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Kaiser Family Foundation *National Survey of Pharmacists*

Findings on Medicare Part D

September 2006

Methodology

The Kaiser Family Foundation *National Survey of Pharmacists*, conducted April 21 through June 27, 2006, is based on a nationally representative random sample of 802 pharmacists working in independent retail, chain retail and HMO pharmacies. Once the sample was drawn, selected pharmacists were given the option of completing the questionnaire by telephone or online (615 pharmacists were interviewed by telephone and 187 completed the survey online). The sample frame was developed using Medical Marketing Services, Inc.'s Pharmacist/Pharmacies list. This list of over 200,000 pharmacists contains every pharmacist working in pharmacies listed in U.S. telephone directories and is updated every 60 days. The final sample includes 548 chain pharmacists and 222 independent pharmacists.

Kaiser Family Foundation staff designed and analyzed the survey. Data were collected by Princeton Survey Research Associates International. The margin of sampling error for the full sample is plus or minus 3 percentage points. For chain pharmacists the margin of sampling error is plus or minus 4 percentage points, and for independent pharmacists it is plus or minus 7 percentage points. For results based on other subsets of respondents the margin of sampling error may be higher. Note that sampling error is only one of many potential sources of error in this or any other public opinion poll.

Note: Percentages may not always add up to 100% due to rounding. Values less than 0.5 percent are indicated by an asterisk (*). "VOL." indicates that a response was volunteered by the respondent, and not offered as an explicit choice.

1. I'm going to start with a few questions about the practice of pharmacy... In the last five years, please tell me if you think each of the following has gone up, gone down, or stayed about the same. (First,)... (READ AND ROTATE)?

READ FOR FIRST ITEM AND THEN AS NECESSARY: Has this gone up, gone down, or stayed about the same (in the last 5 years)?

	<u>Gone up</u>	<u>Gone down</u>	<u>About the same</u>	<u>DK/Ref.</u>
a. The overall morale of pharmacists				
Total:	12	50	37	1
Chain:	13	45	40	2
Independent:	8	63	29	1
b. Your enthusiasm for the practice of pharmacy				
Total:	21	29	49	1
Chain:	23	25	52	*
Independent:	16	41	42	1

2. Would you recommend the practice of pharmacy as a profession to a young person today, or not?

<u>Total</u>	<u>Chain</u>	<u>Independent</u>	
76	79	68	Yes
20	18	25	No
4	3	7	Don't know/Refused

Now on another subject...

3. How well would you say you understand the new Medicare prescription drug benefit that went into effect in January 2006? Would you say you understand it very well, somewhat well, not too well, or not well at all?

<u>Total</u>	<u>Chain</u>	<u>Independent</u>	
26	25	31	Very well
60	63	52	Somewhat well
10	10	10	Not too well
3	2	5	Not well at all
1	*	2	Don't know

4. Given what you know about it, in general, do you have a favorable or unfavorable impression of this new Medicare prescription drug benefit?

<u>Total</u>	<u>Chain</u>	<u>Independent</u>	
45	53	27	Favorable
41	32	59	Unfavorable
11	12	10	Neither/Neutral (VOL.)
3	2	5	Don't know/Refused

5. Are your views of the Medicare drug benefit based mainly on your experiences with your customers, experiences with friends and family members, what you've heard from other health care providers, what you've heard in the news media, or from some other source?

<u>Total</u>	<u>Chain</u>	<u>Independent</u>	
80	81	81	Experiences with customers
2	2	--	Heard from other health care providers
2	2	2	Experiences with friends and family members
2	2	*	Heard in the news media
5	4	7	All of the above
2	2	3	Own experience
7	6	7	Some other source
1	1	--	Don't know/Refused

6. Overall, what grade would you give the implementation of the new Medicare drug benefit so far? A for excellent, B for good, C for average, D for poor, or F for failing?

