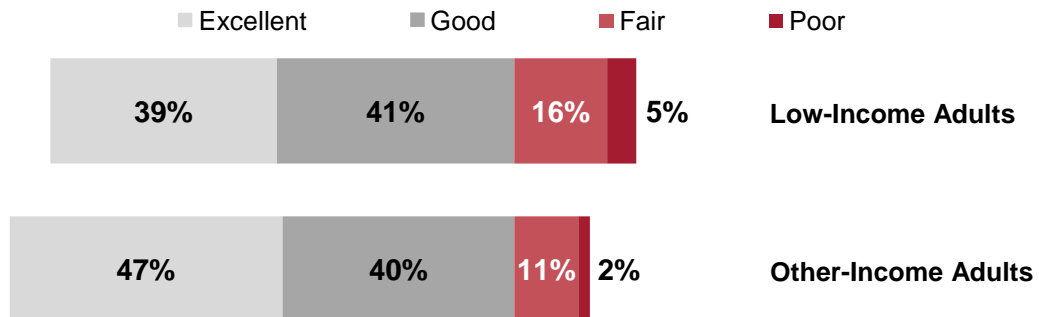


Doctor’s Office Experiences

Low-income adults are also more likely than adults of other incomes to give low ratings to the care they receive during visits to the doctor. When it comes to the overall experience, the quality of care they received during their last visit, and the doctor’s sensitivity to their cultural background -- low-income adults are significantly more likely than other-income adults to rate these aspects as fair or poor.

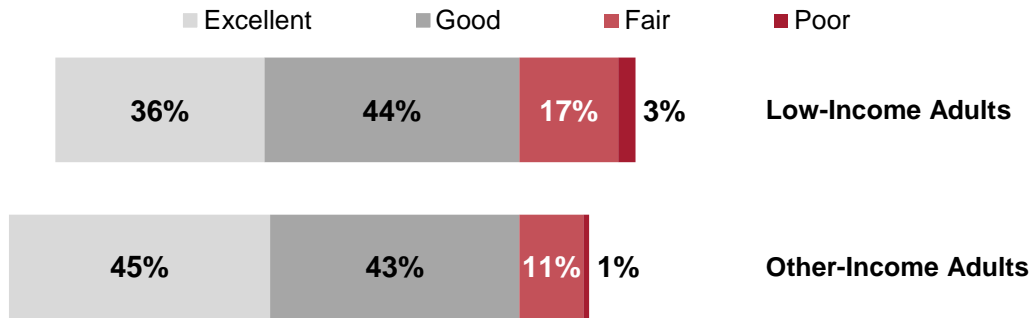
Whereas one in eight (13%) adults of other incomes say the overall experience of their last visit was fair or poor, more than one in five (21%) low-income adults say theirs was of low-quality. This difference occurs in Kansas, New Jersey, Oregon, Texas and Wisconsin.

FIGURE 5. Percent of low-income and other-income adults in the U.S. who rate the overall experience of their most recent visit to a doctor or other health professional as excellent, good, fair or poor (Q12a).



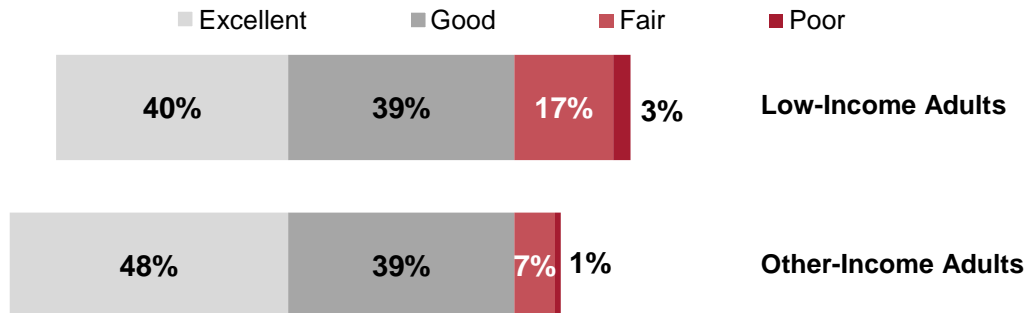
When asked about the health care they received during their last visit to the doctor, just 12 percent of other-income adults said the quality was fair or poor, compared to 20 percent of low-income adults. This difference in perceived quality was observed in every state but Florida.

