

**NATIONAL PUBLIC RADIO/ROBERT WOOD JOHNSON FOUNDATION/
HARVARD SCHOOL OF PUBLIC HEALTH**

SICK IN AMERICA

Overall Results

This survey was conducted for National Public Radio, the Robert Wood Johnson Foundation, and the Harvard School of Public Health via telephone by SSRS, an independent research company. Interviews were conducted March 5 – 25, 2012, among 1508 nationally representative adults age 18 and over.

	Number of interviews	Margin of error (percentage points)
Total sample	1508	±3.1
“Sick” respondents	516	±5.3
Hospitalized respondents	291	±7.2

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

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I. OVERALL ASSESSMENT OF HEALTH CARE COSTS AND QUALITY

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

	Very serious problem	Somewhat serious	Not too serious	Not a problem	Don't know/Refused
Total	35	22	7	33	3
Sick	45	20	7	26	2

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

	Very serious problem	Somewhat serious	Not too serious	Not a problem	Don't know/Refused
Total	65	22	4	9	1
Sick	73	16	2	8	*

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

	Gotten better	Gotten worse	Stayed the same	Don't know/Refused
Total	27	25	46	2
Sick	27	32	39	2

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

	Gotten better	Gotten worse	Stayed the same	Don't know/Refused
Total	7	65	25	3
Sick	7	70	21	2

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

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

(Asked of one-third of total respondents, n = 502; one-third of sick, n = 174)

- a. Inadequate training of health professionals

	Major	Minor	Not a reason	Don't know/Refused
Total	28	21	44	7
Sick	31	24	39	6

(Asked of one-third of total respondents, n = 502; one-third of sick, n = 174)

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

	Major	Minor	Not a reason	Don't know/Refused
Total	78	9	10	2
Sick	78	10	11	1

(Asked of one-third of total respondents, n = 502; one-third of sick, n = 174)

- c. Many hospitals not having the latest medical technology

	Major	Minor	Not a reason	Don't know/Refused
Total	30	26	34	10
Sick	38	29	26	7

(Asked of one-third of total respondents, n = 499; one-third of sick, n = 178)

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

	Major	Minor	Not a reason	Don't know/Refused
Total	50	27	17	6
Sick	58	25	12	5

(Asked of one-third of total respondents, n = 499; one-third of sick, n = 178)

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

	Major	Minor	Not a reason	Don't know/Refused
Total	35	19	40	6
Sick	40	18	39	3

(Asked of one-third of total respondents, n = 502; one-third of sick, n = 174)

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

	Major	Minor	Not a reason	Don't know/Refused
Total	44	24	26	6
Sick	50	23	24	3

(Asked of one-third of total respondents, n = 502; one-third of sick, n = 174)

g. The influence of health insurance plans on treatment decisions

	Major	Minor	Not a reason	Don't know/Refused
Total	64	19	11	7
Sick	70	15	12	3

(Asked of one-third of total respondents, n = 499; one-third of sick, n = 178)

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

	Major	Minor	Not a reason	Don't know/Refused
Total	44	30	18	8
Sick	52	19	22	7

(Asked of one-third of total respondents, n = 502; one-third of sick, n = 174)

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

	Major	Minor	Not a reason	Don't know/Refused
Total	24	16	49	11
Sick	32	13	47	8

(Asked of one-third of total respondents, n = 499; one-third of sick, n = 178)

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

	Major	Minor	Not a reason	Don't know/Refused
Total	36	29	26	8
Sick	43	25	25	8

(Asked of one-third of total respondents, n = 507; one-third of sick, n = 164)

k. Overwork, stress, or fatigue of health professionals

	Major	Minor	Not a reason	Don't know/Refused
Total	46	25	21	8
Sick	44	30	17	9

(Asked of one-third of total respondents, n = 507; one-third of sick, n = 164)

l. Doctors or nurses not spending enough time with patients

	Major	Minor	Not a reason	Don't know/Refused
Total	47	24	24	5
Sick	53	21	23	3

(Asked of one-third of total respondents, n = 507; one-third of sick, n = 164)

m. Lack of computerized medical records

	Major	Minor	Not a reason	Don't know/Refused
Total	21	23	47	9
Sick	27	19	48	6

(Asked of one-third of total respondents, n = 507; one-third of sick, n = 164)

n. People not getting the tests or drugs they need

	Major	Minor	Not a reason	Don't know/Refused
Total	53	20	23	4
Sick	63	16	17	4

(Asked of one-third of total respondents, n = 499; one-third of sick, n = 178)

