

Toplines

2008 Update on Consumers' Views of Patient Safety and Quality Information

October 2008

Methodology

The *2008 Update on Consumers' Views of Patient Safety and Quality Information* survey was conducted by telephone from July 29 to August 6, 2008, among a randomly selected nationally representative sample of 1,517 respondents 18 years of age and older. Interviews were conducted as part of the *Kaiser Health Tracking Poll: Election 2008* series. Telephone interviews were completed by Princeton Survey Research Associates.

The margin of sampling error for the overall survey is plus or minus three percentage points. For results based on subsets of respondents the margin of error is higher. Note that sampling error is only one of many potential sources of error in this or any other public opinion poll. Values less than 0.5% are indicated by an asterisk (*). "VOL" indicates that a response was volunteered by respondent, not an explicitly offered choice. Due to rounding, percentages may not add to 100.

Other polls cited in these Toplines are:

- 2006: Kaiser Family Foundation/Agency for Healthcare Research and Quality *2006 Update on Consumers' Views of Patient Safety and Quality Information* (conducted August 3-8, 2006)
- 2004: Kaiser Family Foundation/Agency for Healthcare Research and Quality/Harvard School of Public Health *National Survey on Consumers' Experiences with Patient Safety and Quality Information* (conducted July 7-September 5, 2004)
- 2000: Kaiser Family Foundation/Agency for Healthcare Research and Quality *National Survey on Americans as Health Care Consumers: An Update on The Role of Quality Information* (conducted July 31-October 13, 2000)
- 1996: Kaiser Family Foundation/Agency for Healthcare Research and Quality *Consumer Information Survey* (conducted July 29-August 3, 1996)

Questions 1 – 17 previously released. See <http://www.kff.org/kaiserpolls/7807.cfm>.

D6. Are you currently married, living with a partner, widowed, divorced, separated, or have you never been married?

- 57 Married
- 5 Living with a partner
- 9 Divorced
- 2 Separated
- 8 Widowed
- 19 Never been married
- 1 Undesignated

D7. Are you NOW self-employed, working full-time for an employer, working part-time for an employer, are you retired, or are you not employed for pay?

- 10 Self-employed
- 37 Full-time for an employer
- 11 Part-time for an employer
- 21 Retired
- 11 Not employed
- 3 (VOL.) Homemaker
- 1 (VOL.) Student
- 4 (VOL.) Disabled
- 1 (DO NOT READ) Don't know/Refused

D8. Are you, yourself, now covered by any form of health insurance or health plan or do you not have health insurance at this time? 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)? **USE VARIANT WORDING IN CALIFORNIA: (Medi-Cal)**

- 85 Yes, insured
- 15 No, not insured
- * (DO NOT READ) Don't know/Refused

D9. Which type of health insurance do you now have? Is it a plan through your employer, (IF D6=1: a plan through your spouse's employer,) a plan you purchased yourself, are you covered by Medicare, Medicaid (USE VARIANT WORDING IN CALIFORNIA: (Medi-Cal)), some other government program, or do you get your health insurance from somewhere else?

Based on those who are insured

- 39 A plan through your employer
 - 17 A plan through your spouse's employer
 - 7 A plan you purchased yourself
 - 19 Medicare
 - 4 Medicaid
 - 5 Some other government program
 - 7 Get insurance from somewhere else
 - 1 (DO NOT READ) Don't know/Refused
- (n=1,362)

18. Information comparing different doctors, hospitals, and health insurance plans is available in different places. For example, it might be given out at work, come to your home by mail, appear in a newspaper or magazine, or be found on an Internet web site. **IN THE PAST 12 MONTHS**, do you remember seeing ANY information comparing different doctors, hospitals or health plans?

36 Yes
 63 No
 1 **(DO NOT READ)** Don't know/Refused

19. Did you see ANY information comparing the **QUALITY** among different **(READ ITEMS IN ORDER)**... in the past 12 months, or not?