FIGURE 6. Percent of low-income and other-income adults in the U.S. who rate the quality of health care they received during their most recent visit to a doctor or other health professional as excellent, good, fair or poor (Q12b).



One in five (20%) low-income Americans also say the doctor’s sensitivity to their cultural background is fair or poor, compared to just eight percent of adults of other incomes. This gap in perceived sensitivity is observed between low-income and other-income adults in Kansas, New Jersey, Oregon and Wisconsin reported the same problem.

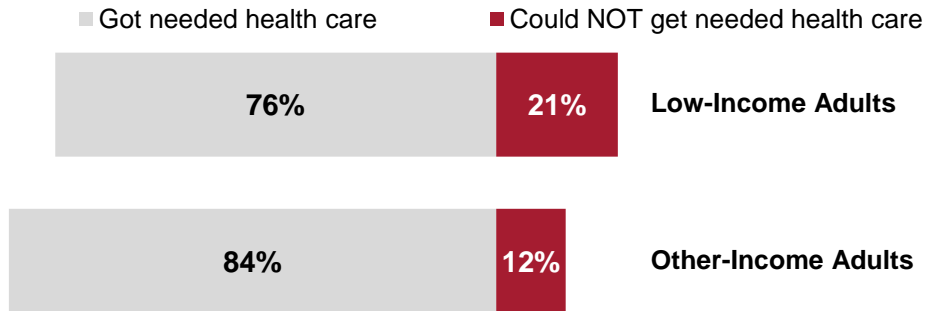
FIGURE 7. Percent of low-income and other-income adults in the U.S. who rate their doctor or other health professional’s sensitivity to their cultural background as excellent, good, fair or poor (Q12e).



Access to Health Care

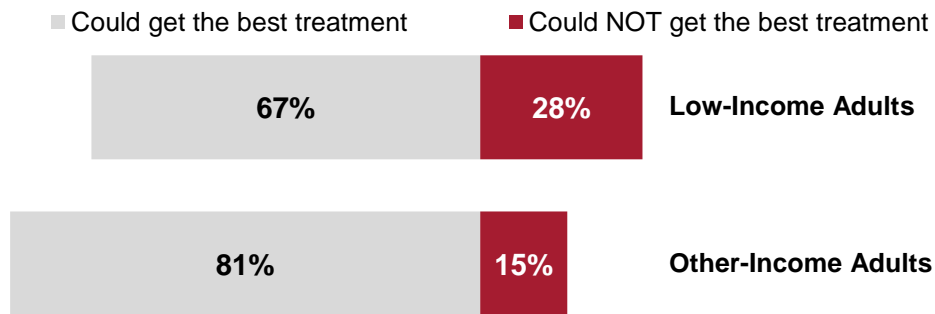
Low-income Americans are significantly more likely to report having to do without necessary health care than Americans of other incomes. More than one in five (21%) low-income Americans say there has been at least one time in the past two years when they needed health care, but couldn’t get it. However, only 12 percent of other-income Americans report this has happened to them. This discrepancy in ability to received necessary health care between low-income and other-income adults also occurs in Kansas and Texas.

FIGURE 8. Percent of low-income and other-income adults in the U.S. who say there has been at least one time in the past two years when they needed health care, but could not get it (Q17).



When asked whether they would or would not be able to get the best treatment available in the state where they live if they became seriously ill, nearly three in ten (28%) low-income adults say they would not be able to access such treatment. In contrast, just over one in seven (15%) adults of other incomes had the same concern. This significant discrepancy in perceived access to treatment also occurs in Kansas, Ohio, Oregon and Texas.

FIGURE 9. Percent of low-income and other-income adults in the U.S. who say they would or would not be able to get the best treatment in their state if they became seriously ill (Q3).

