



HARVARD  
School of Public Health

**Topline**

**NPR/Kaiser Family Foundation/Harvard School of Public Health**

# **The Public and the Health Care Delivery System**

**April 2009**

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## **Methodology**

The NPR/Kaiser Family Foundation/Harvard School of Public Health survey, *The Public and the Health Care Delivery System*, is part of a series of projects about health-related issues by NPR (National Public Radio), the Henry J. Kaiser Family Foundation, and the Harvard School of Public Health. Representatives of the three organizations worked together to develop the survey questionnaire and to analyze the results, with NPR maintaining sole editorial control over its broadcasts relating to the survey results. The survey research team included Mollyann Brodie, Ph.D., Liz Hamel, Claudia Deane and Carolina Gutiérrez from the Kaiser Family Foundation; Professor Robert Blendon, Sc.D., and John Benson, M.A. of the Harvard School of Public Health; and Anne Gudenkauf, Joe Neel, Julie Rovner, Joanne Silberner, Richard Knox, Joseph Shapiro and April Fulton from NPR.

Fieldwork was done by telephone March 12 – March 22, 2009 among a nationally representative sample of 1,238 randomly selected respondents ages 18 and over by Social Science Research Solutions. All groups have been weighted to reflect their actual distribution in the nation. Interviews were conducted in English and Spanish.

The margin of sampling error for the survey is +/- 3.5 percentage points. For results based on smaller subsets of respondents the margin of sampling error is somewhat higher.

Please note: (1) Table percentages may not add to 100% due to rounding. (2) Values less than 0.5% are indicated by an asterisk (\*). (3) "Vol." indicates that a response was volunteered by the respondent and not an explicitly offered choice. (4) Sampling error is only one of many potential sources of error in this or any other public opinion poll.

1. Do you have a regular place you go to when you are sick or want medical advice, or not?

<b>84</b>	Yes
<b>16</b>	No
*	Don't know
*	Refused

2. At what type of health care place do you usually receive your medical care? Is it a doctor's office, a clinic or health center, a hospital emergency room, a VA clinic, or some other place?

<b>64</b>	Doctor's office
<b>21</b>	Clinic or health center
<b>9</b>	Hospital emergency room
<b>2</b>	VA clinic
<b>1</b>	Hospital (unspecified emergency, outpatient, etc.)
<b>1</b>	Some other place
<b>1</b>	None/no where
<b>1</b>	Don't know
*	Refused

3. How many different doctors and other health professionals have you seen in the past two years?

<b>7</b>	None
<b>23</b>	1
<b>41</b>	2-3
<b>17</b>	4-5
<b>11</b>	6 or more
<b>1</b>	Don't know
--	Refused

4. In general, do you think that coordination among all of the different health professionals that you see is a major problem, a minor problem, or not a problem at all?

<b>17</b>	Major problem
<b>27</b>	Minor problem
<b>52</b>	Not a problem at all
<b>3</b>	Don't know
*	Refused

5. When you visit your doctor, does he or she usually enter your health information into a computer while you are present, or not?

<b>46</b>	Yes
<b>50</b>	No
<b>4</b>	Don't know
*	Refused

6. Have you ever been able to access any of your medical test results online, or not?

<b>9</b>	Yes
<b>71</b>	No
<b>1</b>	(Vol.) Never had any medical tests
<b>19</b>	(Vol.) Never tried to access
<b>*</b>	Don't know
<b>*</b>	Refused

7. How important do you think it is for the health care providers you see to use electronic or computer-based medical records instead of using paper-based records? Do you think it is very important, somewhat important, not too important, or not at all important?

<b>42</b>	Very important
<b>33</b>	Somewhat important
<b>12</b>	Not too important
<b>10</b>	Not at all important
<b>3</b>	Don't know
<b>*</b>	Refused

8. If your medical records and personal health information were to be stored electronically and could be shared online, how confident are you that those records and information would remain confidential? Are you very confident, somewhat confident, not too confident, or not at all confident?

<b>11</b>	Very confident
<b>30</b>	Somewhat confident
<b>25</b>	Not too confident
<b>34</b>	Not at all confident
<b>1</b>	Don't know
<b>*</b>	Refused

9. If the U.S. adopted a system where medical records were kept electronically and could be shared online, do you think the overall cost of health care in the country would go up, go down, or stay about the same?

Based on one half of total respondents (N=619)

<b>34</b>	Go up
<b>22</b>	Go down
<b>36</b>	Stay about the same
<b>7</b>	Don't know
<b>*</b>	Refused

9. If the U.S. adopted a system where medical records were kept electronically and could be shared online, do you think the overall cost of health care in the country would go up, go down, or stay about the same?
- 9a. Do you think the cost of health care would go (up/down) a lot, or just a little?