Based on those who have seen any info in past 12 months (n=585)

	<u>Yes</u>	<u>No</u>	<u>DK/Ref.</u>
a. Doctors	34	64	1
b. Hospitals	54	44	1
c. Health insurance plans	61	38	1

Q18/19. Combination Table Based on Total

<u>Aug 08</u>	<u>Aug 06</u>	<u>Jul 04</u>	<u>Jul 00</u>	<u>Jul 96</u>	
30	36	35	27	39	Total saw ANY quality information
12	12	11	9	11	About doctors
20	24	22	15	21	About hospitals
22	29	28	23	34	About health insurance plans
70	64	65	73	61	Total didn't see any quality information

20-22. Did you personally **USE** the information you saw comparing quality among ... in making any decisions about ... , or not?

Asked of those who saw information about the quality of doctors, hospitals, and health plans

Q18/19/20/21/22. Combination Table Based on Total

<u>Aug 08</u>	<u>Aug 06</u>	<u>Jul 04</u>	<u>Jul 00</u>	<u>Jul 96</u>	
14	20	19	12	15	Total saw and <u>used</u> any quality information
6	7	6	4	4	About doctors
7	10	8	4	6	About hospitals
9	12	13	9	12	About health insurance plans
16	16	16	15	24	Saw quality information, but didn't use it
70	64	65	73	61	Total didn't see any quality information

23. In general, how easy or difficult would you say it is to find out how much medical treatments and procedures provided by different doctors or hospitals would cost you? Would you say it is very easy, somewhat easy, somewhat difficult, or very difficult?

- 11 Very easy
- 20 Somewhat easy
- 33 Somewhat difficult
- 31 Very difficult
- 5 **(DO NOT READ)** Don't know/Refused

24. Based on what you've heard, read, or experienced yourself, please tell me if you think there are big differences, small differences, or no differences in the quality of care among the following kinds of doctors in your area. (First), what about... **(READ AND ROTATE)**? (Do you think there are big differences, small differences, or no differences in the quality of care among this group?)

	<u>Big differences</u>	<u>Small differences</u>	<u>No differences</u>	<u>DK/ Ref.</u>
a. Family doctors, general practitioners, and other primary care doctors in your area	30	35	25	10
b. Doctors in your area who are specialists, such as orthopedists, allergists and those who treat heart problems	33	30	22	15

25. Based on what you've heard, read, or experienced yourself, do you think there are big differences, small differences, or no differences in the quality of care among LOCAL HOSPITALS where you live?
- 41 Big differences
 - 32 Small differences
 - 21 No differences
 - 6 **(DO NOT READ)** Don't know/Refused
26. Based on what you've heard, read, or experienced yourself, do you think there are big differences, small differences, or no differences in the quality of care among HEALTH PLANS THAT OFFER COVERAGE in your area?
- 44 Big differences
 - 27 Small differences
 - 14 No differences
 - 15 **(DO NOT READ)** Don't know/Refused
27. Suppose you HAD TO CHOOSE between two surgeons at a hospital. The first surgeon has treated a friend or family member without any problems, but his ratings aren't as high as those of other surgeons at the hospital. The second surgeon's ratings are much higher, but no one you know personally has ever been one of his patients. Which surgeon would you be more likely to choose?
- 44 Surgeon seen before, but not well rated
 - 47 Surgeon not seen before, but rated higher
 - 9 **(DO NOT READ)** Don't know/Refused
28. Suppose you HAD TO CHOOSE between two different hospitals. The first one is the hospital you and your family have used for many years without any problems, but the second hospital is rated much higher in quality by the experts. Which hospital would you be more likely to choose?
- 59 Hospital that is familiar
 - 35 Hospital that is rated higher
 - 6 **(DO NOT READ)** Don't know/Refused
29. Suppose you HAD TO CHOOSE between two health plans. The first one is strongly recommended to you by friends and family, but the second one is rated much higher in quality by independent experts who evaluate plans. If the two plans cost the same, which would you be more likely to choose?
- 40 Plan recommended by friends
 - 52 Plan highly rated by experts
 - 8 **(DO NOT READ)** Don't know/Refused

30. Some people think employers are a good source of information about the quality of different health plans because employers examine plans closely when deciding which ones to offer. Others don't trust what employers say because employers' main concern is saving the company money on health benefits. Which comes closer to your view?

