
HEALTH UNIT *A PARTNERSHIP OF THE KAISER FAMILY FOUNDATION AND THE NEWSHOUR WITH JIM LEHRER*

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The
**NEWS
HOUR**
with Jim Lehrer

THE HENRY J.
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THE NEWSHOUR WITH JIM LEHRER/KAISER FAMILY FOUNDATION/HARVARD SCHOOL OF PUBLIC HEALTH

National Survey on Nursing Homes

October 2001

Methodology:

The NewsHour with Jim Lehrer/Kaiser Family Foundation/Harvard School of Public Health National Survey on Nursing Homes is a product of an ongoing partnership between *The NewsHour with Jim Lehrer* and the Kaiser Family Foundation to improve coverage of health issues. The Foundation provides financial support for *The NewsHour* Health Unit, conducts surveys with *The NewsHour* and provides background research on certain health-related issues covered by *The NewsHour*. The Kaiser/Harvard survey research team, led by Dr. Mollyann Brodie, Vice President of the Kaiser Family Foundation, and Professor Robert Blendon of the Harvard School of Public Health worked with *The NewsHour* to develop the survey questionnaire and to analyze the results with *The NewsHour* maintaining sole editorial control over its broadcasts on the survey.

The results of this project are based on a telephone survey conducted from April 23, 2001 – June 3, 2001 among a randomly selected nationally representative sample of 1309 adults, 18 years or older. The study included an oversample of 301 adults age 45 and over. For the purposes of this analysis we defined “people with substantial nursing home experience” (323 adults), as those who, in the past three years, have been a resident in a nursing home or have known someone in a nursing home AND visited them at least once a month over that time. The margin of sampling error is +/-3 percentage points for the whole sample, and +/- 6 percentage points for the experienced group. For results based on subsets of respondents, the margin of error is higher. Note that in addition to sampling error, there are other possible sources of measurement error. Fieldwork was conducted by ICR/International Communications Research. Values less than 0.5 percent are indicated by an asterisk (*).

Note: (vol.) means response was volunteered by respondent, not an explicitly offered choice.

The Kaiser Family Foundation is an independent, national health care 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.

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A. RATINGS OF HEALTH CARE INSTITUTIONS AND GOVERNMENT REGULATION

(Asked of total respondents)

1. 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. In general, do you think (INSERT ITEM) are doing a good job or a bad job in serving health care consumers?

Doctors

	Doing a good job	Doing a bad job	Mixed	Don't know
<i>Total</i>	74	13	11	2
Experienced	69	18	12	1
Non-Experienced	75	12	10	3

Pharmaceutical or drug companies

	Doing a good job	Doing a bad job	Mixed	Don't know
<i>Total</i>	56	33	6	5
Experienced	54	35	6	4
Non-Experienced	57	32	6	5

(Asked of one half of total respondents)

HMOs and other managed care health plans

	Doing a good job	Doing a bad job	Mixed	Don't know
<i>Total</i>	31	47	9	13
Experienced	25	55	9	11
Non-Experienced	32	45	9	14

Hospitals

	Doing a good job	Doing a bad job	Mixed	Don't know
<i>Total</i>	67	17	12	4
Experienced	66	18	15	1
Non-Experienced	68	17	11	4

(Asked of one half of total respondents)

Health insurance companies

	Doing a good job	Doing a bad job	Mixed	Don't know
<i>Total</i>	36	50	10	4
Experienced	29	58	9	4
Non-Experienced	39	48	10	4

Nurses

	Doing a good job	Doing a bad job	Mixed	Don't know
<i>Total</i>	85	6	5	4
Experienced	81	10	8	2
Non-Experienced	86	5	4	4

Nursing homes

	Doing a good job	Doing a bad job	Mixed	Don't know
<i>Total</i>	34	35	13	18
Experienced	32	47	14	8
Non-Experienced	34	31	13	22

Assisted living facilities

	Doing a good job	Doing a bad job	Mixed	Don't know
<i>Total</i>	50	16	7	27
Experienced	52	22	8	18
Non-Experienced	49	14	7	30

(Asked of total respondents)

2. For each of these groups, do you think there is too much government regulation, not enough government regulation, or about the right amount?

Pharmaceutical or drug companies

	Too much government regulation	Not enough government regulation	About the right amount of government regulation	Don't know
<i>Total</i>	22	37	34	7
Experienced	22	43	28	7
Non-Experienced	21	36	36	7

(Asked of one half of respondents)

HMOs or other managed care health plans

	Too much government regulation	Not enough government regulation	About the right amount of government regulation	Don't know
<i>Total</i>	24	44	20	12
Experienced	28	46	14	12
Non-Experienced	23	44	22	11

Hospitals

	Too much government regulation	Not enough government regulation	About the right amount of government regulation	Don't know
<i>Total</i>	21	24	47	8
Experienced	24	28	39	10
Non-Experienced	20	22	50	8

(Asked of one half of respondents)

Health insurance companies

	Too much government regulation	Not enough government regulation	About the right amount of government regulation	Don't know
<i>Total</i>	24	46	20	10
Experienced	20	58	15	7
Non-Experienced	25	42	22	11

Nursing homes

	Too much government regulation	Not enough government regulation	About the right amount of government regulation	Don't know
<i>Total</i>	13	45	26	16
Experienced	15	53	23	8
Non-Experienced	12	42	27	18

Assisted living facilities

	Too much government regulation	Not enough government regulation	About the right amount of government regulation	Don't know
<i>Total</i>	12	27	39	22
Experienced	12	32	39	17
Non-Experienced	12	25	38	25

B. FAMILIARITY WITH NURSING HOMES AND ASSISTED LIVING

I'd like to ask you some questions about health care and long-term care. By long-term care, I mean providing help for people who are ill or disabled, can no longer take care of themselves, and need help for an extended period of time.

(Asked of total respondents)

3. Before this interview, had you ever heard or read about (Nursing Homes/Assisted Living Facilities), or not?

C. USE OF NURSING HOMES AND ASSISTED LIVING

4. At any time during the past three years, have you personally been a resident in (Nursing Homes/Assisted Living Facilities), or not?
5. At any time during the past three years, was a member of your immediate family or someone you know well a resident in (Nursing Homes/Assisted Living Facilities), or not?

Q3a/4a/5a Combination Table: Nursing Homes

	Total	Experienced	Non-Experienced
<i>Heard/Read of Nursing Homes (Net)</i>	83	100	78
Self/Family/Friend resident	34	100	15
Self resident	1	5	-
Family/friend resident	33	95	15
Have not personally/no friend family as resident	49	-	64
<i>Have not heard/read of nursing homes</i>	17	-	22
<i>Don't know</i>	*	-	*

Q3b/4b/5b Combination Table: Assisted Living Facilities

	Total	Experienced	Non-Experienced
<i>Heard/Read of Assisted Living (Net)</i>	80	90	77
Self/Family/Friend resident	25	43	20
Self resident	1	1	*
Family/friend resident	24	41	19
Have not personally/no friend family as resident	55	47	58
<i>Have not heard /read of assisted living</i>	19	9	22
<i>Don't know</i>	*	1	*

(Asked of those who have a family member or friend as a resident in a nursing home.)

6. **Thinking about the family member or person you know well who was in a nursing home, what is this person's relationship to you?**

	Total	Experienced	Non-Experienced
Spouse	1	1	-
Parent	17	22	8
Adult child	*	1	-
Another family member	48	46	52
An in-law	12	14	9
A friend	20	15	30
Don't know	*	-	1

(Asked of those who have a family member or friend as a resident in a nursing home and haven't been a resident themselves.)