<u>Total</u>	<u>Chain</u>	<u>Independent</u>	
2	2	*	A – Excellent
20	25	9	B – Good
40	43	34	C – Average
29	24	38	D – Poor
10	6	18	F – Failing
*	*	--	Don't know/Refused

7. And over the past few months, would you say the implementation has gotten (better) or (worse), or has it stayed about the same? (ROTATE ITEMS IN PARENTHESES) (IF BETTER/WORSE: Would you say a little better/worse, or a lot?)

<u>Total</u>	<u>Chain</u>	<u>Independent</u>	
19	22	14	A lot better
40	40	41	A little better
32	33	29	Stayed about the same
5	3	9	A little worse
3	2	5	A lot worse
1	1	2	Don't know/Refused

8. Based on your own experience, would you say that the administrative burden of filling prescriptions for customers covered by the new Medicare drug plans is better, worse, or about the same as the administrative burden under typical commercial insurance plans?

<u>Total</u>	<u>Chain</u>	<u>Independent</u>	
7	8	3	Better
53	48	64	Worse
39	42	32	About the same
2	2	1	Don't know/Refused

9. How well do you think most of your Medicare customers understand the new drug benefit?
Would you say that most understand it very well, somewhat well, not too well, or not well at all?

<u>Total</u>	<u>Chain</u>	<u>Independent</u>	
*	*	--	Very well
13	15	9	Somewhat well
51	54	47	Not too well
35	30	44	Not well at all
*	*	*	Don't know/Refused

10. Do you think people on Medicare have (too many), (too few), or about the right amount of drug plans to choose from? (ROTATE ITEMS IN PARENTHESES)

<u>Total</u>	<u>Chain</u>	<u>Independent</u>	
74	73	81	Too many
3	3	3	Too few
20	22	13	About the right amount
3	3	4	Don't know/Refused

11. I'm going to read you some things some people have said about the Medicare prescription drug benefit, and I'd like you to tell me how much you agree or disagree with each. (First/Next)... (READ AND RANDOMIZE)?

READ FOR FIRST ITEM AND REPEAT AS NECESSARY: Do you strongly agree, somewhat agree, somewhat disagree, or strongly disagree?

	<u>Strongly agree</u>	<u>Somewhat agree</u>	<u>Somewhat disagree</u>	<u>Strongly disagree</u>	<u>DK/Ref.</u>
a. It helps people on Medicare save money on their prescriptions					
Total:	33	53	9	3	2
Chain:	38	52	7	2	2
Independent:	26	59	9	5	1
b. It is especially helpful for low-income people on Medicare					
Total:	41	42	10	6	2
Chain:	43	41	11	4	2
Independent:	36	44	9	10	1
c. It is too complicated					
Total:	59	32	7	2	*
Chain:	53	36	8	2	1
Independent:	70	23	5	2	--
d. It benefits private health plans and pharmaceutical companies too much					
Total:	28	34	23	5	9
Chain:	19	37	28	5	11
Independent:	51	28	12	5	5

12. Would you say you have all the information you need to help your Medicare customers understand how the new drug benefit will impact them, most of the information you need, just some of the information you need, or do you not have enough information about the drug benefit to help your customers understand how it will impact them?

<u>Total</u>	<u>Chain</u>	<u>Independent</u>	
13	13	13	All the information you need
36	38	34	Most of the information you need
29	29	31	Just some of the information you need
20	18	21	Not enough information
1	1	1	Don't know/Refused

13. How helpful have/has (READ & RANDOMIZE) been to you as a source of information about the Medicare prescription drug benefit?

READ FOR FIRST ITEM AND THEN AS NECESSARY: Has this been very helpful, somewhat helpful, not too helpful, not at all helpful, or haven't you used it (as a source of information about the Medicare drug benefit)?

		<u>Very helpful</u>	<u>Somewhat helpful</u>	<u>Not too helpful</u>	<u>Not at all helpful</u>	<u>Have not used</u>	<u>DK/Ref.</u>
a. Medicare telephone hotlines	Total:	9	26	20	15	29	1
	Chain:	9	27	19	12	31	1
	Independent:	9	25	23	21	20	1
b. The website Medicare.gov	Total:	16	27	10	6	39	1
	Chain:	16	24	9	5	45	1
	Independent:	19	34	14	7	24	1

14. How much responsibility, if any, do you think you have to advise your customers about Medicare drug plans? Would you say you have a lot of responsibility, some responsibility, not much, or none?