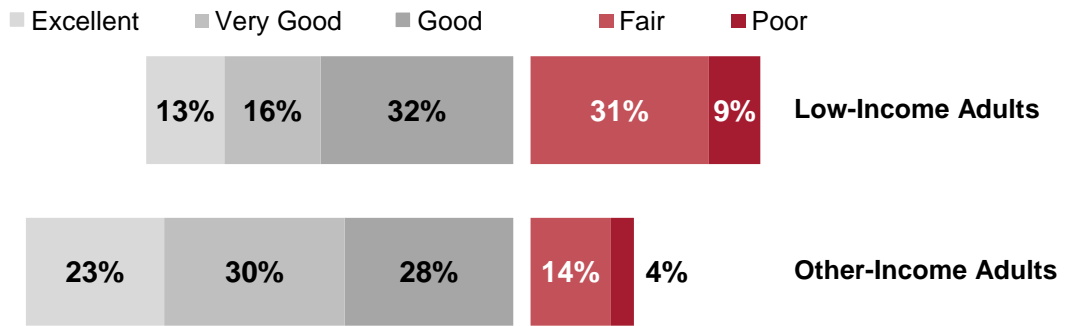


Health Status

According to the poll, low-income adults are significantly more likely to report being in fair or poor health, having a chronic illness such as diabetes or high blood pressure, or having a serious medical condition, illness, injury or disability than adults of other incomes.

Whereas one in six (18%) other-income Americans say they are in fair or poor health, two in five (40%) low-income Americans say the same. This discrepancy in health status between low-income and other-income Americans is observed nationwide and in every state included in this survey (Florida, Kansas, New Jersey, Ohio, Oregon, Texas and Wisconsin).

FIGURE 10. Percent of low-income and other-income adults in the U.S. who say their health is excellent, very good, good, fair or poor (Q8).



METHODOLOGY

The polls in this study are part of an on-going series of surveys developed by researchers at the Harvard Opinion Research Program (HORP) at the Harvard T.H. Chan School of Public Health in partnership with the Robert Wood Johnson Foundation and National Public Radio. The research team consists of the following members at each institution.

Harvard T.H. Chan School of Public Health: Robert J. Blendon, Professor of Health Policy and Political Analysis and Executive Director of HORP; John M. Benson, Research Scientist and Managing Director of HORP; Caitlin L. McMurtry, Research Assistant; and Justin M. Sayde, Administrative and Research Manager.

Robert Wood Johnson Foundation: Fred Mann, Vice President, Communications; Carolyn Miller, Senior Program Officer, Research and Evaluation; and Joe Costello, Director, Marketing.

NPR: Anne Gudenkauf, Senior Supervising Editor, Science Desk; and Joe Neel, Deputy Senior Supervising Editor, Science Desk.

The “Patients’ Perspectives on Health Care in the United States” project consisted of eight polls, conducted via telephone (including both landline and cell phone) by SSRS of Media (PA). Interviews were conducted in English and Spanish, using random-digit dialing, September 8 – November 9, 2015, among representative samples of adults age 18 or older nationally and in the seven states.

For the national poll, interviews were conducted with a nationally representative probability sample of 1,002 U.S. adults. Of those, 308 reported living in households earning less than \$25,000 per year -- low-income adults -- and 554 reported living in household earning \$25,000 or more per year -- other-income adults. The margin of error for low-income U.S. respondents is ± 6.9 percentage points and the margin of error for other-income U.S. respondents is ± 5.0 percentage points at the 95% confidence level. For the state polls, sample sizes and margins of error are included in the table below:

State	Interviews with Low-Income Adults (#)	Low-Income Margin of Error (percentage points)	Interviews with Other-Income Adults (#)	Other-Income Margin of Error (percentage points)
Florida	296	± 8.4	595	± 4.6
Kansas	297	± 8.1	611	± 4.6
New Jersey	305	± 9.2	593	± 4.7
Ohio	353	± 7.3	537	± 4.8
Oregon	350	± 6.8	558	± 4.9
Texas	313	± 7.5	570	± 4.8
Wisconsin	335	± 8.2	582	± 4.7

Possible sources of non-sampling error include non-response bias, as well as question wording and ordering effects. Non-response in telephone surveys produces some known biases in survey-derived estimates because participation tends to vary for different subgroups of the population. To compensate for these known biases and for variations in probability of selection within and across households, sample

data are weighted by cell phone/landline use and demographics (sex, age, race/ethnicity, education, and number of adults in household) to reflect the true population. Other techniques, including random-digit dialing, replicate subsamples, and systematic respondent selection within households, are used to ensure that the sample is representative.