7. **Is that family member or other person still in a nursing home or not?**

	Yes	No	Don't know
<i>Total</i>	34	66	-
Experienced	29	71	-
Non-Experienced	44	56	-

(Asked of those who have a family member or friend as a resident in a nursing home and haven't been a resident themselves.)

8. (Have/Did) you ever (visited/visit) that person in the nursing home or not?

(Asked of those who have a family member or friend as a resident in a nursing home and have visited them and haven't been a resident themselves.)

8A. About how often (do/did) you visit that person in the nursing home? Would you say once a week or more, about once a month, a few times a year, or less often than that?

Q8/8a Combination Table

	-----Visited family/friend in nursing home-----					Have not visited family/friend in nursing home	Don't know
	NET	Once a week or more	About once a month	A few times a year	Less often than once a year		
<i>Total</i>	89	48	18	14	8	11	-
Experienced	100	72	28	-	-	-	-
Non-Experienced	67	-	-	43	23	33	-

Q4a/8 Combination Table

	NET	Resided in/ Visited family/friend in nursing home		Have not resided or visited
		Resided in	Visited	
<i>Total</i>	31	1	30	69
Experienced	100	5	95	-
Non-Experienced	10	-	10	90

Q3a/4a/5a/8a Combination Table

	5/01 Total	Experienced	Non-Experienced
<i>Heard/Read about nursing homes</i>	83	100	78
Resided in/visited family/friend once a month or more	23	100	-
Resided in	1	5	-
Visited family/friend once a month or more	22	95	-
Did not visit family/friend once a month or more	11	-	15
Self/family/friend not in nursing home	49	-	64
<i>Have not heard/read about nursing homes</i>	17	-	22
<i>Don't know</i>	*	-	*

(Asked of those who have personally been a resident in a nursing home or have a family member as a resident in a nursing home.)

9. Did you make the arrangements for (yourself/family member/other person) to go live in this nursing home, or not?

	Yes	No	Don't know
<i>Total</i>	14	86	-
Experienced	20	80	-
Non-Experienced	3	97	-

Q4a/5a/9 Combination Table

	-----Self/family/friend resident in nursing home-----			Self/family/friend not resident in nursing home
	NET	Made arrangements	Did not make arrangements	
<i>Total</i>	34	5	30	66
Experienced	100	20	80	-
Non-Experienced	15	*	14	85

(Asked of those who have heard of nursing homes but have not personally been a resident in a nursing home or visited a family member/friend in a nursing home)

10. Have you ever been in a nursing home, either as a patient or as a visitor?

Q4a/8/10 Combination Table (Total Respondents)

	-----Resided in/ever visited a nursing home-----				Never resided on or visited a nursing home
	NET	Resided in nursing home in past 3 years	Visit family/friend past three years	Have ever been in a nursing home	
<i>Total</i>	72	1	30	42	28
Experienced	100	5	95	-	-
Non-Experienced	64	-	10	54	36

D. ATTITUDES ABOUT NURSING HOMES AND ASSISTED LIVING

Now I'd like to ask you a few questions about your impressions of nursing homes

(Asked of total respondents)

11. Do you think people who (READ EACH ITEM) almost always have to go to a nursing home, or can most of them find a way to avoid going to a nursing home?

Are frail or disabled and can't care for themselves at home

	Almost always go to a nursing homes	Find a way to avoid going into a nursing home	Depends	Don't know
<i>Total</i>	58	30	7	4
Experienced	62	25	9	4
Non-Experienced	57	32	7	4

Have been in the hospital with a major health problem and need round-the-clock care

	Almost always go to a nursing homes	Find a way to avoid going into a nursing home	Depends	Don't know
<i>Total</i>	50	36	9	5
Experienced	56	32	8	4
Non-Experienced	48	38	9	5

Have become mentally forgetful and can't care for themselves at home

	Almost always go to a nursing homes	Find a way to avoid going into a nursing home	Depends	Don't know
<i>Total</i>	61	27	9	3
Experienced	67	22	8	3
Non-Experienced	59	28	9	3

Can't live alone, but whose families are not able to care for them at home

	Almost always go to a nursing homes	Find a way to avoid going into a nursing home	Depends	Don't know
<i>Total</i>	66	26	5	3
Experienced	72	22	5	*
Non-Experienced	65	27	5	4

(Asked of total respondents)

12. For most people who move into a nursing home, do you think being in the nursing home makes them better or worse off than they were before, or doesn't it make much difference?

	Better	Worse	Doesn't make much difference	Don't know
<i>Total</i>	24	45	21	10
Experienced	24	49	19	9
Non-Experienced	25	43	22	10

(Asked of total respondents)

13. If you had been hospitalized and required round-the-clock medical care in an institution would you prefer to keep getting care in the hospital or to get care at a nursing home, or wouldn't it make much difference to you?

	Prefer care in the hospital	Prefer care at a nursing home	Wouldn't make much difference	Don't know
<i>Total</i>	55	15	25	4
Experienced	57	13	26	4
Non-Experienced	55	16	25	4

(Asked of total respondents)

14. If your health deteriorated to the point where you couldn't take care of yourself at home, would you prefer to go to a (INSERT ITEM)?

	Nursing home	Assisted living facility	Neither	Don't know
<i>Total</i>	12	78	6	4
Experienced	12	80	6	3
Non-Experienced	12	78	6	4

(Asked of total respondents)

15. Which of the following statements comes closest to how you think you would feel if you had to move into a *nursing home*? (READ LIST) (ACCEPT ONE ANSWER)

	I would accept it as being the best thing for me	I wouldn't like it, but I would probably come to accept it	I would find it totally unacceptable	Don't know
<i>Total</i>	10	47	43	*
Experienced	9	47	43	*
Non-Experienced	10	47	43	1

(Asked of total respondents)

16. Is your impression of nursing homes in this country based mainly on your own experience, on what you've learned from friends and family, or on what you've seen and heard on television or radio, in newspapers, or other things you have read?

	Own experience	Friends and family	Seen or heard on television, radio, newspaper, or other things read	Don't know
Total	40	31	27	2
Experienced	62	28	9	1
Non-Experienced	33	32	33	3

(Asked of total respondents)

16A. During the past year, have you heard, seen, or read any news stories about? (READ ITEMS)

Nursing homes

	Yes	No	Don't know
Total	60	39	1
Experienced	67	32	1
Non-Experienced	57	41	1

Assisted living facilities

	Yes	No	Don't know
Total	44	55	1
Experienced	48	51	1
Non-Experienced	43	56	1

(Asked of total respondents)

16B. To the best of your knowledge are nursing homes currently regulated by the government, or not?

	Yes	No	Don't know
Total	62	20	18
Experienced	67	17	16
Non-Experienced	61	20	19

17. I'm going to read you some statements people have made about nursing homes. For each one, please tell me if you agree or disagree with the statement. (READ ITEM).
(INTERVIEWER NOTE: Get answer then ask, "Do you agree/disagree strongly or somewhat?")

(Asked of one half of total respondents)

They provide high-quality services for people who need them

	-----AGREE-----		-----DISAGREE-----		Don't know
	Strongly	Somewhat	Somewhat	Strongly	
Total	15	35	24	21	5
Experienced	18	34	20	23	5
Non-Experienced	15	35	24	20	6

(Asked of one half of total respondents)

They provide frail and disabled people with a safe and protected environment they couldn't have at home.