<u>Total</u>	<u>Chain</u>	<u>Independent</u>	
43	38	53	A lot
42	47	31	Some
9	9	8	Not much
6	5	7	No responsibility
1	1	1	Don't know/Refused

15. Have any of your customers asked you for help or advice about the Medicare drug plans, or not?

<u>Total</u>	<u>Chain</u>	<u>Independent</u>	
97	98	97	Yes
3	2	3	No
*	--	*	Don't know/Refused

16. Would you say that most, some, or just a few of your Medicare customers have asked you for help or advice about the new Medicare drug plans?

Based on those whose customers have asked for help about Medicare drug plans

<u>Total</u>	<u>Chain</u>	<u>Independent</u>	
59	54	70	Most
34	38	24	Some
7	7	6	Just a few
*	*	1	Don't know/Refused
(n=776)	(n=536)	(n=215)	

Q15/16 Combination Table based on total pharmacists

<u>Total</u>	<u>Chain</u>	<u>Independent</u>	
97	98	97	Yes, customers asked for help
57	53	68	Most
33	38	23	Some
7	7	5	Just a few
*	*	1	Don't know/Refused
3	2	3	No customers asked for help
*	--	*	Don't know/Refused

17. As part of these conversations with customers about the new Medicare drug plans, have you done each of the following, or not? Have you (READ AND RANDOMIZE), or not?

Based on those whose customers have asked for help about Medicare drug plans

	<u>Yes</u>	<u>No</u>	<u>DK/Ref.</u>
a. Helped a customer decide whether or not to enroll in a Medicare drug plan			
Total (n=776):	79	20	1
Chain (n=536):	78	22	1
Independent (n=215):	82	17	*
b. Helped a customer decide which Medicare drug plan they should enroll in			
Total (n=776):	46	52	1
Chain (n=536):	43	56	1
Independent (n=215):	57	41	2
c. Talked to a customer about concerns related to their out-of-pocket costs under the Medicare drug plan			
Total (n=776):	87	12	1
Chain (n=536):	85	14	1
Independent (n=215):	90	10	*
d. Talked to a customer about switching from a brand-name to a generic drug to save them money under their Medicare drug plan			
Total (n=776):	88	11	1
Chain (n=536):	87	12	1
Independent (n=215):	92	7	1
e. Helped a customer figure out if a specific drug is covered by a Medicare drug plan			
Total (n=776):	78	22	*
Chain (n=536):	76	24	*
Independent (n=215):	82	17	*

Q15/17 Combination Table based on total pharmacists

	<u>Yes</u>	<u>No</u>	<u>No customers asked for help</u>	<u>DK/Ref.</u>
a. Helped a customer decide whether or not to enroll in a Medicare drug plan				
Total:	77	20	3	1
Chain:	76	21	2	1
Independent:	80	16	3	1
b. Helped a customer decide which Medicare drug plan they should enroll in				
Total:	45	51	3	1
Chain:	42	55	2	1
Independent:	55	40	3	2
c. Talked to a customer about concerns related to their out-of-pocket costs under the Medicare drug plan				
Total:	84	12	3	1
Chain:	83	14	2	1
Independent:	87	9	3	1
d. Talked to a customer about switching from a brand-name to a generic drug to save them money under their Medicare drug plan				
Total:	85	10	3	1
Chain:	85	12	2	1
Independent:	89	6	3	2
e. Helped a customer figure out if a specific drug is covered by a Medicare drug plan				
Total:	75	21	3	*
Chain:	74	24	2	*
Independent:	80	16	3	1

Next I'd like to ask you some questions about your customers' experiences with the new Medicare drug benefit. If you don't feel you know enough to answer one of these questions, please tell me and I'll move on to the next one.

18. How well would you say the new Medicare drug benefit works for your customers in each of the following areas? (First,) how about... (READ AND ROTATE) - very well, somewhat well, not too well, or not well at all?