9/9a. Combo Table based on total respondents

<b>34</b>	Overall cost of health care in this country would go up
<b>22</b>	Go up a lot
<b>11</b>	Go up a little
<b>22</b>	Overall cost of health care in this country would go down
<b>6</b>	Go down a lot
<b>16</b>	Go down a little
<b>36</b>	Overall cost of health care in this country would stay about the same
<b>7</b>	Don't know
<b>*</b>	Refused

10. If the U.S. adopted a system where medical records were kept electronically and could be shared online, do you think the overall cost of your family's health care would go up, go down, or stay about the same?

Based on one half of total respondents (N=619)

<b>39</b>	Go up
<b>12</b>	Go down
<b>43</b>	Stay about the same
<b>7</b>	Don't know
<b>--</b>	Refused

10. If the U.S. adopted a system where medical records were kept electronically and could be shared online, do you think the overall cost of your family's health care would go up, go down, or stay about the same?
- 10a. Do you think your family's health care costs would go (up/down) a lot, or just a little?

10/10a. Combo Table based on total respondents

<b>39</b>	Overall cost of family's health care would go up
<b>22</b>	Go up a lot
<b>16</b>	Go up a little
<b>12</b>	Overall cost of family's health care would go down
<b>4</b>	Go down a lot
<b>7</b>	Go down a little
<b>43</b>	Overall cost of family's health care would stay about the same
<b>7</b>	Don't know
<b>--</b>	Refused

11. If the U.S. adopted a system where medical records were kept electronically and could be shared online, how likely do you think it is that (INSERT ITEM)? Very likely, somewhat likely, not too likely, or not at all likely?

Items e and h based on one half of total respondents (N=620)

Items f and i based on one half of total respondents (N=618)

	Very likely	Somewhat likely	Not too likely	Not at all likely	Don't know	Refused
e. The overall quality of medical care in the country would be improved	<b>23</b>	<b>44</b>	<b>16</b>	<b>14</b>	<b>2</b>	--
f. The quality of care that you and your family receive would be improved	<b>21</b>	<b>41</b>	<b>19</b>	<b>15</b>	<b>3</b>	*
g. An unauthorized person would get access to your medical records	<b>41</b>	<b>35</b>	<b>17</b>	<b>7</b>	<b>1</b>	--
h. Fewer people would get unnecessary medical care	<b>21</b>	<b>37</b>	<b>24</b>	<b>13</b>	<b>6</b>	*
i. Fewer people would get sick or die as a result of medical errors	<b>17</b>	<b>36</b>	<b>24</b>	<b>18</b>	<b>4</b>	<b>1</b>
j. Your own doctors would do a better job coordinating your care	<b>33</b>	<b>39</b>	<b>12</b>	<b>12</b>	<b>4</b>	*

12. Do you think each of the following is a major problem, a minor problem, or not a problem with the U.S. health care system? What about (INSERT)?

	Major problem	Minor problem	Not a problem	Don't know	Refused
a. Too many patients getting medical tests and treatments that they don't really need	<b>49</b>	<b>39</b>	<b>9</b>	<b>3</b>	*
b. Too many patients NOT getting the medical tests and treatments they need	<b>67</b>	<b>24</b>	<b>7</b>	<b>2</b>	*

13. When doctors make decisions between different treatment options for a patient, do you think there is usually CLEAR scientific evidence about which treatment is likely to work best, or do you think the scientific evidence is not always clear about which will work best?

**23** Usually clear scientific evidence  
**72** Scientific evidence is not always clear  
**5** Don't know  
**\*** Refused

14. If an expensive medical treatment has not been proven to be more effective than other, less expensive treatments, do you think insurance companies should have to pay for it, or not?

Based on one half of total respondents (N=619)

**56** Insurance companies should have to pay for it  
**35** Insurance companies should not have to pay for it  
**6** (Vol.) Depends  
**2** Don't know  
**\*** Refused

15. If your doctor recommends an expensive medical treatment, but it has not been proven to be more effective than other, less expensive treatments, do you think your insurance company should have to pay for it, or not?

Based on one half of total respondents (N=619)

**55** Insurance companies should have to pay for it  
**38** Insurance companies should not have to pay for it  
**4** (Vol.) Depends  
**3** Don't know  
**\*** Refused

16. There has been some discussion about having an outside group make recommendations on which tests and treatments should be paid for by insurance. How much would you trust (INSERT ITEM) to make these recommendations?