	-----AGREE-----		-----DISAGREE-----		
	Strongly	Somewhat	Somewhat	Strongly	Don't know
<i>Total</i>	26	43	15	12	4
Experienced	32	40	11	16	1
Non-Experienced	24	44	16	11	5

(Asked of one half of total respondents)

They have staff who are concerned about the well being of their patients.

	-----AGREE-----		-----DISAGREE-----		
	Strongly	Somewhat	Somewhat	Strongly	Don't know
<i>Total</i>	24	43	15	12	6
Experienced	24	38	19	16	2
Non-Experienced	24	45	13	11	8

(Asked of one half of total respondents)

They provide an affordable way for people who need round-the-clock care to be able to get it.

	-----AGREE-----		-----DISAGREE-----		
	Strongly	Somewhat	Somewhat	Strongly	Don't know
<i>Total</i>	25	35	14	21	5
Experienced	24	37	12	25	2
Non-Experienced	25	35	14	20	6

(Asked of one half of total respondents)

Nursing homes are not paid enough money by Medicare, Medicaid, and other insurers.

	-----AGREE-----		-----DISAGREE-----		
	Strongly	Somewhat	Somewhat	Strongly	Don't know
<i>Total</i>	39	23	13	11	13
Experienced	45	21	11	12	10
Non-Experienced	37	24	14	11	14

(Asked of one half of total respondents)

Managers of nursing homes are not concerned about the well being of their parents.

	-----AGREE-----		-----DISAGREE-----		
	Strongly	Somewhat	Somewhat	Strongly	Don't know
<i>Total</i>	19	23	30	20	8
Experienced	21	27	26	22	4
Non-Experienced	18	22	31	19	10

(Asked of one half of total respondents)

There is too much waste, fraud, and abuse by managers of nursing homes.

	-----AGREE-----		-----DISAGREE-----		
	Strongly	Somewhat	Somewhat	Strongly	Don't know
<i>Total</i>	32	29	14	9	16
Experienced	39	24	14	11	11
Non-Experienced	30	30	14	8	18

(Asked of one half of total respondents)

Government is not enforcing quality standards for nursing homes.

	-----AGREE-----		-----DISAGREE-----		
	Strongly	Somewhat	Somewhat	Strongly	Don't know
<i>Total</i>	39	26	18	7	10
Experienced	40	22	18	15	6
Non-Experienced	39	27	19	5	10

(Asked of one half of total respondents)

The families of those who use nursing homes are not involved enough in what's going on.

	-----AGREE-----		-----DISAGREE-----		
	Strongly	Somewhat	Somewhat	Strongly	Don't know
<i>Total</i>	41	28	15	10	6
Experienced	50	23	13	11	3
Non-Experienced	39	30	16	9	7

(Asked of one half of total respondents)

There is not enough government regulation of the quality of nursing homes.

	-----AGREE-----		-----DISAGREE-----		
	Strongly	Somewhat	Somewhat	Strongly	Don't know
<i>Total</i>	42	24	14	10	10
Experienced	55	17	12	10	6
Non-Experienced	39	26	15	9	11

(Asked of one half of total respondents)

The staff at nursing homes are often poorly trained.

	-----AGREE-----		-----DISAGREE-----		
	Strongly	Somewhat	Somewhat	Strongly	Don't know
<i>Total</i>	39	26	17	11	7
Experienced	44	20	17	16	3
Non-Experienced	38	27	17	10	7

(Asked of one half of total respondents)

Nursing homes don't have enough staff.

	-----AGREE-----		-----DISAGREE-----		
	Strongly	Somewhat	Somewhat	Strongly	Don't know
<i>Total</i>	59	21	8	4	8
Experienced	67	18	7	7	1
Non-Experienced	57	23	8	4	9

(Asked of total respondents)

18. During the past five years, do you think that the quality of nursing homes in this country has gotten better, gotten worse, or stayed about the same?

	Better	Worse	Stay about the same	Don't know
<i>Total</i>	24	19	47	9
Experienced	21	21	51	7
Non-Experienced	25	19	46	10

19. Now I'm going to read you a list of things that might happen to people who live in nursing homes. For each one, please tell me whether you think it is something that happens to almost all nursing home residents, many of them, some, or hardly any. Let's start with (INSERT FIRST ITEM). Do you think this is something that happens to almost all nursing home residents, many of them, some, or hardly any? How about (INSERT NEXT ITEM)?

(Ask of total respondents)

They receive enough nursing care when they need it.

	ALMOST ALL/MANY		SOME/HARDLY ANY		Don't know
	Almost all	Many	Some	Hardly any	
<i>Total</i>	22	23	39	13	3
Experienced	23	23	38	16	1
Non-Experienced	22	23	39	12	4

(Ask of total respondents)

They receive the medical treatment they need.

	ALMOST ALL/MANY		SOME/HARDLY ANY		Don't know
	Almost all	Many	Some	Hardly any	
<i>Total</i>	31	24	35	7	3
Experienced	31	25	35	8	1
Non-Experienced	31	24	35	6	3

(Ask of one half of total respondents)

They receive needed help with bathing and feeding from the staff.

	ALMOST ALL/MANY		SOME/HARDLY ANY		Don't know
	Almost all	Many	Some	Hardly any	
<i>Total</i>	32	25	35	5	3
Experienced	34	21	40	4	1
Non-Experienced	32	26	34	5	4

(Ask of one half of total respondents)

They are abused by the staff.

	ALMOST ALL/MANY		SOME/HARDLY ANY		Don't know
	Almost all	Many	Some	Hardly any	
<i>Total</i>	5	9	53	30	3
Experienced	7	9	47	34	3
Non-Experienced	4	9	54	29	4

(Ask of one half of total respondents)

They are neglected by the staff.

	ALMOST ALL/MANY		SOME/HARDLY ANY		Don't know
	Almost all	Many	Some	Hardly any	
<i>Total</i>	8	14	55	19	4
Experienced	10	18	54	17	1
Non-Experienced	8	13	55	20	4

(Ask of one half of total respondents)

They have enough recreational activities.

	ALMOST ALL/MANY		SOME/HARDLY ANY		Don't know
	Almost all	Many	Some	Hardly any	
<i>Total</i>	15	18	41	21	5
Experienced	17	23	34	25	1
Non-Experienced	14	16	43	20	6

(Ask of one half of total respondents)

They are treated with dignity by the staff.

	ALMOST ALL/MANY		SOME/HARDLY ANY		Don't know
	Almost all	Many	Some	Hardly any	
<i>Total</i>	14	22	46	14	4
Experienced	16	21	44	16	4
Non-Experienced	14	22	46	13	5

(Ask of one half of total respondents)

They have enough privacy.

	ALMOST ALL/MANY		SOME/HARDLY ANY		Don't know
	Almost all	Many	Some	Hardly any	
<i>Total</i>	11	13	37	34	5
Experienced	10	13	36	39	2
Non-Experienced	11	13	37	32	6

(Ask of one half of total respondents)

They live in clean facilities.

	ALMOST ALL/MANY		SOME/HARDLY ANY		Don't know
	Almost all	Many	Some	Hardly any	
<i>Total</i>	23	24	43	7	3
Experienced	19	28	43	8	3
Non-Experienced	24	23	43	7	3

(Ask of one half of total respondents)

They can rely on their personal belongings being safe.

	ALMOST ALL/MANY		SOME/HARDLY ANY		Don't know
	Almost all	Many	Some	Hardly any	
<i>Total</i>	16	15	34	30	6
Experienced	12	17	33	37	1
Non-Experienced	17	14	35	27	7

(Ask of one half of total respondents)

They receive help they couldn't get if they were living alone.