- 36 Employers are a good source
- 53 Don't trust employers
- 11 **(DO NOT READ)** Don't know/Refused

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

- 30 Major problem
- 37 Minor problem
- 26 Not a problem at all
- 7 **(DO NOT READ)** Don't know/Refused

32. Have you or a family member ever created your own set of medical records to ensure that you and all of your health care providers have all of your medical information, or not?

- 36 Yes
- 61 No
- 3 **(DO NOT READ)** Don't know/Refused

33. Next, I am going to read you a list of things that have happened to some people, but not to others. How often have you ... **(READ AND RANDOMIZE)**? (Has this happened TO YOU very often, somewhat often, not too often, or has this never happened to you?)

	<u>Very often</u>	<u>Somewhat often</u>	<u>Not too often</u>	<u>Never</u>	<u>DK/ Ref.</u>
a. Seen a health care professional and noticed that they did not have all of your medical information	7	15	29	48	1
b. Had to wait for a health professional or had to come back for another appointment because they did not have your medical information available	5	8	19	67	1
c. Been told to get a test that you already had done in the past two weeks	4	6	16	73	1
d. Had to wait for test results longer than you thought appropriate	9	15	30	45	1

34. Now please tell me if you have ever done each of the following. Have you ever (**READ AND RANDOMIZE**), or not?

	<u>Yes</u>	<u>No</u>	<u>DK/Ref.</u>
a. Checked the medication that a pharmacist gave you with the prescription that your doctor wrote	70	29	1
b. Called to check on the results of medical tests you had done	64	35	1
c. Brought a list of all of the medications you were taking to a doctor's appointment, including both prescription and non-prescription drugs	59	40	1
d. Brought a friend or a relative to a doctor's appointment so that they can help ask questions and understand what the doctor was telling you	47	52	1
e. Told a doctor, nurse, or surgeon about any drug allergies when they did not ask for this information	40	58	1

DEMOGRAPHICS (ASK ALL):

(READ) Finally, I have just a few questions we will use to describe the people who took part in our survey...

D1. RECORD RESPONDENT'S SEX

49 Male
51 Female

D2. Have you heard of the new government website, www.HospitalCompare.hhs.gov, that lets consumers compare hospitals, or not?

6 Yes
93 No
* **(DO NOT READ)** Don't know/Refused

D3. In the past 12 months, how many times have you, yourself, done each of the following...**(READ AND RANDOMIZE)?**

a. Had a doctor's visit

14 No doctor's visits
16 1 time
19 2 times
23 3-4 times
22 5-12 times
5 13 or more times
2 **(DO NOT READ)** Don't know/Refused

b. Had an overnight stay in a hospital

83 No hospital overnight stays
10 1 time
7 2 or more times
1 **(DO NOT READ)** Don't know/Refused

c. Gone to a hospital emergency room for medical treatment

71 No emergency room visits
16 1 time
12 2 or more times
1 **(DO NOT READ)** Don't know/Refused

D4. Are you, or is someone else in your household now receiving regular medical treatment or making regular doctor visits for any chronic health problem -- such as asthma, high blood pressure or cancer?

40 Yes
59 No
1 **(DO NOT READ)** Don't know/Refused

D5. Have you or any member of your household become uninsured in the last 6 months?

13 Yes
87 No
* **(DO NOT READ)** Don't know/Refused

D5a. What was the MAIN reason why you or your household member became uninsured? Was it because **(READ AND RANDOMIZE ITEMS 1-4)**?