Item a based on one half of total respondents (N=619)

Item b based on one half of total respondents (N=619)

	A great deal	A fair amount	Just a little	Not at all	Don't know	Refused
a. A panel of experts from an independent scientific organization	<b>11</b>	<b>44</b>	<b>19</b>	<b>22</b>	<b>3</b>	<b>*</b>
b. A panel of experts appointed by the federal government, from an independent scientific organization	<b>10</b>	<b>31</b>	<b>25</b>	<b>32</b>	<b>2</b>	<b>*</b>
e. The National Institutes of Health or another government health agency	<b>9</b>	<b>33</b>	<b>27</b>	<b>30</b>	<b>2</b>	<b>--</b>

17. Here are two different ways insurance companies could pay doctors. Which of these do you think would be better? (Your doctor gets paid a fee each time they see you) OR (Your doctor gets paid a yearly amount for your care, regardless of how much care you receive)?

<b>70</b>	Your doctor gets paid a fee each time they see you
<b>25</b>	Your doctor gets paid a yearly amount for your care
<b>1</b>	(Vol.) Doesn't matter/Wouldn't be much difference
<b>3</b>	Don't know
<b>*</b>	Refused

Now thinking again about your own health care experiences...

18. In the past year, have you had difficulty getting an appointment with a doctor when you needed a checkup or routine medical care, or not?

<b>16</b>	Yes
<b>83</b>	No
<b>*</b>	Don't know
<b>--</b>	Refused

- 18a. Was this a serious problem for you, or not?

Based on total who had difficulty getting an appointment with a doctor (N=183)

<b>56</b>	Yes, serious problem
<b>43</b>	No, not a serious problem
<b>1</b>	Don't know
<b>--</b>	Refused

18. In the past year, have you had difficulty getting an appointment with a doctor when you needed a checkup or routine medical care, or not?

- 18a. Was this a serious problem for you, or not?

18/18a. Combo Table based on total

<b>16</b>	Had difficulty getting an appointment with a doctor
<b>9</b>	Serious problem
<b>7</b>	Not a serious problem
<b>83</b>	Did not have difficulty getting an appointment with a doctor
<b>*</b>	Don't know
<b>--</b>	Refused

19. In the past year, have you had difficulty getting an appointment with a doctor with a certain specialty, such as a cardiologist, orthopedist, or surgeon, or not?

<b>14</b>	Yes
<b>85</b>	No
<b>1</b>	Don't know
<b>*</b>	Refused



19a. Was this a serious problem for you, or not?

Based on total who had difficulty getting an appointment with a specialist (N=146)

<b>63</b>	Yes, serious problem
<b>35</b>	No, not a serious problem
<b>2</b>	Don't know
<b>--</b>	Refused

19. In the past year, have you had difficulty getting an appointment with a doctor with a certain specialty, such as a cardiologist, orthopedist, or surgeon, or not?

19a. Was this a serious problem for you, or not?

19/19a. Combo Table based on total

<b>14</b>	Had difficulty getting an appointment with a specialist
<b>9</b>	Serious problem
<b>5</b>	Not a serious problem
<b>85</b>	Did not have difficulty getting an appointment with a specialist
<b>1</b>	Don't know
<b>*</b>	Refused

20. How often does your doctor discuss with you his or her REASONS for recommending a particular treatment? Often, sometimes, rarely, or never?

<b>60</b>	Often
<b>19</b>	Sometimes
<b>11</b>	Rarely
<b>8</b>	Never
<b>2</b>	Don't know
<b>1</b>	Refused

21. Has your doctor ever talked with you about (INSERT) as a reason for his or her recommendations, or not?

Based on total whose doctor has discussed his or her reasons for recommending a particular treatment (N=1122)

	Yes	No	Don't know	Refused
a. His or her own experience using the same treatment for other patients	<b>49</b>	<b>50</b>	<b>2</b>	<b>--</b>
b. Scientific research about how well the treatment works	<b>54</b>	<b>45</b>	<b>2</b>	<b>--</b>
c. The cost of the treatment	<b>32</b>	<b>66</b>	<b>1</b>	<b>--</b>
d. How well a treatment works compared to other less expensive treatments	<b>51</b>	<b>47</b>	<b>2</b>	<b>--</b>

20. How often does your doctor discuss with you his or her REASONS for recommending a particular treatment? Often, sometimes, rarely, or never?
21. Has your doctor ever talked with you about (INSERT) as a reason for his or her recommendations, or not?