	ALMOST ALL/MANY		SOME/HARDLY ANY		Don't know
	Almost all	Many	Some	Hardly any	
<i>Total</i>	45	26	22	5	2
Experienced	51	23	20	5	1
Non-Experienced	42	27	23	5	2

(Ask of one half of total respondents)

They feel lonely and isolated.

	ALMOST ALL/MANY		SOME/HARDLY ANY		Don't know
	Almost all	Many	Some	Hardly any	
<i>Total</i>	33	30	30	5	5
Experienced	42	32	22	3	*
Non-Experienced	30	30	33	6	2

(Ask of one half of total respondents)

They are overmedicated to make sure they behave.

	ALMOST ALL/MANY		SOME/HARDLY ANY		Don't know
	Almost all	Many	Some	Hardly any	
<i>Total</i>	15	19	43	18	5
Experienced	15	23	40	19	3
Non-Experienced	14	17	44	17	7

(Ask of one half of total respondents)

They are placed in physical restraints.

	ALMOST ALL/MANY		SOME/HARDLY ANY		Don't know
	Almost all	Many	Some	Hardly any	
<i>Total</i>	6	11	47	29	7
Experienced	5	15	48	29	4
Non-Experienced	6	9	47	29	9

(Ask of one half of total respondents)

They make new friends there.

	ALMOST ALL/MANY		SOME/HARDLY ANY		Don't know
	Almost all	Many	Some	Hardly any	
<i>Total</i>	24	22	43	9	2
Experienced	27	15	44	14	-
Non-Experienced	23	25	42	8	2

(Ask of one half of total respondents)

They participate in more recreational and social activities than they could have if they were living at home.

	ALMOST ALL/MANY		SOME/HARDLY ANY		Don't know
	Almost all	Many	Some	Hardly any	
<i>Total</i>	29	23	33	11	4
Experienced	28	24	34	13	*
Non-Experienced	29	23	33	11	4

(Asked of total respondents)

19. How often do you think (INSERT ITEM) go bankrupt because of the cost of nursing home care? Do you think that happens to most (INSERT ITEM), many of them, some of them, or hardly any?

Nursing home residents

	MOST/MANY		SOME/HARDLY ANY		Don't know
	Most	Many	Some	Hardly any	
<i>Total</i>	25	26	31	10	8
Experienced	31	25	28	11	6
Non-Experienced	24	26	32	10	8

Families of nursing home residents

	MOST/MANY		SOME/HARDLY ANY		Don't know
	Most	Many	Some	Hardly any	
<i>Total</i>	10	20	45	19	6
Experienced	12	18	45	19	6
Non-Experienced	9	20	45	19	7

(Asked of total respondents)

21. Which do you think offers better quality nursing home services? (READ LIST)

	For-profit companies	Non-profit companies	Both	Neither	Don't know
<i>Total</i>	35	47	2	2	14
Experienced	27	54	3	1	15
Non-Experienced	37	45	2	2	14

(Asked of total respondents)

22. Which level of government should be primarily responsible for regulating the quality of nursing homes (READ LIST)?

	Federal Government	State Government	Both	Neither	Don't know
<i>Total</i>	36	55	6	1	3
Experienced	37	52	8	1	2
Non-Experienced	35	56	5	1	3

Now I have some questions about assisted living facilities, that is, residences that also have available help with personal care, meals, housekeeping and taking medications, as well as nursing consultations.

(Asked of total respondents)

23. Is your impression of assisted living facilities in this country based mainly on your own experience, on what you've learned from friends and family, or on what you've seen and heard on television or radio, in newspapers, or other things you have read?

	Your own experience	Heard from friends and family	Seen and heard on television, radio, newspaper, or other things you have read	Don't know
Total	22	36	35	7
Experienced	34	36	24	7
Non-Experienced	19	36	38	7

(Asked of total respondents)

24. Do you think of assisted living facilities mainly as being places where only frail people go or as places where people might go to live when they retire, even if they are not frail?

	Places where only frail people go	Places where people go to live where they retire even if not frail	Don't know
Total	32	62	6
Experienced	28	67	5
Non-Experienced	34	60	6

(Asked of total respondents)

25. To the best of your knowledge, are assisted living facilities currently regulated by the government, or not?

	Yes, regulated by the government	No, not regulated by the government	Don't know
Total	44	26	30
Experienced	45	22	33
Non-Experienced	44	27	29

(Asked of those that agree that assisted living facilities are currently regulated by the government)

26. Does the government regulate assisted living facilities more, less, or about the same as it does nursing homes?

	More	Less	About the same	Don't know
Total	10	34	49	6
Experienced	10	32	49	8
Non-Experienced	11	35	49	6

Q25/26 Combination Table

	-----Government regulates assisted living facilities-----			Government does not regulate assisted living facilities	Don't know
	More than nursing homes	Less than nursing homes	About the same as nursing homes		
<i>Total</i>	5	15	21	26	30
Experienced	4	14	22	22	33
Non-Experienced	5	15	21	27	29

(Asked of total respondents)

27. Do you think the government should regulate assisted living facilities, or should that be left up to the assisted living industry itself?

	Yes	No	Don't know
<i>Total</i>	59	35	6
Experienced	62	33	5
Non-Experienced	59	35	6

E. FINANCING LONG-TERM CARE

(Asked of total respondents)

28. Which of the following do you think comes closest to what one year in (READ EACH ITEM) would cost? (READ LIST) (ACCEPT ONE ANSWER)

A nursing home

	\$20,000	\$35,000	\$45,000	\$60,000	Don't know
<i>Total</i>	10	29	27	27	7
Experienced	9	29	29	29	5
Non-Experienced	10	29	27	26	7

An assisted living facility

	\$20,000	\$35,000	\$45,000	\$60,000	Don't know
<i>Total</i>	19	28	23	19	10
Experienced	17	29	21	21	13
Non-Experienced	20	28	24	19	10

(Asked of total respondents)

29. If you or a family member had a long term illness or disability and had to go into a nursing home, how would the bill *MAINLY* be paid? (DO NOT READ LIST)

	5/01 Total	Experienced	Non- Experienced
Personal funds/savings/family/spouse	37	33	27
Private health insurance	23	19	24
Government Assistance	18	22	17
<i>Medicare</i>	12	14	12
<i>Medicaid</i>	4	6	3
<i>Unspecified Government assistance</i>	2	2	2
Wouldn't be able to pay for it	4	4	4
Would have to sell house	3	5	2
Would not go to a nursing home	*	-	*
Medicare/Insurance/Personal funds	*	*	*
Loan/Borrow money	1	-	1
Other	*	-	*
Don't know	13	9	14

(Asked of total respondents)

30. If you or a family member had to move to a nursing home, how difficult do you think it would be for you or your family to afford \$60,000 for one year of nursing home care? Would it be impossible, very difficult, not very difficult, or not a problem at all?

	Impossible	Very difficult	Not very difficult	Not a problem at all	Don't know
<i>Total</i>	46	46	5	3	*
Experienced	49	43	5	3	-
Non-Experienced	45	47	5	3	*

(Asked of those that believe \$60,000 for one year in a nursing home would not be impossible to afford)

30a. What about \$60,000, each year, for *THREE* years? Would that be impossible for you or your family to afford, very difficult, not very difficult, or not a problem at all?

Q30/30a Combination Table

	-----IMPOSSIBLE-----		Very difficult to afford \$60K/3 years	Not very difficult to afford \$60K/3 years	Not a problem to afford \$60K/3 years	Don't know
	Impossible to afford \$60K/year	Impossible to afford \$60K/3 years				
<i>Total</i>	46	16	30	5	3	*
Experienced	49	12	31	5	2	-
Non- Experienced	45	17	30	5	3	*

(Asked of total respondents)

31. Do you have a private long-term care insurance policy, that is, insurance that pays for nursing home and home care services over a long period of time, or not?