NPR
ROBERT WOOD JOHNSON FOUNDATION
HARVARD T.H. CHAN SCHOOL OF PUBLIC HEALTH

Patients' Perspectives on Health Care in the United States: How Income Affects Health Care Experiences in Seven States and Across the Nation

Methodology

The survey was conducted for National Public Radio, the Robert Wood Johnson Foundation, and the Harvard T.H. Chan School of Public Health via telephone (landline and cell phone) by SSRS, an independent research company. Interviews were conducted in English and Spanish using random-digit dialing, September 8 – November 9, 2015, among representative probability samples of adults age 18 or older nationally and in seven states.

	Interviews with Low-Income Adults (#)	Low-Income Margin of Error (percentage points)	Interviews with Other-Income Adults (#)	Other-Income Margin of Error (percentage points)
National (U.S.)	308	±6.9	554	±5.0
Florida	296	±8.4	595	±4.6
Kansas	297	±8.1	611	±4.6
New Jersey	305	±9.2	593	±4.7
Ohio	353	±7.3	537	±4.8
Oregon	350	±6.8	558	±4.9
Texas	313	±7.5	570	±4.8
Wisconsin	335	±8.2	582	±4.7

Significance Testing (indicated by letters next to the %s on the tables):

- a = statistically higher proportion than \$25,000+ in the U.S., p<0.05.*
- b = statistically higher proportion than <\$25,000 in the U.S., p<0.05.*
- c = statistically higher proportion than \$25,000+ in Florida, p<0.05.*
- d = statistically higher proportion than <\$25,000 in Florida, p<0.05.*
- e = statistically higher proportion than \$25,000+ in Kansas, p<0.05.*
- f = statistically higher proportion than <\$25,000 in Kansas, p<0.05.*
- g = statistically higher proportion than \$25,000+ in New Jersey, p<0.05.*
- h = statistically higher proportion than <\$25,000 in New Jersey, p<0.05.*
- i = statistically higher proportion than \$25,000+ in Ohio, p<0.05.*
- j = statistically higher proportion than <\$25,000 in Ohio, p<0.05.*
- k = statistically higher proportion than \$25,000+ in Oregon, p<0.05.*
- l = statistically higher proportion than <\$25,000 in Oregon, p<0.05.*
- m = statistically higher proportion than \$25,000+ in Texas, p<0.05.*
- n = statistically higher proportion than <\$25,000 in Texas, p<0.05.*
- o = statistically higher proportion than \$25,000+ in Wisconsin, p<0.05.*
- p = statistically higher proportion than <\$25,000 in Wisconsin, p<0.05.*

Experience with Doctors and Other Health Care Professionals

NP-9. Overall, how would you rate the health care you receive? Would you say it is excellent, good, fair, or poor?

	National		Florida		Kansas		New Jersey		Ohio		Oregon		Texas		Wisconsin	
	<\$25k	\$25k+	<\$25k	\$25k+	<\$25k	\$25k+	<\$25k	\$25k+	<\$25k	\$25k+	<\$25k	\$25k+	<\$25k	\$25k+	<\$25k	\$25k+
	(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)	(p)
Excellent/Good	62	85^a	67	78^c	69	85^e	65	84^g	76	86ⁱ	68	83^k	69	79^m	72	87^o
Excellent	28	35	20	33 ^c	22	39 ^e	18	31 ^g	27	37 ⁱ	21	40 ^k	22	34 ^m	27	39 ^o
Good	34	51 ^a	47	45	47	47	47	53	49	49	47	43	48	44	44	48
Fair/Poor	34^b	13	28^d	19	29^f	14	30^h	14	22^j	13	28^l	15	28ⁿ	17	25^p	11
Fair	24 ^b	10	21	14	23 ^f	13	26 ^h	13	16	11	23 ^l	13	17	13	18 ^p	9
Poor	10 ^b	3	7	4	5 ^f	1	4	2	6 ^j	2	5	3	11 ⁿ	4	7 ^p	1
Don't know/ Refused	4	1	5	4	3	--	5	1	2	1	4	1	2	5	4	3

NP-10. Thinking about the past TWO years, would you say the health care you have received has gotten better or worse, or has it stayed about the same?