20/21. Combo Table based on total

<b>90</b>	Doctor discusses reasons for recommending a particular treatment (NET)
<b>44</b>	His/her own experience using the same treatment for other patients
<b>48</b>	Scientific research about how well the treatment works
<b>29</b>	The cost of the treatment
<b>46</b>	How well a treatment works compared to other less expensive treatments
<b>8</b>	Doctor never discusses reasons for recommending a particular treatment
<b>2</b>	Don't know
<b>1</b>	Refused

22. Do you think your doctor's charges are reasonable or unreasonable?

<b>65</b>	Charges are reasonable
<b>27</b>	Charges are unreasonable
<b>*</b>	(Vol.) Don't have a doctor
<b>4</b>	(Vol.) Don't know how much my doctor charges
<b>4</b>	Don't know
<b>*</b>	Refused

23. Do you think your doctor tries to keep the cost of health care down for you, or not?

<b>63</b>	Doctor tries to keep cost of health care down
<b>29</b>	Doctor does not try to keep costs of health care down
<b>1</b>	(Vol.) Don't have a doctor
<b>7</b>	Don't know
<b>*</b>	Refused

24. When your doctor orders medical or lab tests, do you think he or she knows how much is charged for the tests, or not?

<b>51</b>	Doctor knows how much is charged for tests
<b>37</b>	Doctor does not know how much is charged for tests
<b>1</b>	(Vol.) Don't have a doctor
<b>12</b>	Don't know
<b>*</b>	Refused

25. In the past two years, have you ever asked your doctor what would be charged for a medical or lab test, or not?

<b>22</b>	Yes, asked doctor what would be charged for a medical lab test
<b>78</b>	No, did not ask doctor what would be charged for a medical lab test
<b>*</b>	(Vol.) Don't have a doctor
<b>*</b>	Don't know
<b>--</b>	Refused

26. In the past two years, do you think you have received a medical test or treatment that was probably NOT necessary, or hasn't this happened?

<b>16</b>	Yes, have received test or treatment that was probably not necessary
<b>82</b>	No, this hasn't happened
<b>2</b>	Don't know
<b>--</b>	Refused

27. In the past two years, has there been a time when you did NOT receive a medical test or treatment when you needed it, or hasn't this happened?

**14** Yes, did NOT receive a test or treatment when needed  
**85** No, this hasn't happened  
 \* Don't know  
 \* Refused

28. In the past two years, do you think your doctor has ever recommended an expensive medical test or treatment for you when a less expensive alternative would work just as well, or hasn't this happened?

**9** Yes, doctor has recommended expensive treatment when less expensive alternative would work just as well  
**87** No, this hasn't happened  
**4** Don't know  
 -- Refused

29. In the past two years, do you think your doctor has ever recommended a medical test or treatment for you that is not as effective as other treatments but is less expensive, or hasn't this happened?

**9** Yes, doctor has recommended treatment that is not as effective as others but less expensive  
**88** No, this hasn't happened  
**3** Don't know  
 \* Refused

30. In the past two years, has a doctor denied you a medical test or treatment that you wanted because they thought it was not medically necessary, or not?

**10** Doctor has denied medical test or treatment you wanted  
**89** Doctor has not denied medical test or treatment you wanted  
**1** Don't know  
 \* Refused

31. In the past two years, when getting care for a medical problem, was there ever a time when you (INSERT 1<sup>st</sup> ITEM), or not?

	Yes	No	Don't know	Refused
b. Had to come back for another appointment because a health professional did not have your medical information available	<b>10</b>	<b>90</b>	*	--
c. Had to wait for test results longer than you thought reasonable	<b>19</b>	<b>80</b>	*	--
f. Received conflicting information from different doctors or health care professionals	<b>17</b>	<b>82</b>	<b>1</b>	--
g. Had to redo a test or procedure because the doctor didn't have the earlier test results	<b>12</b>	<b>88</b>	*	--
h. Had to bring an X-ray, MRI, or other type of test result with you to a doctor's appointment	<b>29</b>	<b>70</b>	<b>1</b>	--
i. Tried to get two of your doctors to talk to each other and failed	<b>8</b>	<b>91</b>	<b>1</b>	*

31. Number of Yes' Summary Table based on total

<b>51</b>	None
<b>25</b>	One
<b>13</b>	Two
<b>11</b>	Three or more

32. Are you, yourself, now covered by any form of health insurance or health plan or do you not have health insurance at this time? (READ IF NECESSARY: A health plan would include any private insurance plan through your employer or a plan that you purchased yourself, as well as a government program like Medicare or [Medicaid/Medi-CAL])?