		<u>Very well</u>	<u>Somewhat well</u>	<u>Not too well</u>	<u>Not at all well</u>	<u>DK/ Ref.</u>
a. Lowering their out-of-pocket costs						
	Total:	22	58	10	3	7
	Chain:	24	58	8	2	7
	Independent:	16	60	13	5	6
b. Getting them access to the prescription drugs they need						
	Total:	16	63	12	4	5
	Chain:	18	62	12	3	6
	Independent:	11	69	13	5	2

19. Do you think the plans that most of your Medicare customers are enrolled in have formularies sufficient for your customers' needs, or do the formularies lack coverage for drugs your customers need?

<u>Total</u>	<u>Chain</u>	<u>Independent</u>	
43	47	36	Formularies are sufficient for customers' needs
51	46	62	Formularies lack coverage
6	7	3	Don't know/Refused

20. In your pharmacy, are you set up to electronically verify customers' enrollment in Medicare drug plans, or not?

<u>Total</u>	<u>Chain</u>	<u>Independent</u>	
93	95	91	Yes
7	5	8	No
1	1	1	Don't know/Refused

21. How well would you say the system for electronically verifying customers' enrollment in Medicare drug plans works? Very well, somewhat well, not too well, or not well at all?

Based on those who are set up to electronically verify customers' enrollment

<u>Total</u>	<u>Chain</u>	<u>Independent</u>	
32	34	29	Very well
50	47	56	Somewhat well
13	13	11	Not too well
3	2	3	Not at all well
2	3	*	Don't know/Refused
(n=742)	(n=519)	(n=202)	

22. In your pharmacy, are you set up to electronically verify which drugs are covered by specific Medicare drug plans, or not?

<u>Total</u>	<u>Chain</u>	<u>Independent</u>	
38	36	44	Yes
59	61	53	No
3	3	3	Don't know/Refused

23. How well would you say the system for electronically verifying which drugs are covered by specific Medicare drug plans works? Very well, somewhat well, not too well, or not well at all?

Based on those who are set up to electronically verify which drugs are covered

<u>Total</u>	<u>Chain</u>	<u>Independent</u>	
36	41	30	Very well
50	48	53	Somewhat well
10	7	14	Not too well
2	1	1	Not at all well
3	3	2	Don't know/Refused
(n=307)	(n=196)	(n=98)	

24. To the best of your knowledge, have any of your Medicare customers experienced problems getting their prescriptions filled since joining a new Medicare drug plan, or not?

<u>Total</u>	<u>Chain</u>	<u>Independent</u>	
81	80	85	Yes, experienced problems
17	17	14	No, have not experienced problems
2	3	1	Don't know/Refused

25. Would you say that most, some or just a few of your customers who joined Medicare drug plans have had problems filling prescriptions?

Based on those whose customers had problems getting prescriptions filled under Medicare drug plan

<u>Total</u>	<u>Chain</u>	<u>Independent</u>	
23	20	30	Most
54	56	50	Some
22	23	20	Just a few
1	1	--	Don't know/Refused
(n=650)	(n=440)	(n=189)	

Q24/25 Combination Table based on total pharmacists

<u>Total</u>	<u>Chain</u>	<u>Independent</u>	
81	80	85	Yes, customers have experienced problems
19	16	25	Most
44	45	42	Some
18	18	18	Just a few
1	1	--	Don't know/Refused
17	17	14	No, customers have not experienced problems
2	3	1	Don't know/Refused

26. As far as you know, have any of your Medicare customers experienced the following specific problems since joining a Medicare drug plan, or not? (First,) have any of your Medicare customers (READ AND RANDOMIZE), or not?