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

	Major	Minor	Not a reason	Don't know/Refused
Total	28	27	40	5
Sick	36	24	38	2

(Asked of one-third of total respondents, n = 499; one-third of sick, n = 178)

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

	Major	Minor	Not a reason	Don't know/Refused
Total	61	17	19	3
Sick	74	10	14	2

(Asked of one-third of total respondents, n = 507; one-third of sick, n = 164)

q. Excessive government regulation of doctors and hospitals

	Major	Minor	Not a reason	Don't know/Refused
Total	42	17	26	15
Sick	43	16	24	18

(Asked of one-third of total respondents, n = 507; one-third of sick, n = 164)

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

	Major	Minor	Not a reason	Don't know/Refused
Total	34	20	35	11
Sick	46	18	25	11

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

	Doctor focus on just trying to resolve that issue	Doctor also spend time discussing other, broader health issues that might affect your long-term health	It depends (vol)	Don't know/Refused
Total	27	68	4	1
Sick	21	72	5	2

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

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

(Asked of one-third of total respondents, n = 502; one-third of sick, n = 174)

- a. Insurance companies charging too much money

	Major	Minor	Not a reason	Don't know/Refused
Total	77	11	8	4
Sick	75	9	12	3

(Asked of one-third of total respondents, n = 507; one-third of sick, n = 164)

- b. Doctors charging too much money

	Major	Minor	Not a reason	Don't know/Refused
Total	55	21	20	4
Sick	58	21	15	7

(Asked of one-third of total respondents, n = 502; one-third of sick, n = 174)

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

	Major	Minor	Not a reason	Don't know/Refused
Total	38	28	27	7
Sick	44	28	24	4

(Asked of one-third of total respondents, n = 499; one-third of sick, n = 178)

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

	Major	Minor	Not a reason	Don't know/Refused
Total	26	31	34	8
Sick	29	29	35	7

(Asked of one-third of total respondents, n = 502; one-third of sick, n = 174)

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

	Major	Minor	Not a reason	Don't know/Refused
Total	68	18	11	3
Sick	70	18	9	3

(Asked of one-third of total respondents, n = 507; one-third of sick, n = 164)

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

	Major	Minor	Not a reason	Don't know/Refused
Total	47	18	20	15
Sick	51	17	18	13

(Asked of one-third of total respondents, n = 502; one-third of sick, n = 174)

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

	Major	Minor	Not a reason	Don't know/Refused
Total	54	14	16	16
Sick	54	11	20	15

(Asked of one-third of total respondents, n = 502; one-third of sick, n = 174)

h. Too much government regulation

	Major	Minor	Not a reason	Don't know/Refused
Total	50	20	22	9
Sick	51	20	22	7

(Asked of one-third of total respondents, n = 499; one-third of sick = 178)

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

	Major	Minor	Not a reason	Don't know/Refused
Total	51	24	21	4
Sick	51	23	22	4

(Asked of one-third of total respondents, n = 507; one-third of sick, n = 164)

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

	Major	Minor	Not a reason	Don't know/Refused
Total	53	20	19	8
Sick	50	21	16	13

(Asked of one-third of total respondents, n = 502; one-third of sick, n = 174)