<b>84</b>	Covered by health insurance or health plan
<b>16</b>	Not covered by health insurance or health plan at this time
<b>*</b>	Don't know
<b>--</b>	Refused

33. Which of the following is your MAIN source of health insurance coverage? Is it a plan through your employer or your spouse's employer, a plan you purchased yourself, are you covered by Medicare or (Medicaid/Medi-CAL), some other government program, or do you get your health insurance from somewhere else? (SINGLE RESPONSE ONLY)

Based on total insured (N=1114)

<b>57</b>	Plan through you/your spouse's employer
<b>8</b>	Plan you purchased yourself
<b>19</b>	Medicare
<b>8</b>	Medicaid/Medi-CAL
<b>4</b>	Some other government program
<b>2</b>	Through parent's plan
<b>1</b>	Somewhere else
<b>*</b>	Don't know
<b>--</b>	Refused

32. Are you, yourself, now covered by any form of health insurance or health plan or do you not have health insurance at this time?

33. Which of the following is your MAIN source of health insurance coverage?

32/33. Combo Table based on total

<b>84</b>	Currently covered by health insurance or health plan
<b>48</b>	Plan through you/your spouse's employer
<b>7</b>	Plan you purchased yourself
<b>16</b>	Medicare
<b>7</b>	Medicaid/Medi-CAL
<b>4</b>	Some other government program
<b>2</b>	Through parent's plan
<b>1</b>	Somewhere else
<b>16</b>	Not covered by health insurance or health plan at this time
<b>*</b>	Don't know
<b>--</b>	Refused

33a. Was there any time in the past 12 months when you were without health insurance?

Based on total insured (N=1114)

<b>10</b>	Yes
<b>90</b>	No
--	Don't know
--	Refused

32. Are you, yourself, now covered by any form of health insurance or health plan or do you not have health insurance at this time?

33a. Was there any time in the past 12 months when you were without health insurance?

32/33a. Combo Table based on total

<b>84</b>	Currently covered by health insurance or health plan
<b>9</b>	Been uninsured at any time in the past 12 months
<b>76</b>	Have not been uninsured at any time in the past 12 months
<b>16</b>	Not covered by health insurance or health plan at this time
*	Don't know
--	Refused

32. Are you, yourself, now covered by any form of health insurance or health plan or do you not have health insurance at this time?

33a. Was there any time in the past 12 months when you were without health insurance?

33b. How long were you uninsured?

32/33a/33b. Combo Table based on total

<b>84</b>	Currently covered by health insurance or health plan
<b>9</b>	Been uninsured anytime in the past 12 months
<b>2</b>	2 months or less
<b>3</b>	3-6 months
<b>2</b>	7-12 months
<b>2</b>	More than 1 year
<b>76</b>	Have not been uninsured at any time in the past 12 months
<b>16</b>	Not covered by health insurance or health plan at this time
*	Don't know
--	Refused

34. What's the MAIN reason you do not currently have health insurance? (OPEN-END)

Based on total uninsured (N=123)

<b>4</b>	Can't get it/refused due to poor health, illness, or age
<b>37</b>	Too expensive
<b>9</b>	Don't need it
--	Don't know how to get it
<b>6</b>	Employer doesn't offer it
<b>5</b>	Not eligible for employer coverage
<b>22</b>	Unemployed/lost job
<b>17</b>	Other
<b>1</b>	Don't know
--	Refused

32. Are you, yourself, now covered by any form of health insurance or health plan or do you not have health insurance at this time?
34. What's the MAIN reason you do not currently have health insurance? (OPEN-END)

32/34. Combo Table based on total

<b>84</b>	Currently covered by health insurance or health plan
<b>16</b>	Not currently covered by health insurance or health plan
<b>1</b>	Can't get it/refused due to poor health, illness, or age
<b>6</b>	Too expensive
<b>1</b>	Don't need it
--	Don't know how to get it
<b>1</b>	Employer doesn't offer it
<b>1</b>	Not eligible for employer coverage
<b>3</b>	Unemployed/lost job
<b>3</b>	Other
*	Don't know
--	Refused

35. Which of the following three statements comes closest to your own view about your current health insurance coverage?  
(READ ALL 3 STATEMENTS COMPLETELY BEFORE ACCEPTING A RESPONSE)

Based on total insured (N=1114)

<b>51</b>	My health insurance is good and I feel well-protected when it comes to my health care needs
<b>41</b>	My health insurance is adequate, but I worry that I might have health care needs that it won't pay for
<b>7</b>	My health insurance is inadequate, and I feel very worried about my health care needs not being paid for
<b>1</b>	Don't know
--	Refused

32. Are you, yourself, now covered by any form of health insurance or health plan or do you not have health insurance at this time?
35. Which of the following three statements comes closest to your own view about your current health insurance coverage?