Based on those who have become uninsured in the last 6 months

33 Someone lost a job that provided health insurance benefits
28 You could no longer afford insurance
10 You were dropped from your insurance due to poor health, illness, or age
2 You didn't think you needed insurance anymore
25 Some other reason **(VOL.)**
2 **(DO NOT READ)** Don't know/Refused
(n=133)

D5/D5a Combination Table (based on total)

13 You/someone in household has become uninsured in last 6 months
4 Someone lost a job that provided health insurance benefits
4 You could no longer afford insurance
1 You were dropped from your insurance due to poor health, illness, or age
* You didn't think you needed insurance anymore
3 Some other reason **(VOL.)**
* Don't know/Refused
87 No one in household has become uninsured in last 6 months
* **(DO NOT READ)** Don't know/Refused

D10. What is your age? (RECORD EXACT AGE AS TWO-DIGIT CODE.)
_____ years

- 19 18-29
- 36 30-49
- 26 50-64
- 17 65 and older
- 2 Undesignated

- 55 Total Under 50
- 43 Total 50 and older

D11. In general, would you say your health is excellent, very good, good, only fair, or poor?

- 22 Excellent
- 33 Very good
- 31 Good
- 9 Only fair
- 5 Poor
- * **(DO NOT READ)** Don't know/Refused

D12. Do you have a disability, handicap or chronic disease that keeps you from participating fully in work, housework, school or other activities?

- 20 Yes
- 79 No
- 1 **(DO NOT READ)** Don't know/Refused

D12a. Does any other adult in your household have a disability, handicap or chronic disease that keeps them from participating fully in work, housework, school or other activities?

- 14 Yes
- 85 No
- 1 **(DO NOT READ)** Don't know/Refused

D13. In politics today, do you consider yourself a **[ROTATE: Republican, Democrat/ Democrat, Republican]**, an Independent, or what?

- 24 Republican
- 37 Democrat
- 30 Independent
- 3 Or what?
- 6 **(DO NOT READ)** Don't know/Refused

- D13. In politics today, do you consider yourself a **[ROTATE: Republican, Democrat/ Democrat, Republican]**, an Independent, or what?
- D13a. Do you **LEAN** more towards the **[ROTATE: Republican Party or the Democratic Party/Democratic Party or the Republican Party]**?
- 33 Republican/Lean Republican
 - 51 Democrat/Lean Democratic
 - 15 Refused to Lean
- D14. Some people are registered to vote and others are not. Are you currently registered to vote at your present address?
- 85 Yes
 - 14 No
 - 1 **(DO NOT READ)** Don't know/Refused
- D15. Would you say your views in most political matters are liberal, moderate or conservative?
- 25 Liberal
 - 33 Moderate
 - 34 Conservative
 - 7 **(DO NOT READ)** Don't know/Refused
- D16. What is the **LAST** grade or class that you **COMPLETED** in school? **(DO NOT READ)**
- 3 None, or grade 1-8
 - 9 High school incomplete (grades 9-11)
 - 34 High school graduate (grade 12 or GED certificate)
 - 3 Technical, trade or vocational school **AFTER** high school
 - 23 Some college, no four-year degree (includes associate degree)
 - 18 College graduate (B.S., B.A., or other four-year degree)
 - 11 Post-graduate or professional schooling after college (e.g., toward a Master's degree or Ph.D; law or medical school)
 - 1 Refused
- D17. Do you have any children under age 18 living at home, or not?
- 32 Yes
 - 67 No
 - * **(DO NOT READ)** Don't know/Refused

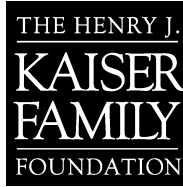
D18. Are you, yourself, of Hispanic or Latino background, such as Mexican, Puerto Rican, Cuban, or some other Spanish background?

D19. 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?)**

- 71 White, Non Hispanic
- 27 Total Non-White
- 10 Black or African-American
- 12 Hispanic
- 3 Asian
- 2 Other or mixed race
- 2 Undesignated

D20. Last year -- that is, in 2007 -- what was your total family income from all sources, before taxes? Just stop me when I get to the right category. **(READ)**

- 16 Less than \$20,000
- 9 \$20,000 to less than \$30,000
- 18 \$30,000 to less than \$50,000
- 13 \$50,000 to less than \$75,000
- 11 \$75,000 to less than \$100,000
- 16 \$100,000 or more
- 17 **(DO NOT READ)** Don't know /Refused



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