
Toplines



The Kaiser Family Foundation/Harvard School of Public Health

National Survey on Consumer Experiences With and Attitudes Toward Health Plans

August 2001

Methodology

The Kaiser Family Foundation/Harvard School of Public Health *National Survey on Consumer Experiences With and Attitudes Toward Health Plans* was designed and analyzed by researchers at the Kaiser Family Foundation and Harvard School of Public Health. The Kaiser/Harvard survey research team was led by Dr. Mollyann Brodie, Vice President of the Kaiser Family Foundation and Professor Robert Blendon of the Harvard School of Public Health. Fieldwork was conducted by telephone by Princeton Survey Research Associates between July 2 and August 8, 2001. The survey included a nationally representative random sample of 1,205 adults age 18 and over. The margin of sampling error for the total sample is plus or minus 3 percentage points. For the 721 respondents ages 18 to 64 with private health insurance, the margin of sampling error is plus or minus 4 percentage points. The margin of sampling error may be higher for some of the other sub-groups noted in the analysis.

Because many people are unsure of - or don't know -- what kind of health insurance they have, respondents were asked a series of questions about their health plan to establish what type of coverage they actually have. They were asked if they were required to do any of the following by their plan: choose doctors from a list and pay more for doctors not on the list; select a primary care doctor or medical group; and/or obtain a referral before seeing a medical specialist or a doctor outside the plan. Respondents were listed as being in "strict" managed care if they reported their plans had all of these characteristics; listed as being in "loose" managed care if they had some but not all; and were listed as having "traditional" health insurance if they reported their plans had none of these characteristics.

Note: **VOL** means response was volunteered by respondent, not an explicitly offered choice. Select questions were asked of a random half sample of respondents. These questions are identified by "Form A" and "Form B", indicating which half answered that particular question.

The Kaiser Family Foundation is an independent, national health philanthropy dedicated to providing information and analysis on health issues to policymakers, the media, and the general public. The Foundation is not associated with Kaiser Permanente or Kaiser Industries.

1a/b. To begin... What do you think is the MOST important problem for the government in Washington to address? **(OPEN-ENDED)** What do you mean by that? Can you be more specific?
 And what do you think is the NEXT most important problem for the government in Washington to address? **(OPEN-ENDED)** What do you mean by that? Can you be more specific?

	<u>Most Important Problem First Mention</u>	<u>Most Important Problem Combined First and Second Mention</u>
Total Healthcare Issues	15	24
<i>Health care (not Medicare)</i>	6	10
<i>Any other mention of specific health or health related issues</i>	5	8
<i>Drug Prices</i>	2	3
<i>Medicare</i>	2	3
<i>AIDS</i>	*	1
Total Economic Issues	24	37
Total Social Issues	22	38
Total Political Issues (Domestic & Foreign)	10	19

2. Next, I'm going to read you a list of some different industries and groups and ask whether you think they generally do a good job or a bad job of serving their consumers. (First,) what about...? Do they generally do a good job or a bad job or serving their consumers?

	<u>Good Job</u>	<u>Bad Job</u>	<u>Mixed/Neither good nor bad</u>	<u>DK/Ref.</u>
a. Pharmaceutical or drug companies	52	33	11	4
b. HMOs and other managed care health plans	31	46	10	13
c. Hospitals	67	17	14	2
d. Health insurance companies	38	43	14	5
e. Doctors	75	11	13	1
f. Nurses	89	4	6	2
g. Lawyers	45	29	15	11
h. Banks	68	19	9	3
i. Oil companies	29	52	8	10
j. The U.S. Postal Service	83	10	6	1

3. Now I'm going to read you some different health care issues. As I read each one, please tell me how important you think it is for the President and Congress to deal with this issue – very important, somewhat important, not too important, or not at all important. (First,) how important is this issue...?
Is this issue very important, somewhat, somewhat important, not too important, or not at all important?