	National		Florida		Kansas		New Jersey		Ohio		Oregon		Texas		Wisconsin	
	<\$25k	\$25k+	<\$25k	\$25k+	<\$25k	\$25k+	<\$25k	\$25k+	<\$25k	\$25k+	<\$25k	\$25k+	<\$25k	\$25k+	<\$25k	\$25k+
	(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)	(p)
Better	22 ^b	13	26 ^d	14	13	12	14	12	22 ^j	10	18	13	19 ⁿ	12	14	12
Worse	9	9	13	14	15 ^f	7	12	12	15	11	16	11	15	9	13	8
Stayed about the same	66	76 ^a	59	68 ^c	70	80 ^e	72	73	62	78 ⁱ	61	73 ^k	64	76 ^m	68	79 ^o
Don't know/ Refused	3	2	2	4	2	1	2	3	1	1	5	3	2	3	5	1

Health Care Access Experiences

NP-27. Do you have a regular doctor or health care professional that provides most of your health care when you are sick or have a health concern, or do you not?

	National		Florida		Kansas		New Jersey		Ohio		Oregon		Texas		Wisconsin	
	<\$25k	\$25k+	<\$25k	\$25k+	<\$25k	\$25k+	<\$25k	\$25k+	<\$25k	\$25k+	<\$25k	\$25k+	<\$25k	\$25k+	<\$25k	\$25k+
	(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)	(p)
Yes, have a regular doctor	69	79 ^a	62	75 ^c	73	85 ^e	72	85 ^g	79	83	75	75	58	73 ^m	79	84
No, do NOT have a regular doctor	30 ^b	21	36 ^d	25	27 ^f	15	28 ^h	15	21	16	24	24	41 ⁿ	27	21	16
Don't know/ Refused	1	--	2	--	--	--	--	--	--	1	1	1	1	--	--	--

Emergency Room Experiences

NP-37. In the past TWO years, have you received health care in the **emergency room** of a hospital, or has this not happened to you?

	National		Florida		Kansas		New Jersey		Ohio		Oregon		Texas		Wisconsin	
	<\$25k	\$25k+	<\$25k	\$25k+	<\$25k	\$25k+	<\$25k	\$25k+	<\$25k	\$25k+	<\$25k	\$25k+	<\$25k	\$25k+	<\$25k	\$25k+
	(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)	(p)
Yes, received health care in the emergency room	41 ^b	30	44 ^d	28	46 ^f	27	45 ^h	33	52 ^j	34	37 ^l	28	32	25	38	31
No, did not receive health care in the emergency room	59	70 ^a	55	72 ^c	53	73 ^e	55	67 ^g	48	66 ⁱ	62	71 ^k	68	75	61	68
Don't know/Refused	--	--	1	--	1	--	--	--	--	--	1	1	--	--	1	1

(Asked of those who received care in the emergency room in the past two years; Natl n =327; FL n = 308; KS n = 309; NJ n = 347; OH n = 378; OR n = 341; TX n = 287; WI n =332)

NP-38. Thinking about the most recent time you were a patient in the emergency room, how would you rate the quality of health care you received? Would you say it was excellent, good, fair, or poor?

	National		Florida		Kansas		New Jersey		Ohio		Oregon		Texas		Wisconsin	
	<\$25k	\$25k+	<\$25k	\$25k+	<\$25k	\$25k+	<\$25k	\$25k+	<\$25k	\$25k+	<\$25k	\$25k+	<\$25k	\$25k+	<\$25k	\$25k+
	(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)	(p)
Excellent/Good	61	78^a	72	76	67	75	63	69	68	73	74	81	55	73^m	73	78
Excellent	34	42	37	32	40	39	28	37	36	37	36	46	24	41 ^m	40	44
Good	27	36	35	44	27	36	34	32	31	36	37	34	31	32	33	34
Fair/Poor	39^b	21	26	23	32	25	34	31	32	27	24	19	44ⁿ	26	27	22
Fair	26 ^b	12	10	17	13	15	22	17	19	17	13	11	17	12	19	10
Poor	13	9	16	7	19	10	12	14	13	10	11	9	26	15	8	12
Don't know/Refused	--	1	2	--	1	--	4	--	1	--	3	--	2	--	--	--

Experience with Doctors and Other Health Care Professionals (cont'd)

For this next set of questions, I'm interested in learning more about your personal experiences with the health care system, and specifically your doctor. If you see a physician's assistant or nurse for medical care, instead of a doctor, please tell me about your experiences with that health professional. For the purposes of this survey, please focus only on medical care -- not dental care, eye exams, or hearing exams.