	Yes	No	Don't know
<i>Total</i>	21	72	7
Experienced	20	74	6
Non-Experienced	21	72	8

(Asked of those who have private long terms care insurance)

31a. How long have you had long-term care insurance?

	1-5 Years	6-10 Years	11-20 Years	21+	Less than a year	Don't know
<i>Total</i>	48	23	12	8	4	6
Experienced	54	20	16	6	2	2
Non-Experienced	46	24	10	9	4	7

(Asked of those who do not have long term care insurance)

32. I'm going to read a list of reasons some people give for not purchasing long-term care insurance. For each one, please tell me whether it is a MAJOR reason you have not purchased long term care insurance, a MINOR reason, or not a reason.

You don't think current long-term care insurance policies cover enough of the expenses.

	-----REASON-----			
	Major reason	Minor reason	Not a reason	Don't know
<i>Total</i>	34	21	35	10
Experienced	40	20	32	8
Non-Experienced	32	21	36	11

Your family will take care of your long-term care needs.

	-----REASON-----			
	Major reason	Minor reason	Not a reason	Don't know
<i>Total</i>	25	18	54	3
Experienced	29	16	54	1
Non-Experienced	24	19	54	3

Medicare will cover your long-term care costs.

	-----REASON-----			
	Major reason	Minor reason	Not a reason	Don't know
<i>Total</i>	24	26	45	5
Experienced	28	26	41	5
Non-Experienced	22	27	46	5

Long-term care insurance policies cost too much.

	-----REASON-----			
	Major reason	Minor reason	Not a reason	Don't know
<i>Total</i>	60	14	21	5
Experienced	69	12	15	4
Non-Experienced	58	14	23	6

Medicaid will cover your long-term care costs.

	-----REASON-----			
	Major reason	Minor reason	Not a reason	Don't know
<i>Total</i>	22	24	46	8
Experienced	23	26	45	6
Non-Experienced	22	24	47	8

It is not something you ever thought about.

	-----REASON-----			
	Major reason	Minor reason	Not a reason	Don't know
<i>Total</i>	39	22	37	2
Experienced	40	18	41	1
Non-Experienced	39	23	36	1

(Asked of those who do not have long term care insurance)

33. If the federal government were to give you a tax deduction or tax credit, would this make you more likely to purchase long-term care insurance, or wouldn't it make any difference?

	More likely to purchase LTC insurance	Would not make a difference	Don't know
<i>Total</i>	49	48	3
Experienced	51	47	2
Non-Experienced	49	48	3

(Asked of total respondents)

34. To the best of your knowledge, which government program provides health insurance for low-income people who need nursing home care or home care over a long period of time? Is it Medicare, Medicaid, or some other government program?

	Medicare	Medicaid	Some other government program	Don't know
<i>Total</i>	36	41	8	15
Experienced	35	45	7	12
Non-Experienced	36	40	8	15

(Asked of total respondents)

35. To the best of your knowledge, does Medicare currently pay for nursing home care for an extended time, a limited time, or not at all?

	Extended time	Limited time	Not at all	Don't know
<i>Total</i>	18	50	11	21
Experienced	21	54	9	15
Non-Experienced	17	48	12	23

(Asked of total respondents)

36. How many people do you think go into a nursing home when they are age 65 or older? (READ LIST) (ACCEPT ONE RESPONSE)

	About 1 in 10	About 1 in 4	About half	More than half	Don't know
<i>Total</i>	41	27	19	10	4
Experienced	35	30	20	12	2
Non-Experienced	42	26	19	9	5

(Asked of total respondents)

37. Which of the following statements do you agree with more? (READ LIST)

	Most people who enter a nursing home never go home	Most people go home after a stay in a nursing home	Don't know
<i>Total</i>	86	11	2
Experienced	88	10	2
Non-Experienced	86	12	3

G. POLICY QUESTIONS

(Asked of total respondents)

38. When people are admitted to nursing homes, who do you think should have the *MAIN* responsibility for paying the bill? (READ LIST)

	The patients and the families themselves	The government through tax revenues	Don't know
<i>Total</i>	44	48	8
Experienced	39	54	7
Non-Experienced	45	47	8

(Asked of those who think patients and families themselves have the majority of the responsibilities for paying the bill for nursing home care)

39. And if a patient and their family cannot pay the cost themselves, who then should have the *MAIN* responsibility for paying for nursing home care? (READ LIST)

	The government through tax revenues	Charities	Don't know
Total	77	18	5
Experienced	84	10	5
Non-Experienced	76	20	5

Q38/39 Combination Table

	-----GOVERNMENT-----		Charities	Don't know
	Government rather than patient or family	Government if patient or family cannot		
Total	48	34	8	10
Experienced	54	33	4	9
Non-Experienced	47	34	9	10

(Asked of one half of total respondents)

40A. Would you favor or oppose the federal government doing more to help pay the cost of nursing home care, even if it would require a substantial increase in taxes?

	Favor	Oppose	Don't know
Total	70	26	4
Experienced	71	21	7
Non-Experienced	70	27	4

(Asked of those who favor the federal government doing more to help pay the cost of nursing home care)

41A. I am going to read you some ways in which the federal government could help pay some of the cost of nursing home care? Please tell me which you would prefer. Would you prefer to have the federal government (READ LIST)?

	Expand Medicare to cover most of the cost of nursing home services	Give people a tax credit to buy a PRIVATE health insurance plan	Expand Medicaid to cover most of the cost of nursing home care	All of these	None of these	Don't know
Total	42	30	24	3	*	1
Experienced	48	30	18	3	-	1
Non-Experienced	40	30	26	3	*	2

Q40a/41a Combination Table

	-----Favor the federal government doing more-----			Oppose	Don't know
	Expand Medicare	Give people tax credits	Expand Medicaid		
Total	29	21	17	26	4
Experienced	34	22	13	21	7
Non-Experienced	27	21	18	27	4

(Asked of one half of total respondents)

40B. Would you favor or oppose the federal government expanding Medicare to cover most of the cost of nursing home services for those who need it?

	Favor	Oppose	Don't know
<i>Total</i>	85	12	2
Experienced	89	9	2
Non-Experienced	84	13	3

(Asked of those who favor the federal government expanding Medicare to cover most of the cost of nursing home services for those who need it)

40B1. Would you still favor this if it could lead to a tax increase?

	Yes	No	Depends	Don't know
<i>Total</i>	76	17	4	3
Experienced	78	17	3	2
Non-Experienced	75	17	5	3

Q40b/40b1 Combination Table

	Favor even if tax increase	-----OPPOSE-----		Depends	Don't know
		Oppose initially	Oppose if tax increase		
<i>Total</i>	65	12	15	4	4
Experienced	70	9	15	3	3
Non-Experienced	63	13	14	4	5

(Asked of one half of total respondents)

41B. In order to encourage more people to purchase a private long-term care insurance policy, would you favor or oppose the federal government giving a substantial tax deduction or tax credit to people who purchase such policies?

	Favor	Oppose	Don't know
<i>Total</i>	87	8	5
Experienced	92	6	3
Non-Experienced	85	9	5

(Asked of those who favor the federal government giving a substantial tax deduction or tax credit to people who purchase private long term care insurance policies)

41B1. Would you still favor this if it could lead to a tax increase?