	<u>Very Important</u>	<u>Somewhat Important</u>	<u>Not too Important</u>	<u>Not at all Important</u>	<u>DK/Ref.</u>
a. Protecting patients' rights in HMOs and managed care plans	75	17	3	1	2
b. Making prescription medicines more affordable for people age 65 and over	84	12	3	1	1
c. Making Medicare more financially sound for future generations	80	16	2	1	1
d. Increasing the number of Americans covered by health insurance	72	20	4	2	1
e. Helping families with the cost of caring for elderly or disabled family members who need long-term help	73	23	2	1	*
f. Making health care more affordable	85	12	2	1	1

4. Which of the following issues you say are very important do you think is MOST important?

- 7 Protecting patients' rights in HMOs and managed care plans
- 15 Making prescription medicines more affordable for people age 65 and over
- 13 Making Medicare more financially sound for future generations
- 13 Increasing the number of Americans covered by health insurance
- 13 Helping families with the cost of caring for elderly or disabled family members who need long-term help
- 30 Making health care more affordable
- * Other issue is most important (**SPECIFY**)
- 6 All the same/equally important (**VOL.**)
- 3 None rated very important
- * Don't know/Refused

5. Now, thinking about government regulation of the health care industry today... Please tell me if you think there is too much, not enough, or about the right amount of government regulation in each of the following areas. (First,) what about... (**INSERT**)
Do you think there is too much, not enough, or about the right amount of government regulation in this area?

	<u>Too much</u>	<u>Not enough</u>	<u>About the right amount</u>	<u>DK/Ref.</u>
a. The safety of prescription medicines	10	37	48	5
b. HMOs and managed care	13	51	23	13
c. The cost of health insurance policies	19	51	20	10
d. The quality of care in nursing homes	6	61	23	9
e. The cost of prescription medicines	20	54	19	7
f. The quality of doctors and hospitals	10	36	48	6

6. Compared with two years ago, do you think the QUALITY of health care you and your family receive has gotten better, worse, or stayed about the same?
- | | |
|----|--------------------|
| 12 | Better off |
| 23 | Worse off |
| 63 | About the same |
| 2 | Don't know/Refused |
7. Compared with two years ago, do you think your family's ABILITY TO GET the medical care you need is better, worse, or about the same?
- | | |
|----|--------------------|
| 15 | Better off |
| 21 | Worse off |
| 63 | About the same |
| 1 | Don't know/Refused |
8. From what you've heard or read, do people in this country have the legal right to sue an HMO or managed care plan if the plan inappropriately denies services or treatments, or don't they have this right?
- | | |
|----|------------------------|
| 58 | Yes, have right to sue |
| 27 | No, do not |
| 15 | Don't know/Refused |
9. To the best of your knowledge, did THE U.S. CONGRESS pass a Patients' Bill of Rights during the past three years, or didn't Congress pass such a bill?
- | | |
|----|-------------------------|
| 24 | Yes, passed such a bill |
| 36 | No, did not |
| 40 | Don't know/Refused |
10. To the best of your knowledge, did THE LEGISLATURE IN YOUR STATE pass a Patients' Bill of Rights during the past three years, or didn't your state legislature pass such a bill?
- | | |
|----|-------------------------|
| 17 | Yes, passed such a bill |
| 36 | No, did not |
| 48 | Don't know/Refused |

11. Are you, yourself, NOW covered by any form of health insurance or health plan? 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) or (Medi-Cal)...

82 Yes, insured
18 No, not insured
* Don't Know/Refused

12a/b. Which of the following is your MAIN source of health insurance coverage? Is it...
Is that MediCARE, the program that provides health insurance for seniors and some disabled people, MediCAID (Medi-CAL) the program that provides health insurance for low-income families, OR some OTHER government program?

Main Source of Health Insurance

61 Total with Private Insurance
53 *Employer-provided*
8 *From other private source*
20 Total Insured through a Government Program
14 *Medicare*
4 *Medicaid/Medi-Cal*
1 *Other government program*
* *DK which government program*
1 Other main source (VOL)
18 Uninsured
1 Don't know

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

Based on those aged 18-64 with private insurance (n=721)

21 A – excellent
41 B – good
27 C – average
8 D – poor
2 F – failing
1 Not with plan long enough to rate (VOL.)
1 Don't know/Refused

14. How likely would you be to recommend your health plan to a family member or friend WHO IS BASICALLY HEALTHY? Would you...