Based on those whose customers had problems getting prescriptions filled under Medicare drug plan

	<u>Yes</u>	<u>No</u>	<u>DK/Ref.</u>
a. Had problems getting enrollment cards or letters of enrollment after signing up for a plan			
Total (n=650):	81	15	4
Chain (n=440):	79	16	5
Independent (n=189):	86	11	3
b. Had to pay out-of-pocket for their prescription because you could not verify their enrollment in a plan			
Total (n=650):	72	26	2
Chain (n=440):	72	26	2
Independent (n=189):	75	24	1
c. Left the pharmacy without their prescription because the drug wasn't on their plan's formulary			
Total (n=650):	83	15	2
Chain (n=440):	85	13	2
Independent (n=189):	82	17	1
d. Left the pharmacy without their prescription because they couldn't afford the copay			
Total (n=650):	61	36	4
Chain (n=440):	62	34	3
Independent (n=189):	58	40	2

Q24/26 Combination Table based on total pharmacists

	<u>Yes</u>	<u>No</u>	<u>DK/Ref.</u>
a. Had problems getting enrollment cards or letters of enrollment after signing up for a plan			
Total:	66	29	6
Chain:	64	30	6
Independent:	73	23	4
b. Had to pay out-of-pocket for their prescription because you could not verify their enrollment in a plan			
Total:	58	38	4
Chain:	57	38	4
Independent:	64	34	2
c. Left the pharmacy without their prescription because the drug wasn't on their plan's formulary			
Total:	67	29	4
Chain:	68	28	4
Independent:	70	28	2
d. Left the pharmacy without their prescription because they couldn't afford the copay			
Total:	49	46	5
Chain:	50	45	5
Independent:	50	47	3

27. Since the start of the Medicare drug benefit, have you ever provided an emergency supply of a drug to a customer because you couldn't verify their eligibility for benefits or enrollment in a specific plan, or not?

<u>Total</u>	<u>Chain</u>	<u>Independent</u>	
84	83	89	Yes
15	16	11	No
*	1	--	Don't know/Refused

28. As far as you know, were any of your customers previously receiving drug coverage through Medicaid and now receiving their coverage through a Medicare drug plan?

<u>Total</u>	<u>Chain</u>	<u>Independent</u>	
92	93	93	Yes
4	4	3	No
4	3	5	Don't know/Refused

29. Thinking about your customers who previously received coverage through Medicaid and are now in a Medicare drug plan, is it your impression that these customers have experienced more problems, fewer problems, or about the same number of problems as other customers enrolled in Medicare drug plans?

Based on those who have customers who were previously covered through Medicaid

<u>Total</u>	<u>Chain</u>	<u>Independent</u>	
45	39	57	More problems
11	11	11	Fewer problems
42	48	30	Same number of problems
2	2	2	Don't know/Refused
(n=735)	(n=507)	(n=206)	

30. And still thinking about your customers who previously received coverage through Medicaid and are now in a Medicare drug plan, is it your impression that their current coverage is better, worse, or about the same as the coverage they had under Medicaid?

Based on those who have customers who were previously covered through Medicaid

<u>Total</u>	<u>Chain</u>	<u>Independent</u>	
14	15	12	Better
45	39	58	Worse
37	41	29	About the same
4	5	1	Don't know/Refused
(n=735)	(n=507)	(n=206)	

31. Over the past three months, what has your experience been with each of the following aspects of the Medicare drug benefit? (First/next), what about... (READ AND RANDOMIZE)?

READ FOR FIRST ITEM AND REPEAT AS NECESSARY: In the past three months, has this been a major problem, a minor problem, or not a problem for you?

		<u>Major problem</u>	<u>Minor problem</u>	<u>Not a problem</u>	<u>DK/ Ref.</u>
a.	Determining customers' enrollment in a particular Medicare drug plan				
	Total:	26	50	22	2
	Chain:	23	51	23	2
	Independent:	32	50	18	*
b.	Determining appropriate copay levels				
	Total:	19	42	34	5
	Chain:	18	42	36	5
	Independent:	22	44	31	4
c.	Confirming which drugs are on the Medicare drug plans' formularies				
	Total:	35	43	18	4
	Chain:	32	44	20	4
	Independent:	42	42	12	4
d.	Coordinating coverage for non-covered drugs when available from other payers, such as Medicaid				
	Total:	29	45	20	5
	Chain:	25	48	22	5
	Independent:	38	42	16	3
e.	Dealing with utilization management controls such as prior authorization				
	Total:	57	32	8	3
	Chain:	53	35	9	3
	Independent:	67	27	4	3
f.	Getting through to telephone help hotlines run by the drug plans				
	Total:	50	31	14	4
	Chain:	45	34	16	4
	Independent:	63	25	9	3
g.	Getting through to telephone help hotlines run by Medicare				
	Total:	43	33	17	7
	Chain:	41	34	18	7
	Independent:	46	33	14	7