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

	Major	Minor	Not a reason	Don't know/Refused
Total	34	25	28	13
Sick	38	25	31	6

(Asked of one-third of total respondents, n = 507; one-third of sick, n = 164)

l. Drug companies charging too much money

	Major	Minor	Not a reason	Don't know/Refused
Total	76	12	9	3
Sick	85	7	6	2

(Asked of one-third of total respondents, n = 499; one-third of sick = 178)

m. Hospitals charging too much money

	Major	Minor	Not a reason	Don't know/Refused
Total	74	12	8	6
Sick	78	11	8	3

(Asked of one-third of total respondents, n = 507; one-third of sick, n = 164)

n. The number of medical malpractice lawsuits

	Major	Minor	Not a reason	Don't know/Refused
Total	56	17	13	14
Sick	45	20	16	18

(Asked of one-third of total respondents, n = 502; one-third of sick, n = 174)

o. People not getting the right diagnosis or treatment

	Major	Minor	Not a reason	Don't know/Refused
Total	44	29	20	7
Sick	47	31	21	2

(Asked of one-third of total respondents, n = 502; one-third of sick, n = 174)

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

	Major	Minor	Not a reason	Don't know/Refused
Total	54	21	16	8
Sick	61	18	14	7

(Asked of one-third of total respondents, n = 507; one-third of sick, n = 164)

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

	Major	Minor	Not a reason	Don't know/Refused
Total	54	26	17	4
Sick	53	24	19	4

(Asked of one-third of total respondents, n = 499; one-third of sick = 178)

r. Too much paperwork in the health care system

	Major	Minor	Not a reason	Don't know/Refused
Total	47	25	23	6
Sick	48	26	23	3

(Asked of one-third of total respondents, n = 499; one-third of sick = 178)

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

	Major	Minor	Not a reason	Don't know/Refused
Total	42	16	31	12
Sick	47	15	29	10

(Asked of one-third of total respondents, n = 499; one-third of sick, n = 178)

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

	Major	Minor	Not a reason	Don't know/Refused
Total	49	28	14	9
Sick	54	22	14	10

(Asked of one-third of total respondents, n = 507; one-third of sick, n = 164)

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

	Major	Minor	Not a reason	Don't know/Refused
Total	34	28	30	8
Sick	34	29	26	11

(Asked of one-third of total respondents, n = 499; one-third of sick, n = 178)

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

	Major	Minor	Not a reason	Don't know/Refused
Total	41	23	25	11
Sick	41	21	26	12

(Asked of half of total respondents, n = 753; one-half of sick, n = 263)

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

	Get good value	Don't get good value	It depends (vol)	Don't know/Refused
Total	61	34	2	3
Sick	59	33	4	3

(Asked of half of total respondents, n = 755; one-half of sick, n = 253)

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

	Get good value	Don't get good value	It depends (vol)	Don't know/Refused
Total	64	32	2	2
Sick	63	33	3	*

IV. ATTITUDES ABOUT DOCTORS

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

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

	Agree	Disagree	Don't know/Refused
Total	73	22	6
Sick	70	23	7

b. Most doctors spend enough time with their patients

	Agree	Disagree	Don't know/Refused
Total	39	58	3
Sick	39	57	4

c. Doctors usually explain things well to their patients

	Agree	Disagree	Don't know/Refused
Total	64	33	3
Sick	59	39	3

d. Doctors fees are usually reasonable

	Agree	Disagree	Don't know/Refused
Total	41	53	6
Sick	41	53	6

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

	Agree	Disagree	Don't know/Refused
Total	36	55	9
Sick	42	51	8

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

	Too many doctors	Too few doctors	About the right amount	Don't know/Refused
Total	6	32	58	4
Sick	7	38	51	4

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

(Asked of total respondents who had an overnight stay in a hospital in the past 12 months; n = 291)

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

Very satisfied	Somewhat satisfied, but some things could have been better	Somewhat dissatisfied, a lot of things could have been better	Very dissatisfied	Don't know/Refused
51	32	7	9	*

(Asked of half of total respondents who had an overnight stay in a hospital in the past 12 months; n = 153)

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

Very reasonable	Somewhat reasonable	Somewhat unreasonable	Very unreasonable	Don't know/Refused
23	24	18	26	9