Based on those aged 18-64 with private insurance (n=721)

- 30 Definitely
- 48 Probably
- 13 Probably NOT,
- 6 Definitely NOT recommend your plan to someone who is basically healthy?
- 2 Don't know/Refused

15. How likely would you be to recommend your health plan to a family member or friend WHO HAS A SERIOUS OR CHRONIC ILLNESS? Would you...

Based on those aged 18-64 with private insurance (n=721)

- 25 Definitely
- 37 Probably
- 22 Probably NOT,
- 12 Definitely NOT recommend your plan to someone who has a serious or chronic illness
- 4 Don't know/Refused

16. How long have you been enrolled in your current MAIN health plan...

Based on those aged 18-64 with private insurance (n=721)

- 17 Less than 12 months
- 24 One to two years
- 24 Three to five years
- 12 Six to 10 years ago
- 22 More than 10 years?
- * Don't know/Refused

17. As I read you the names of five specific health insurance plans, please tell me if any of these is now your MAIN health plan. Is your plan...

Based on those aged 18-64 with private insurance (n=721)

- 4 Kaiser Permanente
- 1 Health Insurance Plan of Greater New York
- * Harvard/Pilgrim Health Care
- 1 Group Health of Puget Sound
- 0 Group Health Co-Operative of Minnesota
- 92 None of these your current plan
- 2 Don't know/Refused

18. If you were sick, how worried would you be that your health plan would be more concerned about saving money than about what is the best treatment for you? Would you be...

Based on those aged 18-64 with private insurance (n=721)

- 24 Very worried
- 32 Somewhat worried
- 25 Not too worried
- 18 Not at all worried
- 1 Don't know/Refused

19. We're interested in how your current MAIN health plan works. Some health plans charge less if you choose your doctor from a list, but make you pay more if you go to a doctor not on the list. Does your plan work this way, or not?
20. Some health plans require you to sign up with a specific primary care doctor or group of doctors who provide all your routine health care. Does your plan work this way, or not?
21. Some health plans require you to have a referral by a primary care doctor before you can see a medical specialist. Does your plan work this way, or not?
22. Some health plans require you to have approval or a referral before they will pay for any of your costs for visiting a doctor who is not in the plan. Does your plan work this way, or not?

Based on those aged 18-64 with private insurance (n=721)

Q19/20/21/22 Summary Table

Types of Plan	Total
Total in Managed Care	88
<i>Strict Managed Care</i>	37
<i>Loose Managed Care</i>	51
Traditional Plan	11
Undesignated (all not classified in any of the above)	1

23. We'd like to know what type of contact you've had with your health plan in the past 12 months. In the past 12 months, have you...

Based on those aged 18-64 with private insurance (n=721)

	<u>Yes</u>	<u>No</u>	<u>DK/Ref.</u>
a. Filed a claim with your plan?	56	42	1
b. Contacted your plan to get information about the benefits covered?	37	63	0
c. Contacted your plan to sign up with a particular doctor?	23	77	0
d. Contacted your plan for some other reason?	29	70	*

Had Contact with Health Plan in Past Year

76	Total Yes
56	<i>Filed a claim</i>
37	<i>To get information about benefits</i>
23	<i>To sign up with a particular doctor</i>
29	<i>For some other reason</i>
24	No contact/DK

24. All in all, have your recent experiences in dealing with your health plan been...

Based on those aged 18-64 with private insurance who had contact with their plan (n=561)

34	Very positive
46	Somewhat positive
13	Somewhat negative
5	Very negative
1	Mixed (VOL.)
1	Don't know/Refused

25. In the past 12 months, have you personally had any problems with your main health insurance plan related to...

Based on those aged 18-64 with private insurance (n=721)

	<u>Yes</u>	<u>No</u>	<u>DK/Ref.</u>
a. Misunderstandings over which health services your plan covers	13	87	*
b. Delays in receiving care or treatment	7	93	*
c. Being denied care or treatment by the plan	6	93	*
d. Your plan not covering a particular treatment or kind of care you needed	14	86	*
e. Difficulty getting an appointment with a doctor	12	88	0
f. Difficulty getting referrals to see a medical specialist	6	93	*
g. Difficulty selecting a doctor in the plan	10	90	*
h. Administrators or other plan staff being insensitive or not helpful	10	90	1
i. Being forced to change doctors or your doctor being dropped from the plan	11	89	*
j. Not being able to get the specific medication you need	8	92	*
k. Language or communication with plan staff	4	96	0
l. Billing or payment for services	22	78	1

Question 25 continued...