32/35. Combo Table based on total

<b>84</b>	Currently covered by health insurance or health plan
<b>43</b>	My health insurance is good and I feel well-protected when it comes to my health care needs
<b>34</b>	My health insurance is adequate, but I worry that I might have health care needs that it won't pay for
<b>6</b>	My health insurance is inadequate, and I feel very worried about my health care needs not being paid for
<b>16</b>	Not covered by health insurance or health plan at this time
*	Don't know
--	Refused

D2. What is your age?

D2a. Could you please tell me if you are between the ages of ...?

**22** 18-29  
**37** 30-49  
**24** 50-64  
**16** 65+  
 \* Refused

36. If you were shopping for a health insurance policy, what is the highest amount you would be willing to pay for a monthly premium, that is the amount you pay each month for health insurance? Would you be willing to pay (INSERT) a month for health insurance, or would this amount be too high? (ASK EACH ITEM UNTIL RESPONSE IS YES)

Based on total uninsured ages 18-64 (N=116)

	Yes, willing to pay	No, amount is too high	Don't know	Refused	Willing to pay more than this
a. \$400	<b>6</b>	<b>93</b>	<b>1</b>	--	--
b. \$200	<b>22</b>	<b>67</b>	<b>4</b>	--	<b>6</b>
c. \$100	<b>36</b>	<b>34</b>	<b>1</b>	*	<b>29</b>
d. \$50	<b>19</b>	<b>14</b>	<b>3</b>	*	<b>64</b>
e. \$25	<b>9</b>	<b>8</b>	<b>1</b>	--	<b>83</b>

32. Are you, yourself, now covered by any form of health insurance or health plan or do you not have health insurance at this time?

D2. What is your age? D2a. Could you please tell me if you are between the ages of ...?

36. If you were shopping for a health insurance policy, what is the highest amount you would be willing to pay for a monthly premium, that is the amount you pay each month for health insurance?

32/D2/D2a/36. Combo Table based on total

<b>68</b>	Age 18-64 and currently covered by health insurance or health plan
<b>15</b>	Age 18-64 and do not have health insurance or health plan at this time
<b>1</b>	Willing to pay \$400 for a monthly premium
<b>3</b>	Willing to pay \$200 for a monthly premium
<b>5</b>	Willing to pay \$100 for a monthly premium
<b>3</b>	Willing to pay \$50 for a monthly premium
<b>1</b>	Willing to pay \$25 for a monthly premium
<b>1</b>	Not willing to pay even \$25 for a monthly premium
<b>17</b>	Age 65+ or refused age
*	Don't know
--	Refused

37. In the past year, has the total amount you pay for your family's health care, including the cost of insurance and any expenses not covered by insurance, gone up, gone down, or stayed about the same?

**50** Gone up  
**2** Gone down  
**45** Stayed the same  
**3** Don't know  
 \* Refused

38. Did your health care costs go up a lot, or just a little?

Based on total who say total amount paid for family's health care has gone up (N=652)

- 41** Health care costs went up a lot
- 57** Health care costs went up a little
- 2** Don't know
- \*** Refused

37. In the past year, has the total amount you pay for your family's health care, including the cost of insurance and any expenses not covered by insurance, gone up, gone down, or stayed about the same?

38. Did your health care costs go up a lot, or just a little?

37/38. Combo Table based on total

- 50** Total amount paid for family's health care has gone up
- 21** Health care costs went up a lot
- 28** Health care costs went up a little
- 2** Total amount paid for family's health care has gone down
- 45** Total amount paid for family's health care has stayed the same
- 3** Don't know
- \*** Refused

39. Was this a big problem, a small problem, or not a problem for you and your family?

Based on total who say total amount paid for family's health care has gone up (N=652)

- 33** Big problem
- 37** Small problem
- 29** Not a problem
- \*** Don't know
- Refused

37. In the past year, has the total amount you pay for your family's health care, including the cost of insurance and any expenses not covered by insurance, gone up, gone down, or stayed about the same?

39. Was this a big problem, a small problem, or not a problem for you and your family?

37/39. Combo Table based on total

- 50** Total amount paid for family's health care has gone up
- 17** Big problem
- 19** Small problem
- 15** Not a problem
- 2** Total amount paid for family's health care has gone down
- 45** Total amount paid for family's health care has stayed the same
- 3** Don't know
- \*** Refused



40. In the past 12 months, have you or another family member living in your household (READ EACH ITEM) because of the COST, or not?