(Asked of half of total respondents who had an overnight stay in a hospital in the past 12 months; n = 138)

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

Very reasonable	Somewhat reasonable	Somewhat unreasonable	Very unreasonable	Don't know/Refused
27	25	19	20	9

(Asked of total respondents who had an overnight stay in a hospital in the past 12 months; n = 291)

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

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

Yes	No	Don't know/Refused
6	93	1

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

Yes	No	Don't know/Refused
30	70	*

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

Yes	No	Don't know/Refused
34	66	*

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

Yes	No	Don't know/Refused
20	80	--

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

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

f. Your room was not clean enough

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

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

Yes	No	Don't know/Refused
20	80	--

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

Yes	No	Don't know/Refused
11	88	1

- i. You got an infection while in the hospital

Yes	No	Don't know/Refused
8	91	1

- j. You did not have enough privacy

Yes	No	Don't know/Refused
15	85	*

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

Yes	No	Don't know/Refused
8	91	1

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

Yes	No	Don't know/Refused
17	75	8

VI. SICK IN AMERICA: EXPERIENCES WITH QUALITY

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

(Asked of total respondents who had an overnight stay in a hospital or had a serious illness, medical condition, injury, or disability that has required a lot of medical care in the past 12 months; n = 516)

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

Very satisfied	Somewhat satisfied, but some things could have been better	Somewhat dissatisfied, a lot of things could have been better	Very dissatisfied	Don't know/Refused
47	39	9	4	--

(Asked of half of total respondents who had an overnight stay in a hospital or had a serious illness, medical condition, injury, or disability that has required a lot of medical care in the past 12 months; n = 263)

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

Very reasonable	Somewhat reasonable	Somewhat unreasonable	Very unreasonable	Don't know/Refused
29	27	20	18	6

(Asked of half of total respondents who had an overnight stay in a hospital or had a serious illness, medical condition, injury, or disability that has required a lot of medical care in the past 12 months; n = 253)

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

Very reasonable	Somewhat reasonable	Somewhat unreasonable	Very unreasonable	Don't know/Refused
33	31	13	19	4

(Asked of total respondents who had an overnight stay in a hospital or had a serious illness, medical condition, injury, or disability that has required a lot of medical care in the past 12 months; n = 516)

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

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

Yes	No	Don't know/Refused
21	79	--

- b. Your condition was not well-managed

Yes	No	Don't know/Refused
26	73	1

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

Yes	No	Don't know/Refused
30	70	*

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

Yes	No	Don't know/Refused
27	73	*

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

Yes	No	Don't know/Refused
25	73	1

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

Yes	No	Don't know/Refused
21	78	1

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

Yes	No	Don't know/Refused
23	76	1

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

Yes	No	Don't know/Refused
15	83	2

(Asked of total respondents who had an overnight stay in a hospital or had a serious illness, medical condition, injury, or disability that has required a lot of medical care in the past 12 months; n = 516)

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

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

Yes	No	Don't know/Refused
24	76	*

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

Yes	No	Don't know/Refused
20	80	--

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

Yes	No	Don't know/Refused
14	86	*

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

Yes	No	Don't know/Refused
15	85	*

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

Yes	No	Don't know/Refused
28	72	--

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

Yes	No	Don't know/Refused
35	65	--

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

Yes	No	Don't know/Refused
18	81	*

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

Yes	No	Don't know/Refused
16	80	4

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

Yes	No	Don't know/Refused
18	79	3

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

Yes	No	Don't know/Refused
13	86	1

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

Yes	No	Don't know/Refused
16	83	1

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

Yes	No	Don't know/Refused
15	85	1

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

(Asked of total respondents who had an overnight stay in a hospital or had a serious illness, medical condition, injury, or disability that has required a lot of medical care in the past 12 months; n = 516)

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

Very serious	Somewhat serious	Not too serious	Not a problem	Don’t know/Refused
20	23	10	47	*

(Asked of total respondents who had an overnight stay in a hospital or had a serious illness, medical condition, injury, or disability that has required a lot of medical care in the past 12 months; n = 516)