	<u>Yes</u>	<u>No</u>	<u>DK/Ref.</u>
m. Difficulty getting someone from the plan on the phone to answer your questions	14	86	*
n. Something else that I haven't already mentioned (SPECIFY)	5	95	0

Respondent Experienced Problems in Past Year

48 Total yes
52 No problems/DK

26. Thinking about ALL of the kinds of problems I just mentioned, is there anyone else in your household who has experienced any of these problems with their main health plan in the past 12 months?

Based on those aged 18-64 with private insurance (n=721)

Household Experienced Problems in Past Year

51 Total Yes
37 Respondent only
3 Other HH member only
11 Respondent and HH member
49 No problems/DK

27. Which ONE of these problems with your health plan happened most recently?
Which ONE of these problems would you say was most serious?

<u>Most Recent Problem</u>	Based on 18-64 with private insurance (n=721)	Based on 18-64 with private insurance who experienced a problem (n=351)
Total Delay in/Denial of coverage	13	28
<i>Misunderstanding over which services are covered</i>	3	6
<i>Delays in receiving care or treatment</i>	1	3
<i>Being denied care or treatment</i>	1	3
<i>The plan not covering a particular treatment/kind of care</i>	4	8
<i>Not being able to get a specific medication</i>	4	8
Total Difficulty seeing physician/specialist	10	22
<i>Difficulty getting an appointment with a doctor</i>	4	9
<i>Difficulty getting referrals to see a specialist</i>	2	-
<i>Difficulty selecting a doctor in the plan</i>	1	3
<i>Being forced to change doctors/doctor being dropped from plan</i>	3	7
Total Communication/Customer Service	8	16
<i>Administrators or other plan staff being insensitive/not helpful</i>	2	-
<i>Language or communication with plan staff</i>	1	2
<i>Difficulty getting someone from the plan on the phone to answer questions</i>	5	10
Billing/Payment	13	27
Other/Unspecified problem	4	8
<i>Something else</i>	3	6
<i>Problem unspecified</i>	1	2
No problems reported	52	N/A

28. Was this problem with your CURRENT health plan or with a previous health plan?

Based on those aged 18-64 with private insurance (n=721)

45	Current plan
3	Previous plan
*	Don't know/Refused
52	No problems reported

29. Thinking about this most recent problem with your health plan, please tell me if it had a major effect, a minor effect or no effect at all in each of the following areas. (First,) how much effect, if any, did the problem have in terms of ...
Did it have a major effect, a minor effect, or no effect at all?

Based on those aged 18-64 with private insurance who personally experienced a problem (n=351)

	<u>Major effect</u>	<u>Minor effect</u>	<u>No effect at all</u>	<u>Don't Know/ Problem Unspecified</u>
a. Delaying or preventing you from getting health services or medical treatment you needed	14	25	59	2
b. Increasing the amount of stress you felt	34	39	25	2
c. Making you pay more for health care than you should have	28	22	47	3
d. Making you lose time at work, school, or other important life activities	20	23	54	3
e. Bringing about a decline in your health	9	21	68	2

Based on those aged 18-64 with private insurance (n=721)

	<u>Major effect</u>	<u>Minor effect</u>	<u>No effect at all</u>	<u>Don't Know/ Problem Unspecified</u>	<u>No Problems</u>
a. Delaying or preventing you from getting health services or medical treatment you needed	7	12	28	1	52
b. Increasing the amount of stress you felt	16	19	12	1	52
c. Making you pay more for health care than you should have	13	11	23	1	52
d. Making you lose time at work, school, or other important life activities	10	11	26	1	52
e. Bringing about a decline in your health	4	10	33	1	52

30. In the past 12 months, have you...?

Based on those aged 18-64 with private insurance (n=721)