	Yes	No	Don't know	Refused
a. Skipped a recommended medical test or treatment	<b>20</b>	<b>80</b>	*	--
b. Not filled a prescription for a medicine	<b>21</b>	<b>79</b>	*	--
c. Cut pills in half or skipped doses of medicine	<b>16</b>	<b>84</b>	<b>1</b>	*
e. Skipped dental care or checkups	<b>32</b>	<b>68</b>	*	--
f. Put off or postponed getting health care you needed	<b>27</b>	<b>73</b>	--	*

40. Table based on total - Percent saying "Yes"

**45** Yes to at least one item  
**55** No to all

41. In the past 12 months, did you or another family member in your household have any problems paying medical bills, or not?

**27** Yes  
**73** No  
 \* Don't know  
 \* Refused

42. In the past 12 months, were you or another family member living in your household denied health insurance coverage because of a pre-existing medical condition, or not?

**6** Yes, denied health insurance coverage because of pre-existing condition  
**94** No, not denied health insurance coverage because of pre-existing condition  
**1** Don't know  
 - Refused

43. In the past year, has a doctor ever recommended a treatment or prescription drug for you, but you found out your insurance company wouldn't pay for it, or hasn't this happened?

Based on total insured (N=1114)

**26** Yes  
**73** No  
 \* Don't know  
 -- Refused

32. Are you, yourself, now covered by any form of health insurance or health plan or do you not have health insurance at this time?

43. In the past year, has a doctor ever recommended a treatment or prescription drug for you, but you found out your insurance company wouldn't pay for it, or hasn't this happened?

32/43. Combo Table based on total

**84** Currently covered by health insurance or health plan  
**22** Doctor has recommended treatment/prescription but insurance company wouldn't pay for it  
**62** Doctor hasn't recommended treatment/prescription that insurance company wouldn't pay for  
**16** Don't have health insurance or health plan at this time  
 \* Don't know  
 -- Refused

44. Which of the following best describes what happened in this situation? (READ LIST)

Based on total insured whose doctor has recommended a treatment/prescription and insurance company wouldn't pay for it (N=276)

- 9 You eventually got the insurance company to pay for the treatment
- 40 Your doctor gave you a different treatment instead
- 20 You went without any treatment for the condition
- 20 Had to pay for it yourselves
- 2 Used an alternative provider/treatment
- 2 Got a generic prescription
- 1 Used free samples
- 5 Something else
- 1 Don't know
- Refused

32. Are you, yourself, now covered by any form of health insurance or health plan or do you not have health insurance at this time?

43. In the past year, has a doctor ever recommended a treatment or prescription drug for you, but you found out your insurance company wouldn't pay for it, or hasn't this happened?

44. Which of the following best describes what happened in this situation? (READ LIST)

32/43/44. Combo Table based on total

- 84 Currently covered by health insurance or health plan
- 22 Doctor has recommended treatment/prescription but insurance company wouldn't pay for it
  - 2 Eventually got the insurance company to pay for it
  - 9 Doctor gave you a different treatment instead
  - 5 Went without any treatment for the condition
  - 4 Had to pay for it yourselves
  - \* Used an alternative provider/treatment
  - \* Got a generic prescription
  - \* Used free samples
  - 1 Something else
- 62 Doctor hasn't recommended treatment/prescription that insurance company wouldn't pay for
- 16 Don't have health insurance or health plan at this time
- \* Don't know
- Refused

32. Are you, yourself, now covered by any form of health insurance or health plan or do you not have health insurance at this time?
43. In the past year, has a doctor ever recommended a treatment or prescription drug for you, but you found out your insurance company wouldn't pay for it, or hasn't this happened?
44. Which of the following best describes what happened in this situation? (READ LIST)
45. Did your condition get worse as a result of not getting the treatment, or not?

32/43/44/45. Combo Table based on total

<b>84</b>	Currently covered by health insurance or health plan
<b>22</b>	Doctor has recommended treatment/prescription but insurance company wouldn't pay for it
<b>2</b>	Eventually got the insurance company to pay for it
<b>9</b>	Doctor gave you a different treatment instead
<b>5</b>	Went without any treatment for the condition
<b>2</b>	Condition got worse as a result
<b>2</b>	Condition did not get worse as a result
<b>4</b>	Had to pay for it ourselves
<b>*</b>	Used an alternative provider/treatment
<b>*</b>	Got a generic prescription
<b>*</b>	Used free samples
<b>62</b>	Doctor hasn't recommended treatment/prescription that insurance company wouldn't pay for
<b>16</b>	Don't have health insurance or health plan at this time
<b>*</b>	Don't know
<b>--</b>	Refused

46. Are you NOW self-employed, working full-time for an employer, working part-time for an employer, are you retired, or are you not employed for pay?