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

Needed care, but did not get it	Got care every time needed it	Don’t know/Refused
17	82	1

(Asked of total respondents who had an overnight stay in a hospital or had a serious illness, medical condition, injury, or disability that has required a lot of medical care in the past 12 months who needed care, but did not get it; n = 75)

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

You could not afford to get care	Your health insurance would not pay for it	It was not available in your community	Don’t know/Refused
52	24	18	6

Q26/Q27 Combo Table (Based on total respondents who had an overnight stay in a hospital or had a serious illness, medical condition, injury, or disability that has required a lot of medical care in the past 12 months; n = 516)

NEEDED CARE, BUT DID NOT GET IT (NET)	17
Mainly because you could not afford to get care	9
Mainly because your health insurance would not pay for it	4
Mainly because it was not available in your community	3
Got care every time needed it	82
Don't know/Refused	1

(Asked of total respondents who had an overnight stay in a hospital or had a serious illness, medical condition, injury, or disability that has required a lot of medical care in the past 12 months; n = 516)

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

Yes	No	Don't know/Refused
11	89	--

(Asked of total insured respondents who had an overnight stay in a hospital or had a serious illness, medical condition, injury, or disability that has required a lot of medical care in the past 12 months AND currently have health insurance; n = 484)

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

Very serious	Somewhat serious	Not too serious	Not a problem	Don't know/Refused
13	14	8	65	*

(Asked of total respondents who had an overnight stay in a hospital or had a serious illness, medical condition, injury, or disability that has required a lot of medical care in the past 12 months; n = 516)

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

Very serious	Somewhat serious	Not too serious	Not a problem	Don't know/Refused
25	23	7	44	1

(Asked of total respondents who had an overnight stay in a hospital or had a serious illness, medical condition, injury, or disability that has required a lot of medical care in the past 12 months; n = 516)

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

Yes	No	Don't know/Refused
13	87	1

(Asked of total respondents who had an overnight stay in a hospital or had a serious illness, medical condition, injury, or disability that has required a lot of medical care in the past 12 months who are insured or were insured in the past 12 months; n = 497)

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

Yes	No	Don't know/Refused
23	76	*

(Asked of total respondents who had an overnight stay in a hospital or had a serious illness, medical condition, injury, or disability that has required a lot of medical care in the past 12 months; n = 516)

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

Yes	No	Don't know/Refused
22	78	*

(Asked of total respondents who had an overnight stay in a hospital or had a serious illness, medical condition, injury, or disability that has required a lot of medical care in the past 12 months AND changed regular doctors in the past 12 months; n = 98)

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

Because of a quality problem	Because of a cost problem	Because the doctor was no longer available	For some other reason	Don't know/Refused
15	12	24	49	--

Q33/Q34 Combo Table (Based on total respondents who had an overnight stay in a hospital or had a serious illness, medical condition, injury, or disability that has required a lot of medical care in the past 12 months; n = 516)

Changed doctor in past 12 months (NET)	22
Mainly because of quality problem	3
Mainly because of cost problem	3
Mainly because the doctor was no long available	5
For some other reason	11
Did not change doctor	78
Don't know/Refused	*

VIII. DEMOGRAPHICS

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

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

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

	Yes	No	Don't know/Refused
Total	21	78	1

Q16/20 = "Sick" respondents

	"Sick" = Had a serious illness, medical condition, injury or disability requiring a lot of medical care or who had been hospitalized overnight in the past 12 months	Didn't have and was not	Don't know/Refused
Total	27	72	1

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

Yes	No	Don't know/Refused
73	27	*

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

(Asked of total respondents who didn't say they had any of the five types of insurance; n = 146)

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

Insurance Summary Table (based on total respondents)

HAS HEALTH INSURANCE (NET)	89
Has health insurance through own or someone else's employer or union	57
Has Medicare	23
Has Medicaid	15
Has insurance bought directly by self or family	28
Has health insurance through some other source	11
Has unknown type of health insurance	2
Does not have health insurance	11
Don't know/Refused	*