	<u>Yes</u>	<u>No</u>	<u>DK/Ref.</u>
a. Been admitted to a hospital	13	87	0
b. Needed health services at home	3	97	0
c. Needed to get x-rays or laboratory tests outside a hospital	34	66	0
d. Needed to see a medical specialist who was not your principal doctor	36	64	*
e. Needed information to help you manage a health problem	16	84	*

31. Was your health plan helpful or not helpful to you in...OR was there no role your plan could have played in this?

	<u>Helpful</u>	<u>Not helpful</u>	<u>No role could have played</u>	<u>DK/Ref.</u>
<i>Item A based on those aged 18-64 with private insurance admitted to a hospital in past year (n=98)</i>				
a. Getting admitted to the hospital	55	6	38	1
<i>Item B based on those aged 18-64 with private insurance who needed out-of-hospital x-rays or lab tests in past year (n=257)</i>				
b. Making arrangements to get x-rays or laboratory tests outside a hospital	43	7	49	*

Question 31 continued...

	<u>Helpful</u>	<u>Not helpful</u>	<u>No role could have played</u>	<u>DK/Ref.</u>
Item C based on those aged 18-64 with private insurance who needed to see a specialist who was not their principal doctor in past year (n=277)				
c. Getting an appointment or referral to see a medical specialist who was not your principal doctor	42	12	46	1
Item D based on those aged 18-64 with private insurance who needed information to help manage a health problem in past year (n=121)				
d. Getting information to help you manage a health problem	46	18	36	0

32. Now we'd like your views on HMOs and other managed care plans in general. These plans direct people to a list of doctors and hospitals, and cover all or nearly all of the costs for using those on the list, but charge extra to use doctors or hospitals not on the list... Growing numbers of Americans now rely on managed care plans for their health coverage. In your opinion, are people like you better off or worse off because of this trend toward managed care -- or not affected much either way?

- 14 Better off
- 33 Worse off
- 45 Not affected
- 8 Don't know/Refused

33. During the past few years, do you think HMOs and other managed care plans...

- a. Have made it easier or harder for people who are sick to see medical specialists?
 - 20 Easier
 - 59 Harder
 - 6 No effect (VOL.)
 - 16 Don't know/Refused

Question 33 continued...

- b. Have increased or decreased the quality of health care for people who are sick?
- | | |
|----|---------------------------|
| 24 | Increased |
| 54 | Decreased |
| 8 | No effect (VOL.) |
| 14 | Don't know/Refused |
- c. Have made it easier or harder to get preventive services such as immunizations, health screenings, and physical exams?
- | | |
|----|---------------------------|
| 39 | Easier |
| 36 | Harder |
| 9 | No effect (VOL.) |
| 15 | Don't know/Refused |
- d. Have helped keep health care costs down, or haven't they made much difference?
- | | |
|----|----------------------------------|
| 21 | Helped |
| 59 | Haven't made much difference |
| 8 | Made costs go up (VOL.) |
| 12 | Don't know/Refused |
- e. Have increased or decreased the amount of time doctors spend with their patients?
- | | |
|----|---------------------------|
| 10 | Increased |
| 67 | Decreased |
| 10 | No effect (VOL.) |
| 13 | Don't know/Refused |
- f. Have helped people get prescription drug coverage, or haven't they made much difference?
- | | |
|----|---|
| 23 | Helped |
| 57 | Haven't made much difference |
| 5 | Made it more difficult for people to get coverage (VOL.) |
| 15 | Don't know/Refused |

34. How closely have you followed news stories about the continuing debate in Congress about the Patient's Bill of Rights? Would you say... **(READ)**

6	Very closely
25	Fairly closely
36	Not too closely,
32	Not at all closely?
1	Don't know/Refused

35. A law, called the Patients' Bill of Rights, has been proposed that would require HMOs, other managed care plans, and health insurance companies to provide people with more information about their health plan, make it easier for people to see medical specialists, allow appeals to independent reviewers when someone is denied coverage for a particular medical treatment, and give people the right to sue their health plan. Do you favor or oppose such a law?