NP-11. Have you visited a doctor or other health professional in the last TWO years, or not?

	National		Florida		Kansas		New Jersey		Ohio		Oregon		Texas		Wisconsin	
	<\$25k	\$25k+	<\$25k	\$25k+	<\$25k	\$25k+	<\$25k	\$25k+	<\$25k	\$25k+	<\$25k	\$25k+	<\$25k	\$25k+	<\$25k	\$25k+
	(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)	(p)
Yes	77	88 ^b	79	85	87	87	73	90 ^g	85	89	84	87	75	82	79	87 ^o
No	23 ^a	12	20	15	13	13	27 ^h	10	15	11	15	13	25	18	21 ^p	13
Don't know/ Refused	--	--	1	--	--	--	--	--	--	--	1	--	--	--	--	--

Asked of those who visited a doctor/health professional in the last two years; Natl n = 869; FL n = 845; KS n = 886; NJ n = 863; OH n = 887; OR n = 884; TX n = 836; WI n = 878)

NP-12. Thinking about your most recent visit to a doctor or other health professional, how would you rate the following? Would you say (INSERT FIRST ITEM) was excellent, good, fair, or poor?

a. The overall experience

	National		Florida		Kansas		New Jersey		Ohio		Oregon		Texas		Wisconsin	
	<\$25k	\$25k+	<\$25k	\$25k+	<\$25k	\$25k+	<\$25k	\$25k+	<\$25k	\$25k+	<\$25k	\$25k+	<\$25k	\$25k+	<\$25k	\$25k+
	(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)	(p)
Excellent/Good	79	87^a	78	85	78	88^e	78	89^g	85	88	77	86^k	75	84^m	82	89^o
Excellent	39	47	41	40	32	45 ^e	31	40	45	40	34	45 ^k	32	45 ^m	47	51
Good	40	40	37	44	46	43	47	49	40	48	43	42	43	39	35	38
Fair/Poor	21^b	13	22	15	21^f	12	22^h	11	15	11	23^l	14	25ⁿ	16	18	11
Fair	16	11	16	11	13	11	17 ^h	8	12	8	17 ^l	10	16	11	11	9
Poor	5	2	6	5	9 ^f	1	5	3	3	3	6	3	9	5	7 ^p	2
Don't know/ Refused	--	--	--	--	--	--	--	--	--	1	--	--	--	--	--	--

b. The quality of health care you received

	National		Florida		Kansas		New Jersey		Ohio		Oregon		Texas		Wisconsin	
	<\$25k	\$25k+	<\$25k	\$25k+	<\$25k	\$25k+	<\$25k	\$25k+	<\$25k	\$25k+	<\$25k	\$25k+	<\$25k	\$25k+	<\$25k	\$25k+
	(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)	(p)
Excellent/Good	80	88^a	78	85	79	89^e	76	87^g	83	90ⁱ	77	88^k	77	86^m	82	90^o
Excellent	36	45 ^a	36	40	34	47 ^e	30	42 ^g	35	46 ⁱ	31	47 ^k	33	42	39	51 ^o
Good	44	43	41	45	45	42	45	45	47	44	46	41	44	43	42	39
Fair/Poor	20^b	12	22	15	19^f	11	24^h	13	17^j	10	22^l	12	23ⁿ	14	17^p	10
Fair	17 ^b	11	16	11	17 ^f	10	17 ^h	10	14 ^j	8	14	9	16	10	10	8
Poor	3	1	7	4	2	1	7	3	4	2	9 ^l	3	7	4	7 ^p	1
Don't know/ Refused	--	--	--	--	2	--	1	--	--	--	--	--	--	1	2	1