(Asked of total respondents who are insured)

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

(Asked of total respondents who are not insured)

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

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

Have had health insurance for entire past 12 months	77
Uninsured now or at some time during the past 12 months (NET)	22
Currently have health insurance, but there was a time in past 12 months when did not	11
Currently do not have health insurance, but did have it at some time in past 12 months	3

Have not had health insurance at any time in past 12 months	8
Don't know/Refused	1

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

Excellent	Good	Not so good	Poor	Don't know/Refused
9	48	26	15	2

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

Owned	Rented	Don't know/Refused
62	35	2

(Asked of total landline respondents; n = 1046)

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

Yes respondent or someone in household has cell phone	No	Don't know/Refused
83	16	1

(Asked of total landline respondents with someone in household having a working cell phone; n = 892)

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

All or almost all calls are received on a cell phone	17
Some are received on a cell phone and some on a regular home phone	55
All or almost all calls are received on a regular home phone	27
Don't know/Refused	*

(Asked of total cell phone respondents; n = 462)

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

Yes, has a home telephone	No, no home telephone	Don't know/Refused
31	69	--

(Asked of total cell phone respondents, who have a working home phone in household; n = 230)

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

All or almost all calls are received on a cell phone	35
Some are received on a cell phone and some on a regular home phone	44
All or almost all calls are received on a regular home phone	21
Don't know/Refused	--

Z-2. Are you: (READ LIST)

Single, that is never married	22
Single, living with a partner	9
Married	53
Separated	2
Widowed	5
Divorced	8
Refused	1

EMPLOYMENT SUMMARY TABLE (Based on total respondents)

EMPLOYED (NET)	60
Full-time	46
Part-time	14
NOT EMPLOYED (NET)	40
Retired	17
Homemaker	6
Student	5
Temporarily unemployed	7
Disabled/handicapped	5
Other	*
Refused	*

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

1	2	3	4	5	6	7	8 or more	Don't know/Refused
14	33	20	18	8	3	1	1	1

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

1	2	3	4	5	6	7	8 or more	Don't know/Refused
18	56	16	6	1	1	*	*	2

Z-7. What is your age?

18-29	30-49	50-64	65+	Refused
22	35	25	17	1

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

HIGH SCHOOL GRADUATE OR LESS (NET)	46
Less than high school graduate	13
High school graduate	31
Technical school/Other	2
SOME COLLEGE OR MORE (NET)	53
Some college	25
College graduate + (Subnet)	28
Graduated college	16
Graduate school or more	11
Refused	1

INCOME SUMMARY TABLE (Based on total respondents)

LESS THAN \$50K (Net)	51
Less than \$15K	15
\$15K but less than \$25K	11
\$25K but less than \$30K	7
\$30K but less than \$40K	7
\$40K but less than \$50K	8
Less than \$50K (unspecified)	3
\$50K+ (NET)	40
\$50K but less than \$75K	13
\$75K but less than \$100K	12
\$100K+	13
\$50K+ (unspecified)	1
Don't know/Refused	10

RACE SUMMARY TABLE (Based on total respondents)

White (non-Hispanic)	67
Black/African American (non-Hispanic)	11
Asian (non-Hispanic)	3
Hispanic (Net)	14
White Hispanic	11
Black Hispanic	1
Hispanic unspecified	2
Some other race	3
Don't know/Refused	2

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

Republican	Democrat	Independent	No affiliation (vol)	Other (vol)	Don't Know/Refused
19	31	39	1	*	9

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

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

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

Republican or lean Republican	Democrat or lean Democrat	Independent	No affiliation (vol)	Other party (vol)	Don't Know/Refused
31	46	15	1	*	8

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

Very conservative	Somewhat conservative	Moderate	Somewhat liberal	Very liberal	Don't know/Refused
12	22	31	14	10	10

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

Yes	No	Don't know/Refused
75	23	1

E. RECORD GENDER OF RESPONDENT

Male	Female
49	51