81	Favor
12	Oppose
7	Don't Know/Refused

36. How important is it to you that this law includes the right to sue a health plan? Is it...

38	Very important
31	Somewhat important
8	Not too important
3	Not at all important
12	Oppose Patients' Bill of Rights
8	Don't know/Refused

37. If this Patients' Bill of Rights were enacted, do you think people like you would be better off, worse off, or not much affected either way?

46	Better off
8	Worse off
40	Not much affected
6	Don't know/Refused

38/39. If this Patients' Bill of Rights were enacted, what effect—if any—do you think it would have on health insurance premiums for people like you? Do you think it would lead to health insurance premiums...

Do you think premiums would go (up/down) a lot or only a little?

- 60 Total Would Go Up
 - 33 *Go up a lot*
 - 24 *Go up only a little*
 - 3 *DK how much*
- 6 Total Would Go Down
 - 1 *Go down a lot*
 - 5 *Go down only a little*
 - * *DK how much*
- 27 Would not be much affected
- 7 Don't know/Refused

40. Do you think that having a Patients' Bill of Rights would be worth the increased cost of health insurance premiums, or NOT worth the increased costs?

		Based on those who Think Premiums Would Go Up (n=723)
30	Would be worth it	50
22	Would not be worth it	37
7	Don't know/Refused	13
40	Don't think premiums would go up	N/A

41/42. If this Patients' Bill of Rights were enacted, do you think it would make employers more likely to STOP offering health insurance for their workers, or not? Do you think employers would be a lot more likely or only a little more likely to STOP offering health insurance?

- 42 Total Yes, would be more likely to stop offering insurance
 - 19 *A lot more likely*
 - 22 *Only a little more likely*
 - 1 *DK how much more likely*
- 46 No, would not be more likely
- 12 Don't know/Refused

43/44. If this Patients' Bill of Rights were enacted, do you think the government would become more involved or less involved in regulating health plans, or wouldn't it make much difference either way?

Do you think government would be a lot (more/less) involved or only a little more involved?

57 Total More Involved
32 *A lot more involved*
23 *Only a little more involved*
2 *DK how much more*
4 Total Less Involved
1 *A lot less involved*
3 *Only a little less involved*
0 *DK how much less*
32 Wouldn't make much difference
7 Don't know/Refused

45. You said you oppose the Patients' Bill of Rights. Would you favor this law if you heard that it would make health insurance plans less likely to deny coverage for services for people who need them – OR would you still oppose it?

86 Total would favor
81 *Favor initially*
5 *Switched to favor*
6 Would still oppose
8 Don't know/Refused

46. Would you favor this law if it did NOT include the right to sue the health plan – OR would you still oppose it?

87 Total would favor
81 *Favor initially*
6 *Switched to favor*
5 Would still oppose
8 Don't know/Refused

47. Earlier, you said you favor the Patients' Bill of Rights. Would you still favor this law if you heard it would increase the cost of health insurance premiums usually shared by employers and workers by about 20 dollars per month for a typical family – that is, a little over 200¹ dollars per year?

Based on total Form A (n=602)

- 58 Would still favor
31 Total would oppose
 11 *Oppose initially*
 21 *Switched to oppose*
11 Don't know/Refused
48. What if enacting the Patients' Bill of Rights meant that some employers might stop offering health insurance plans to their workers because the employers are afraid they might be sued along with the plan. Would you still favor this law, or would you now oppose it?
- 34 Would still favor
53 Total would oppose
 12 *Oppose initially*
 41 *Switched to oppose*
13 Don't know/Refused
49. Suppose the Patient's Bill of Rights is enacted and includes the right to sue a health plan. Which ONE of the following two statements comes CLOSER to your own view of what patients should be allowed to do? Here's the first statement...

Patients should be allowed to sue their health plans for unlimited amounts of money to compensate them for their economic losses and pain and suffering, AND get additional money as a way of punishing health plans and discouraging bad conduct in the future.

AND here's the second statement...

Patients should be allowed to sue for economic losses, get a LIMITED amount of money for pain and suffering, BUT NOT get additional money to punish health plans, because this would drive up the cost of people's health insurance premiums too much.

Which statement comes closer to your own view – the first one or the second one?