32. Of those you said were major problems, which of these would you say occurred most often? Was it problems with... (READ ITEMS RATED MAJOR PROBLEM IN Q31)

Note: Also includes those who said only one item was a major problem

<u>Total</u>	<u>Chain</u>	<u>Independent</u>	
21	19	29	Getting through to hotlines run by the drug plans
19	19	19	Dealing with utilization management controls
16	17	15	Getting through to hotlines run by Medicare
6	6	8	Determining customers' enrollment
6	6	6	Confirming which drugs are on plans' formularies
5	6	4	Coordinating coverage for non-covered drugs from other payers
2	1	4	Determining appropriate copay levels
21	24	11	None rated as major problems
3	3	4	Don't know/Refused

33. Overall, would you say that dealing with these types of problems has placed a lot of burden on you and your staff, some burden, not too much, or no burden at all?

Based on those who rated any items in Q31 as major or minor problems

<u>Total</u>	<u>Chain</u>	<u>Independent</u>	
55	50	66	A lot of burden
39	43	29	Some burden
5	6	4	Not too much burden
1	1	*	No burden
*	*	*	Don't know/Refused
(n=772)	(n=529)	(n=218)	

Q31/33 Combination Table based on total pharmacists

<u>Total</u>	<u>Chain</u>	<u>Independent</u>	
53	48	65	A lot of burden
37	41	29	Some burden
5	6	4	Not too much burden
1	1	*	No burden
*	*	*	Don't know/Refused
4	3	2	None rated as major or minor problems

34. Since the new drug benefit went into effect, has your pharmacy experienced each of the following FINANCIAL problems, or not? Have you...(READ AND RANDOMIZE), or not?

	<u>Yes</u>	<u>No</u>	<u>DK/Ref.</u>
a. Dispensed prescriptions before knowing for sure that they would be reimbursed			
Total:	50	35	15
Chain:	40	40	20
Independent:	73	22	5
b. Had to wait longer than usual for reimbursements from plans to arrive			
Total:	29	19	52
Chain:	12	21	67
Independent:	67	16	18
c. Received reimbursements from Medicare drug plans that were lower than you receive from other plans			
Total:	43	12	45
Chain:	29	14	57
Independent:	78	7	15
d. Had to take out a loan or line of credit because of cash flow problems related to Medicare drug plan reimbursements			
Total:	9	56	35
Chain:	1	53	45
Independent:	27	60	13

35. Overall, would you say that these financial problems have placed a lot of burden on your pharmacy, some burden, not too much, or no burden at all?

Based on those who report that their pharmacy experienced any financial problems

<u>Total</u>	<u>Chain</u>	<u>Independent</u>	
28	13	49	A lot of burden
39	36	42	Some burden
11	15	4	Not too much burden
7	12	1	No burden
16	24	5	Don't know/Refused
(n=510)	(n=288)	(n=199)	

Q34/35 Combination table based on total pharmacists

<u>Total</u>	<u>Chain</u>	<u>Independent</u>	
18	7	44	A lot of burden
25	19	37	Some burden
7	8	4	Not too much burden
4	6	*	No burden
10	37	4	Don't know/Refused
36	47	10	Do not report any financial problems

QUESTIONS 36 THROUGH 38 REPORTED SEPARATELY.

And now I just have a few more questions so we can describe the people who took part in our survey...

39. About what share of your customers would you say are ages 65 and older? Would you say it's none, about one in ten, about two in ten, or more than that?