<b>56</b>	Employed (NET)
<b>9</b>	Self-employed
<b>35</b>	Working full-time for an employer
<b>12</b>	Working part-time for an employer
<b>19</b>	Retired
<b>25</b>	Not employed for pay
<b>--</b>	Don't know
<b>*</b>	Refused

47. Thinking about the past year, was there ever a time when you were sick but went to work anyway, specifically because you were worried about the financial consequences of taking time off?

Based on total employed (N=623)

<b>42</b>	Yes
<b>58</b>	No
<b>--</b>	Don't know
<b>*</b>	Refused

46. Are you NOW self-employed, working full-time for an employer, working part-time for an employer, are you retired, or are you not employed for pay?
47. Thinking about the past year, was there ever a time when you were sick but went to work anyway, specifically because you were worried about the financial consequences of taking time off?

46/47. Combo Table based on total

<b>56</b>	Employed (NET)
<b>23</b>	Went to work when sick because you were worried about the financial consequences of taking time off
<b>33</b>	Did not go to work when sick because you were worried about the financial consequences of taking time off
<b>19</b>	Retired
<b>25</b>	Not employed for pay
<b>--</b>	Don't know
<b>*</b>	Refused

## DEMOGRAPHICS

READ: Now for classification purposes only...

### GENDER OF RESPONDENT

<b>48</b>	Male
<b>52</b>	Female

D3. Generally speaking, do you usually think of yourself as: (a Democrat), (a Republican), an independent or what?

<b>38</b>	Democrat
<b>25</b>	Republican
<b>29</b>	Independent
<b>2</b>	Something else
<b>3</b>	Don't know
<b>3</b>	Refused

D4. Would you say your views on most political matters are liberal, moderate or conservative...?

<b>21</b>	Liberal
<b>36</b>	Moderate
<b>36</b>	Conservative
<b>4</b>	Don't think in those terms
<b>2</b>	Don't know
<b>2</b>	Refused

D5. Would you say that your health in general is excellent, very good, good, fair, or poor?

<b>16</b>	Excellent
<b>32</b>	Very good
<b>28</b>	Good
<b>19</b>	Fair
<b>5</b>	Poor
*	Don't know
*	Refused

D6. Does any disability, handicap, or chronic disease keep you from participating fully in work, school, housework, or other activities?

<b>23</b>	Yes
<b>77</b>	No
--	Don't know
*	Refused

D8. Are you: (READ LIST)

<b>55</b>	Married and living with your spouse
<b>7</b>	Living with a partner but not married
<b>3</b>	Separated
<b>10</b>	Divorced
<b>7</b>	Widowed
<b>17</b>	Never married
--	Don't know
<b>1</b>	Refused

D9. What is the last grade of school you completed?

D10. (ASKED OF THOSE WHO GRADUATED COLLEGE) Was that an associate's degree, a bachelor's degree, or what?

- 6 8<sup>th</sup> grade or less
- 8 Some high school
- 31 Graduated high school
- 28 Some college
- 14 College graduate
- 13 Post graduate training
- \* Don't know
- \* Refused

D11. Are you of Hispanic origin or background?

D12. Are you White Hispanic or Black Hispanic?

D13. Are you white, black, or some other race?

#### Race Summary Table

- 68 White (non-Hispanic)
- 11 Black (non-Hispanic)
- 4 Asian (non-Hispanic)
- 1 Native American (non-Hispanic)
- 13 Hispanic (NET)
  - 9 White Hispanic
  - 2 Black Hispanic
  - 3 Hispanic unspecified
- 1 Some other race
- \* Don't know
- 1 Refused

D14/D15. Last year, that is in 2008, what was your total family income from all sources, BEFORE taxes? Just stop me when I get to the right category. (READ LIST)

- 17 Less than \$20K
- 12 \$20K but less than \$30K
- 11 \$30K but less than 40K
- 8 \$40K but less than \$50K
- 7 \$50K but less than \$60K
- 12 \$60K but less than \$80K
- 9 \$80K but less than \$100K
- 14 \$100K or more (NET)
  - 9 \$100 to under \$150K
  - 3 \$150K to under \$200K
  - 3 \$200K or more
- \* \$100K or more (unspecified)
- 4 Don't know
- 7 Refused



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