- 16 First statement (should be allowed to sue for unlimited amounts)
80 Second statement (right to sue should be limited)
1 Patients shouldn't have ANY rights to sue health plans (VOL.)
3 Don't know/Refused

1 Possible premium increases are based on estimates prepared by the Congressional Budget Office (CBO) for Senate bill 872, cited in an April 23, 2001 letter from CBO Director Daniel L. Crippen to Senator Don Nickles, and an average family premium of \$529 per month from the 2000 Kaiser/HRET Employer Health Benefits Survey.

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

24 Excellent
 30 Very good
 26 Good
 12 Fair
 6 Poor
 1 Don't know/Refused

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

17 Yes
 82 No
 * Don't know
 * Refused

52. Were you hospitalized for anything in the past 12 months, that is, since June 2000 (**IF D1=2, ADD:** other than for a normal, uncomplicated delivery of a baby)?

13 Yes
 87 No
 * Don't know/Refused

53. Has a doctor or other health professional ever told you that you have any of the following conditions?

	<u>Yes</u>	<u>No</u>	<u>DK/Ref.</u>
a. Heart disease, including high blood pressure	22	77	1
b. A stroke	3	97	*
c. Emotional or mental illness	6	93	1
d. Cancer	6	94	1
e. Diabetes	7	92	*

54. Are you or any other family members in your household now employed in health care, for example, as a physician, nurse, pharmacist, or hospital worker?

13 Yes
 87 No
 * Don't know/Refused

DEMOGRAPHICS:

D1. RECORD RESPONDENT-S GENDER:

48 Male
52 Female

D2. Now I have a few final questions so we can describe the people who took part in this survey... In politics TODAY, do you consider yourself a Republican, Democrat, or Independent?

28 Republican
35 Democrat
28 Independent
* Other party (VOL.)
5 None (VOL.)
2 Don't know
2 Refused

D3. Would you say your views in most political matters are very liberal, liberal, moderate, conservative, or very conservative?

3 Very liberal
23 Liberal
35 Moderate
28 Conservative
6 Very conservative
5 Don't know/Refused

D4. Many people are not registered to vote because they're too busy or move around too often... Are you NOW registered to vote in your precinct or election district, or haven't you had a chance to register yet?

76 Yes, registered
22 No, not registered
1 Don't have to register (VOL.)
1 Don't know/Refused

- D5a/b. Only about half of voting-age Americans actually voted in the last presidential election, when Bush ran against Gore. Did YOU happen to vote in the presidential election last November, OR did things come up to keep you from voting?
Who did you vote for -- Bush, Gore, or someone else?

Presidential Vote

67	Total reported voting
30	<i>Bush</i>
28	<i>Gore</i>
1	<i>Nader</i>
*	<i>Buchanan</i>
1	<i>Other</i>
1	<i>Don't remember</i>
6	<i>Refused</i>
30	Didn't vote
1	Too young
*	Don't know
1	Refused

- D6. Are you, or are any other adults living in your household, a member of a labor union? (**IF YES, ASK:** Is that you or someone else?)

Labor Union Status

13	Total Union HHs
7	<i>Respondent belongs</i>
5	<i>Someone else belongs</i>
1	<i>Both belong</i>
86	Non-Union HH
1	Don't know/Refused

- D7. Are you NOW self-employed, are you employed by someone else, or are you NOT employed for pay?
D8. Are you...

D9. Do you work full-time or part-time hours?

Employment Status

10	Self-employed
55	Employed by someone else
64	Total employed
54	<i>Full-time</i>
10	<i>Part-time</i>
*	<i>It depends/No set schedule</i>
0	<i>Undetermined hours</i>
35	Total Not employed/Other
8	<i>Homemaker</i>
2	<i>Student</i>
17	<i>Retired</i>
4	<i>Unemployed, looking for work</i>
1	<i>Unemployed, not looking for work</i>
3	<i>Other</i>
0	<i>Unspecified</i>
1	Don't know/Refused

D10. What is the LAST grade or class that you COMPLETED in school?

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

D11. What is your age?

21	18-29
39	30-49
21	50-64
16	65+
2	Unspecified

D12. Last year, that is in 2000, what was your total family income from all sources, before taxes? Just stop me when I get to the right category.