<u>Total</u>	<u>Chain</u>	<u>Independent</u>	
--	--	--	None
4	5	3	About one in ten
15	16	12	About two in ten
80	78	85	More than two in ten
1	1	*	Don't know/Refused

40. To the best of your knowledge, what percentage of your customers (READ IN ORDER)?

READ FOR FIRST ITEM AND REPEAT AS NECESSARY: Would you say it's none, about one in ten, about two in ten, or more than that?

	<u>None</u>	<u>About one in ten</u>	<u>About two in ten</u>	<u>More</u>	<u>DK/Ref.</u>
a. Have insurance coverage through Medicare					
Total:	1	11	24	62	2
Chain:	1	12	24	61	3
Independent:	*	7	25	67	1
b. Have insurance coverage through Medicaid					
Total:	3	28	25	41	2
Chain:	3	30	24	40	3
Independent:	2	25	28	44	*
c. Have ins. coverage through private health plans					
Total:	1	7	16	74	2
Chain:	1	5	13	80	2
Independent:	1	10	23	65	*
d. Have no insurance					
Total:	7	67	16	8	2
Chain:	7	69	15	7	2
Independent:	5	68	19	6	2

QUESTIONS 41 AND 42 REPORTED SEPARATELY.

43. Which best describes the type of pharmacy you work in – a chain drug store, a supermarket or other large retail store pharmacy, an independent pharmacy, a mail-order pharmacy, or some other type?

<u>Total</u>	<u>Chain</u>	<u>Independent</u>	
45	65	--	Chain drug store
24	35	--	Supermarket or other large retail store pharmacy
28	--	100	Independent
*	--	--	Mail-order pharmacy
3	--	--	Other type
*	--	--	Don't know/Refused

44. Is your pharmacy located in an urban, suburban, small town, or rural setting?

<u>Total</u>	<u>Chain</u>	<u>Independent</u>	
30	32	21	Urban
29	34	14	Suburban
31	27	45	Small town
9	5	18	Rural setting
1	1	2	Don't know/Refused

45. Does your pharmacy mainly serve a low-income, medium income, or high-income clientele, or is the clientele served by your pharmacy pretty mixed in terms of income?

<u>Total</u>	<u>Chain</u>	<u>Independent</u>	
24	21	30	Low-income
22	26	14	Medium income
7	9	3	High-income
47	43	53	Mixed incomes
1	1	*	Don't know/Refused

46. For how many years have you been a practicing pharmacist?

<u>Total</u>	<u>Chain</u>	<u>Independent</u>	
32	39	18	Less than 10 years
24	25	20	10 to less than 20 years
21	18	25	20 to less than 30 years
23	18	36	30 years or more
1	1	1	Don't know/Refused

- D1. RECORD RESPONDENT'S SEX:

<u>Total</u>	<u>Chain</u>	<u>Independent</u>	
53	50	61	Male
47	50	39	Female
*	*	*	Refused

D2. What is your age?

<u>Total</u>	<u>Chain</u>	<u>Independent</u>	
41	47	28	Under 40
24	23	25	40-49
21	19	25	50-59
12	8	19	60+
2	3	2	Don't know/Refused

D3. Are you, yourself, of Hispanic or Latino background, such as Mexican, Puerto Rican, Cuban, or some other Spanish background?

D4. What is your race? Are you white, black, Asian or some other race? (IF RESPONDENT SAYS HISPANIC ASK: Do you consider yourself a white Hispanic or a black Hispanic?)

D3/D4 Combination Table

<u>Total</u>	<u>Chain</u>	<u>Independent</u>	
76	72	88	White, non-Hispanic
5	5	1	Black, non-Hispanic
4	4	4	Hispanic
12	15	5	Asian
*	1	--	Other or mixed race
3	3	2	Undesignated

D5. In politics today, do you consider yourself a Republican, Democrat, or Independent?

<u>Total</u>	<u>Chain</u>	<u>Independent</u>	
35	32	43	Republican
19	20	15	Democrat
27	28	26	Independent
9	10	9	No preference/Not interested in politics (VOL.)
*	*	*	Other party (VOL.)
1	1	2	Don't know
7	8	5	Refused



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