	Yes	No	Depends	Don't know
<i>Total</i>	68	26	2	4
Experienced	69	24	1	6
Non-Experienced	68	26	3	3

Q41b/41b1 Combination Table

	Favor even if tax increase	-----OPPOSE-----		Depends	Don't know
		Oppose initially	Oppose if tax increase		
<i>Total</i>	59	8	22	2	9
Experienced	63	6	22	1	8
Non-Experienced	58	9	22	2	8

H. SOURCES OF INFORMATION

(Asked of total respondents)

42. If you or a family member needed nursing home or assisted living care, do you know where you would go for advice or information, or aren't you sure where you would go?

	Yes	No	Don't know
<i>Total</i>	40	58	2
Experienced	54	42	4
Non-Experienced	36	62	2

(Asked of total respondents)

43. If you need such advice or information, how helpful do you think each of the following sources would be? How about (READ EACH ITEM)? Do you think that would be very helpful, somewhat helpful, not very helpful, or not at all helpful?

Friends and family members

	VERY/SOMEWHAT HELPFUL		NOT VERY/NOT AT ALL HELPFUL		Don't know
	Very	Somewhat	Not very	Not at all	
<i>Total</i>	39	43	12	6	*
Experienced	44	41	10	4	*
Non-Experienced	37	44	12	6	1

Your doctor

	VERY/SOMEWHAT HELPFUL		NOT VERY/NOT AT ALL HELPFUL		Don't know
	Very	Somewhat	Not very	Not at all	
<i>Total</i>	44	41	8	5	2
Experienced	48	35	11	5	1
Non-Experienced	43	43	8	5	2

A community service agency

	VERY/SOMEWHAT HELPFUL		NOT VERY/NOT AT ALL HELPFUL		Don't know
	Very	Somewhat	Not very	Not at all	
<i>Total</i>	38	48	6	4	4
Experienced	41	45	6	4	3
Non-Experienced	37	49	5	4	5

Your church or synagogue

	VERY/SOMEWHAT HELPFUL		NOT VERY/NOT AT ALL HELPFUL		Don't know
	Very	Somewhat	Not very	Not at all	
<i>Total</i>	31	41	13	11	4
Experienced	31	43	11	13	3
Non-Experienced	30	41	14	11	4

The state or local government programs that deal with problems of the aging

	VERY/SOMEWHAT HELPFUL		NOT VERY/NOT AT ALL HELPFUL		Don't know
	Very	Somewhat	Not very	Not at all	
<i>Total</i>	35	50	7	4	4
Experienced	36	48	7	6	2
Non-Experienced	35	50	7	3	4

Your lawyer

	VERY/SOMEWHAT HELPFUL		NOT VERY/NOT AT ALL HELPFUL		Don't know
	Very	Somewhat	Not very	Not at all	
<i>Total</i>	21	35	19	20	5
Experienced	23	37	16	20	4
Non-Experienced	20	34	20	21	5

Books or reports on how to choose these services

	VERY/SOMEWHAT HELPFUL		NOT VERY/NOT AT ALL HELPFUL		Don't know
	Very	Somewhat	Not very	Not at all	
<i>Total</i>	36	48	8	5	3
Experienced	35	47	10	6	2
Non-Experienced	36	49	7	4	3

Information on the Internet from government agencies

	VERY/SOMEWHAT HELPFUL		NOT VERY/NOT AT ALL HELPFUL		Don't know
	Very	Somewhat	Not very	Not at all	
<i>Total</i>	32	43	8	10	7
Experienced	30	38	11	13	8
Non-Experienced	32	45	7	9	8

(Asked of total respondents)

44. Have you heard or read about government information that rates the quality of care at different nursing homes?

	Yes	No	Don't know
Total	27	72	1
Experienced	34	66	*
Non-Experienced	25	74	1

(Asked of total respondents)

44A. Was the information from the federal government or the state government?

	Federal government	State government	Both	Don't know
Total	31	41	8	20
Experienced	25	50	8	17
Non-Experienced	33	37	8	22

Q44/44a Combination Table

	5/01 Total	Experienced	Non-Experienced
<i>Have heard/read about government information that rates quality at nursing homes</i>	27	34	25
From the federal government	8	8	8
From the state government	11	17	9
From both	2	3	2
<i>Have not heard/read about government information that rates quality at nursing homes</i>	72	66	74
<i>Don't know</i>	1	*	1

I. NURSING HOME EXPERIENCES

(Asked of those who in the past three years have been a resident or have a family member or friend as a resident in a nursing home)

45. Overall, how satisfied (are/are/were/were/were) you with the services provided by the nursing home? Would you say you (are/are/were/were/were) very satisfied, somewhat satisfied, somewhat dissatisfied, or very dissatisfied?

	-----SATISFIED-----		-----DISSATISFIED-----		Don't know
	Very	Somewhat	Somewhat	Very	
Experienced	28	32	22	15	3

(Asked of those who in the past three years have been a resident or have a family member or friend as a resident in a nursing home)

46. Would you recommend this facility to someone else who needs nursing home care, or not?

	Yes	No	Don't know
Experienced	62	36	2

(Asked of those who in the past three years have been a resident or have a family member or friend as a resident in a nursing home)

47. (Does/Does/Did/Did/Did) the nursing home (your family member/ your friend/your family member/your friend/you) (lives/lives/lived/lived/lived) in feel more like a home or more like an institution?

	Feel like home	Feel like an institution	Don't know
Experienced	27	70	3

(Asked of those who in the past three years have been a resident or have a family member or friend as a resident in a nursing home)

48. Do you think there (are/are/were/were/were) enough nurses on duty *WHENEVER* they (are/are/were/were/were) needed, or not?

	Yes	No	Don't know
Experienced	37	58	5

(Asked of those who in the past three years have been a resident or have a family member or friend as a resident in a nursing home)

49. Do you think the nursing staff (handles/handles/handled/handled/handled) nursing procedures with skill and care, or not?

	Yes	No	Don't know
Experienced	62	32	6

(Asked of those who in the past three years have been a resident or have a family member or friend as a resident in a nursing home)

50. (Does/Does/Did/Did/Did) the nursing home have a physician available *WHENEVER* one (is/is/was/was/was) needed by residents, or not?

	Yes	No	Don't know
Experienced	51	32	17

(Asked of those who in the past three years have been a resident or have a family member or friend as a resident in a nursing home)

51. (Does/Does/Did/Did/Did) (your family member/your friend/your family member/your friend/you) have a physician who (visits/visits/visited/visited/visited) or (talks/talks/talked/talked/talked) with (them/them/them/them/you) by telephone (since/since/after/after/after) (they/they/they/they/you) moved into the nursing home, or not?

	Yes	No	Don't know
Experienced	60	29	11

(Asked of those who in the past three years have been a resident or have a family member or friend as a resident in a nursing home)

52. (Are/Are/Were/Were/Were) there enough other staff on duty *WHENEVER* they (are/are/were/were/were) needed to provide adequate care, or not?

	Yes	No	Don't know
Experienced	52	41	7

(Asked of those who in the past three years have been a resident or have a family member or friend as a resident in a nursing home)

53. (Do/Do/Did/Did/Did) these staff people handle their jobs with skill and care, or not?

	Yes	No	Don't know
Experienced	69	25	6

(Asked of those who in the past three years have been a resident or have a family member or friend as a resident in a nursing home)

54. (Has there ever been/Has there ever been/Was there ever/Was there ever/Was there ever) a time when (your family member/your friend/your family member/your friend/you) (has been/has been/was/was/were) treated badly or abused by the staff, or not?