e. The doctor's sensitivity to your cultural background

	National		Florida		Kansas		New Jersey		Ohio		Oregon		Texas		Wisconsin	
	<\$25k	\$25k+	<\$25k	\$25k+	<\$25k	\$25k+	<\$25k	\$25k+	<\$25k	\$25k+	<\$25k	\$25k+	<\$25k	\$25k+	<\$25k	\$25k+
	(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)	(p)
Excellent/Good	79	86^a	81	81	82	85	77	84	87	89	81	86	79	82	84	88
Excellent	40	48	44	41	39	53 ^e	33	42	49	50	42	48	33	50 ^m	48	54
Good	39	39	37	40	42 ^g	32	44	43	37	39	39	39	47 ⁿ	32	36	34
Fair/Poor	20^b	8	14	13	16^f	9	22^h	8	11	8	16^l	9	19	13	12^p	6
Fair	17 ^b	7	9	11	11	7	19 ^h	7	7	7	12	7	12	8	7	5
Poor	3	1	5	2	5	2	2	1	4	1	4	2	6	4	5 ^p	1
Don't know/ Refused	1	5	5	6	3	6	2	7	3	3	3	4	2	6	4	6

Health Care Cost Experiences

NP-17. Was there any time in the past TWO years when you needed health care, but did not get it, OR did you get health care every time you needed it in the past TWO years?

	National		Florida		Kansas		New Jersey		Ohio		Oregon		Texas		Wisconsin	
	<\$25k	\$25k+	<\$25k	\$25k+	<\$25k	\$25k+	<\$25k	\$25k+	<\$25k	\$25k+	<\$25k	\$25k+	<\$25k	\$25k+	<\$25k	\$25k+
	(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)	(p)
Needed health care and DID NOT GET IT	21 ^b	12	22	19	24 ^f	13	17	14	20	16	21	16	24 ⁿ	14	13	14
Got health care EVERY TIME	76	84 ^a	72	78	73	86 ^e	80	83	78	81	75	83 ^k	71	83 ^m	81	83
Don't know/ Refused	3	4	6	3	3	1	3	3	2	3	4	1	5	3	6	3

Perceptions of Health Care in Their State

NP-3. If you became seriously ill, do you think you would or would not be able to get the best treatment available in [INSERT STATE]?

	National		Florida		Kansas		New Jersey		Ohio		Oregon		Texas		Wisconsin	
	<\$25k	\$25k+	<\$25k	\$25k+	<\$25k	\$25k+	<\$25k	\$25k+	<\$25k	\$25k+	<\$25k	\$25k+	<\$25k	\$25k+	<\$25k	\$25k+
	(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)	(p)
Yes, would be able to get the best treatment	67	81 ^a	63	70	59	72 ^e	64	69	70	77	67	79 ^k	67	79 ^m	73	79
No, would NOT be able to get the best treatment	28 ^b	15	30	26	36 ^f	22	28	24	28 ^j	18	29 ^l	16	30 ⁿ	16	24	17
Don't know/Refused	5	4	7	4	5	6	8	7	2	5	4	5	3	5	3	4

Health Demographics

NP-8. In general, would you say your health is excellent, very good, good, fair, or poor?

	National		Florida		Kansas		New Jersey		Ohio		Oregon		Texas		Wisconsin	
	<\$25k	\$25k+	<\$25k	\$25k+	<\$25k	\$25k+	<\$25k	\$25k+	<\$25k	\$25k+	<\$25k	\$25k+	<\$25k	\$25k+	<\$25k	\$25k+
	(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)	(p)
Excellent / Very Good / Good	60	82^b	61	85^d	60	83^f	66	86^g	60	84ⁱ	68	88^k	59	84^m	70	87^o
Excellent	13	23 ^a	11	28 ^c	7	24 ^e	12	22 ^g	12	19 ⁱ	10	27 ^k	14	26 ^m	18	19
Very Good	16	30 ^a	21	28	18	31 ^e	13	31 ^g	16	36 ⁱ	23	33 ^k	14	26 ^m	18	36 ^o
Good	31	28	28	29	34	27	41	33	32	28	35	27	32	32	34	32
Fair/Poor	40^b	18	39^d	15	39^f	17	34^h	14	40^j	16	31^l	12	40ⁿ	16	30^p	12
Fair	31 ^b	14	23 ^d	12	28 ^f	14	24 ^h	11	26 ^j	15	21 ^l	11	29 ⁿ	15	22 ^p	8
Poor	9 ^b	4	16 ^d	2	11 ^f	3	10 ^h	3	14 ^j	2	10 ^l	1	11 ⁿ	1	8	4
Don't know/Refused	--	1	1	1	2	1	--	--	--	--	1	1	--	--	--	1