8	Less than \$10,000
14	\$10,000 to under \$20,000
14	\$20,000 to under \$30,000
19	\$30,000 to under \$50,000
16	\$50,000 to under \$75,000
9	\$75,000 to under \$100,000
8	\$100,000 or more
3	Don't know
11	Refused

D13. Are you, yourself, of Hispanic or Latino background, such as Mexican, Puerto Rican, Cuban, or some other Latin American background?

10	Yes
88	No
0	Don't Know
2	Refused

D14. What is your race? Are you white, black, Asian, or some other race?

77	White
11	Black/African-American
1	Asian
7	Other or mixed race
*	Don't know
4	Refused

**Kaiser Family Foundation/Harvard School of Public Health
National Survey on Consumer Experiences With and Attitudes Toward Health Plans
Additional Questions**

Methodology

The Kaiser Family Foundation/Harvard School of Public Health *National Survey on Consumer Experiences With and Attitudes Toward Health Plans Additional Questions* was designed and analyzed by researchers at the Kaiser Family Foundation and Harvard School of Public Health. The Kaiser/Harvard research team was led by Dr. Mollyann Brodie, Vice President of the Kaiser Family Foundation and Professor Robert Blendon of the Harvard School of Public Health. Fieldwork was conducted by telephone by ICR/International Communications Research of Media, PA between August 8 and August 13, 2001. The survey included a nationally representative random sample of 1001 adults age 18 and over. The margin of sampling error for the total sample is plus or minus 3 percentage points. The margin of sampling error may be higher for some of the sub-groups noted in the analysis.

Note: **VOL** means response was volunteered by respondent, not an explicitly offered choice. Select questions were asked of a random half sample of respondents. These questions are identified by “Form A” and “Form B”, indicating which half answered that particular question.

The Kaiser Family Foundation is an independent, national health philanthropy dedicated to providing information and analysis on health issues to policymakers, the media, and the general public. The Foundation is not associated with Kaiser Permanente or Kaiser Industries.

1. Next, I'd like your opinion of the job some different groups are doing in serving the needs of health care consumers. In answering, please consider everything that might be important to consumers, including quality, cost, and convenience.

First, in general, do you think (INSERT ITEM) are doing a good job or a bad job in serving health care consumers? Next, do you think (INSERT NEXT ITEM) are doing a good job or a bad job?

- a. Doctors

Good Job	Bad Job	Mixed	Don't know
74	12	11	3

- b. Pharmaceutical or drug companies

Good Job	Bad Job	Mixed	Don't know
52	33	8	6

- c. Nurses

Good Job	Bad Job	Mixed	Don't know
85	5	5	5

Based on total Form A (n =503)

- d. HMOs, or Health Maintenance Organizations

Good Job	Bad Job	Mixed	Don't know
30	46	11	13

Based on total Form B (n =498)

- e. Managed care health plans

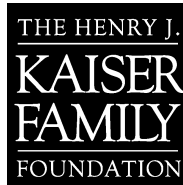
Good Job	Bad Job	Mixed	Don't know
32	39	11	18

2. If a proposal for a Patients' Bill of Rights did not include the right to sue your health plan, would you still consider it a "real" Patients' Bill of Rights, or not?

Yes, would be "real" Patient bill of Rights	No, would not be "real" Patient Bill of Rights	Don't know
43	50	7

3. As you may know, President Bush and most Democrats in Congress have endorsed different versions of a Patients' Bill of Rights. Both versions include the right to sue your health plan. Do you think these two proposals are very similar in how they deal with the right to sue, with only minor differences in the details, or do they take fundamentally different approaches to the right to sue, or don't you know enough about this particular issue?

Similar with only minor differences	Fundamentally different approaches	Don't know enough about the issue
7	13	80



The Henry J. Kaiser Family Foundation
2400 Sand Hill Road
Menlo Park, CA 94025
Phone: 650-854-9400 Fax: 650-854-4800

Washington Office:
1450 G Street NW, Suite 250
Washington, DC 20005
Phone: 202-347-5270 Fax: 202-347-5274

www.kff.org

Additional free copies of this publication (#3172) are available on the Foundation's web site at www.kff.org or by calling the Kaiser Family Foundation's Publication Request Line at 1-800-656-4533.