	Yes	No	Don't know
Experienced	25	69	6

(Asked of those who in the past three years have been a resident or have a family member or friend as a resident in a nursing home)

55. (Has there ever been/Has there ever been/Was there ever/Was there ever/Was there ever) a time when (your family member/your friend/your family member/your friend/you) (has been/has been/was/was/were) overmedicated, or not?

	Yes	No	Don't know
Experienced	23	70	8

(Asked of those who in the past three years have been a resident or have a family member or friend as a resident in a nursing home)

56. (Has there ever been/Has there ever been/Was there ever/Was there ever/Was there ever) a time when (your family member/your friend/your family member/your friend/you) (has been/has been/was/was/were) placed in physical restraints, or not?

	Yes	No	Don't know
Experienced	25	69	6

(Asked of those who in the past three years have been a resident or have a family member or friend as a resident in a nursing home)

57. [READ INTRO ONLY IF Q5a=1 When you (visit/visit/visited/visited/BLANK)] (is/is/was/was/were) (your family member/your friend/your family member/your friend/you) generally bathed and groomed in a satisfactory way, or not?

	Yes	No	Don't know
Experienced	74	25	1

(Asked of those who in the past three years have been a resident or have a family member or friend as a resident in a nursing home)

58. (Is/Is/Was/Was/Was) (your family member's/your friend's/your family member's/your friend's/your) room at the nursing home generally clean and properly smelling, or not?

	Yes	No	Don't know
Experienced	76	23	1

(Asked of those who in the past three years have been a resident or have a family member or friend as a resident in a nursing home)

59. (Is/Is/Was/Was/Was) the staff interested in and responsive to family members' concerns about (the person who needs care/the person who needs care/the person who needed care/ the person who needed care/you) or not?

	Yes	No	Don't know
Experienced	71	24	5

(Asked of those who in the past three years have been a resident or have a family member or friend as a resident in a nursing home)

60. (Are/Are/Were/Were/Were) there enough appropriate recreational activities to meet (your family member's/your friend's/your family member's/your friend's/your) needs, or not?

	Yes	No	Don't know
Experienced	59	32	9

(Asked of those who in the past three years have been a resident or have a family member or friend as a resident in a nursing home)

61. (Is/Is/Was/Was/Was) the nursing home well set up to care for people with physical disabilities, or not?

	Yes	No	Don't know
Experienced	76	16	8

(Asked of those who in the past three years have been a resident or have a family member or friend as a resident in a nursing home)

62. (Is/Is/Was/Was/Was) the nursing home well set up to care for people with memory problems, or not?

	Yes	No	Don't know
Experienced	45	28	26

(Asked of those who in the past three years have been a resident or have a family member or friend as a resident in a nursing home)

63. (Does/Does/Did/Did/Did) (your family member/your friend/your family member/your friend/you) feel safe in the nursing home, or (are/are/were/were/were) (they/they/they/they/you) concerned about (their/their/their/their/your) safety?

	Yes	No	Don't know
Experienced	64	26	10

(Asked of those who in the past three years have been a resident or have a family member or friend as a resident in a nursing home)

64. (Does/Does/Did/Did/Did) the staff provide (your family member/your friend/your family member/your friend/you) with adequate help at mealtime, or not?

	Yes	No	Don't know
Experienced	73	21	6

(Asked of those who in the past three years have been a resident or have a family member or friend as a resident in a nursing home)

65. (Does/Does/Did/Did/Did) (your family member/your friend/your family member/your friend/you) feel that (they/they/they/they/you) (have/have/had/had/had) enough privacy, or not?

	Yes	No	Don't know
Experienced	52	37	11

(Asked of those who in the past three years have been a resident or have a family member or friend as a resident in a nursing home)

66. (Are/Are/Were/Were/Were) (they/they/they/they/you) able to keep personal items safe and maintained with privacy, or not?

	Yes	No	Don't know
Experienced	57	36	7

(Asked of those who in the past three years have been a resident or have a family member or friend as a resident in a nursing home)

67. [READ INTRO ONLY IF Q7a=2,D,R OR Q4a=1: When (LEAVE BLANK/LEAVE BLANK/your family member was/your friend was/you were) living in the nursing home)], would you say (your family member's/your friend's/their/their/your) health (is/is/was/was/was) excellent, very good, good, only fair, or poor?

	EXCELLENT/VERY GOOD/GOOD			ONLY FAIR/POOR		Don't know
	Excellent	Very Good	Good	Only Fair	Poor	
Experienced	2	6	20	32	38	2

(Asked of those who in the past three years have been a resident or have a family member or friend as a resident in a nursing home)

68. (Is/Is/Was/Was/Were) (your family member/your friend/your family member/your friend/you) confined to bed, a wheelchair, or need a walker, or not?

	Yes	No	Don't know
Experienced	84	15	1

(Asked of those who were personally or have a family member or friend confined to bed, a wheelchair, or need a walker)

69. (Does/Does/Did/Did/Did) (your family member/your friend/your family member/your friend/you) get the help (they/they/they/they/you) (need/need/needed/needed/needed) in order to move around, or not?

	Yes	No	Don't know
Experienced	74	22	4

Q68/69 Combination Table

	-----Confined to bed, wheelchair, or need walker-----			Don't know
	Get help needed	Not get help needed	Not confined to bed, wheelchair, or need walker	
Experienced	62	18	15	1

(Asked of those who in the past three years have been a resident or have a family member or friend as a resident in a nursing home)

70. (Does/Does/Did/Did/Did) (your family member/your friend/your family member/your friend/you) have trouble controlling bowels or bladder?

	Yes	No	Don't know
Experienced	59	33	8

(Asked of those who personally had or have a family member or friends who has trouble controlling bowels or bladder)

71. (Do/Do/Did/Did/Did) (they/they/they/they/you) get the help (they/they/they/they/you) (need/need/needed/needed/needed) with this problem, or not?

	Yes	No	Don't know
Experienced	70	29	1

Q70/71 Combination Table

	-----Trouble controlling bowels or bladder-----			Don't know
	Get help needed	Not get help needed	No trouble controlling bowels or bladder	
Experienced	42	17	33	8

(Asked of those who in the past three years have been a resident or have a family member or friend as a resident in a nursing home)

72. (Has/Has/Did/Did/Did) (your family member/your friend/your family member/your friend/you) (developed/developed/develop/develop/develop) bed sores or skin ulcers?

	Yes	No	Don't know
Experienced	23	72	5

(Asked of those who personally had or have a family member or friend who has bed sores or skin ulcers)

73. (Do/Do/Did/Did/Did) (they/they/they/they/you) get adequate care for these bed sores or skin ulcers, or not?

	Yes	No	Don't know
Experienced	54	38	8

Q72/73 Combination Table

	-----Developed bed sores or ulcers-----			Don't know
		Not get help needed	Not developed bed sores or ulcers	
Experienced	12	9	72	5

(Asked of those who in the past three years have been a resident or have a family member or friend as a resident in a nursing home)

74. (Does/Does/Did/Did/Did) (your family member/your friend/your family member/your friend/you) often feel isolated or unattended, or not?

	Yes	No	Don't know
Experienced	39	48	13

(Asked of those who in the past three years have been a resident or have a family member or friend as a resident in a nursing home)

75A. [While (LEAVE BLANK/LEAVE BLANK/your family member was/your friend was /you were) in the nursing home], (Does/Does/Did/Did/Did) (your family member/your friend/your family member/your friend/you) have a state-appointed public guardian, or not?

	Yes	No	Don't know
Experienced	14	77	9

(Asked of those who in the past three years have been a resident or have a family member or friend as a resident in a nursing home)

76. (Are/Are/Were/Were/Were) there religious or spiritual services available when (your family member/your friend/your family member/your friend/you) (wants/wants/wanted/wanted/wanted) them, or not?

	Yes	No	Don't know
Experienced	76	10	14

(Asked of those who in the past three years have been a resident or have a family member or friend as a resident in a nursing home)

77. How big a problem (is/is/was/was/was) it for (your family member/your friend/your family member/your friend/you) and (their/their/their/their/your) family to pay the cost of living at the nursing home? (Is/Is/Was/Was/Was) it a major problem, a minor problem, or not a problem at all?

	-----PROBLEM-----			
	Major	Minor	Not a problem	Don't know
Experienced	24	31	36	9

(Asked of those who in the past three years have been a resident or have a family member or friend as a resident in a nursing home)

78. (Has/Has/Did/Did/Did) (your family member/your friend/your family member/your friend/you) (tried/tried/try/try/try) to obtain assistance from Medicaid to pay for these nursing home services, or not?

	Yes	No	Don't know
Experienced	51	29	20

(Asked of those who in the past three years have been a resident or have a family member or friend as a resident in a nursing home)

79. Have/Have/Did/Did/Did) (they/they/they/they/you) (received/received/receive/receive/receive) assistance from Medicaid, or not?

	Yes	No	Don't know
Experienced	80	13	7

Q78/79 Combination Table

	--Tried to obtain assistance from Medicaid--		Did not try to obtain assistance from Medicaid	Don't know
	Received assistance	Did not receive assistance		
Experienced	40	7	29	20

(Asked of those who in the past three years have been a resident or have a family member or friend as a resident in a nursing home)

80. (Does/Does/Did/Did/Did) (your family member/your friend/your family member/your friend/you) want to move to another nursing home, or not?

	Yes	No	Don't know
Experienced	16	74	10

(Asked of those who in the past three years have been a resident or have a family member or friend as a resident in a nursing home)

81. Do you happen to know whether the nursing home (your family member/your friend/your family member/your friend/you) (lives in is/lives in is/lived in was/lived in was/lived in was) owned and operated by (READ LIST)?

	A for-profit company	A religious organization	Some other non-profit organization	The government	Don't know
Experienced	33	10	12	9	37

(Asked of those who in the past three years have been a resident or have a family member or friend as a resident in a nursing home)

82. Have you ever made a complaint to the administration of a nursing home?

	Yes	No	Don't know
Experienced	34	65	1

(Asked of those who made a complaint to the administrations of a nursing home)

82A. Was that complaint mainly about the quality of care, the cost, or some other problem?

	Quality of Care	The Cost	Some other problem	Don't know
Experienced	75	1	24	1

Q82/82A Combination Table

	---Complaint to administration of a nursing home---			Have not made complaint	Don't know
	Quality of care	Cost	Some other problem		
Experienced	25	*	8	65	1

(Asked of those who made a complaint to the administrations of a nursing home)

82B. Was that complaint resolved to your satisfaction, or not?

	Yes	No	Don't know
Experienced	43	56	1

Q82/82A/82B Combination Table

	Experienced
<i>Have complained to administration</i>	34
Complaint was resolved	15
Quality of care	8
Cost	*
Some other problem	6
Complaint was not resolved	19
Quality of care	16
Cost	-
Some other problem	2
<i>Have not complained to administration</i>	65
<i>Don't know</i>	1

(Asked of those who in the past three years have been a resident or have a family member or friend as a resident in a nursing home)

83. Have you ever made a complaint to a state or federal government agency about a nursing home?

	Yes	No	Don't know
Experienced	8	91	1

(Asked of those who made a complaint to a state or federal government agency about a nursing home)

83A. Was that complaint mainly about the quality of care, the cost, or some other problem?

	Quality of Care	The Cost	Some other problem	Don't know
Experienced	90	-	4	6

Q83/83A Combination table

	COMPLAINT TO STATE OR FEDERAL AGENCY			Have not made complaint	Don't know
	Quality of care	Cost	Some other problem		
Experienced	6	-	*	91	1

(Asked of those who made a complaint to a state or federal government agency about a nursing home)

83B. Was that complaint resolved to your satisfaction, or not?

	Yes	No	Don't know
Experienced	27	73	-

Q83/83A/83B Combination Table

	Experienced
<i>Have complained to state or federal agency</i>	8
Complaint was resolved	2
Quality of care	1
Cost	-
Some other problem	-
Complaint was not resolved	6
Quality of care	5
Cost	-
Some other problem	*
<i>Have not complained to state or federal agency</i>	91
<i>Don't know</i>	1

DEMOGRAPHICS

(Asked of total respondents)

D01. In general, would you say your health is excellent, very good, good, only fair, or poor?

	--EXCELLENT/VERY GOOD/GOOD--				----ONLY FAIR/POOR----			Don't know
	NET	Excellent	Very Good	Good	NET	Only Fair	Poor	
<i>Total</i>	86	33	28	25	14	10	4	-
Experienced	84	31	24	29	16	12	4	-
Non-Experienced	86	34	29	24	14	10	4	-

(Asked of total respondents)

D02. In politics today, do you consider yourself a Republican, a Democrat, an Independent, or something else?

	Republican	Democrat	Independent	Something else	Don't Know
<i>Total</i>	29	35	24	10	3
Experienced	29	41	19	8	3
Non-Experienced	29	33	25	10	3

(Asked of total respondents)

D03. Would you say your views in most political matters are liberal, moderate, or conservative?

	Liberal	Moderate	Conservative	Don't Know
<i>Total</i>	24	36	34	5
Experienced	27	37	33	3
Non-Experienced	23	36	35	6

(Asked of total respondents)

D04. Some people are registered to vote and others are not. Are you currently registered to vote at your present address?

	Yes	No	Don't Know
<i>Total</i>	78	22	*
Experienced	86	14	-
Non-Experienced	75	24	*

(Asked of total respondents)

D05. Are you currently married, living with a partner, widowed, divorced, separated, or have you never been married?

	Married	Living with a partner	Widowed	Divorced	Separated	Never been married	Don't know
<i>Total</i>	52	7	7	11	2	20	-
Experienced	57	7	11	10	2	11	-
Non-Experienced	51	6	6	11	2	23	-

(Asked of total respondents)

D06. Including yourself, how many adults, 18 or older, are there living in your household?

	1	2	3	4	5	6	7+	Don't know
<i>Total</i>	28	54	13	4	1	*	*	*
Experienced	29	54	13	4	1	-	-	*
Non-Experienced	27	54	13	4	1	*	*	*

(Asked of total respondents)

D07. Do you have any children under age 18 living in your household?

	Yes	No	Don't Know
<i>Total</i>	38	62	-
Experienced	35	65	-
Non-Experienced	39	61	-

(Asked of total respondents)

D08. Do you have any children age 18 or older, regardless of whether they currently live with you or live somewhere else?

	Yes	No	Don't Know
<i>Total</i>	45	55	-
Experienced	56	44	-
Non-Experienced	42	58	-

(Asked of total respondents)

D09. How important is religion in your everyday life: The most important thing in your life; very important, but not the most important thing; somewhat important; or not too important?

	-----IMPORTANT-----			-----NOT IMPORTANT-----			Don't know
	NET	Most important thing	Very, but not the most important	NET	Somewhat important	Not too important	
<i>Total</i>	65	23	42	35	21	14	*
Experienced	70	25	45	30	18	11	*
Non-Experienced	63	23	41	36	22	14	*

(Asked of total respondents)

D10. What is your religious preference? Are you Protestant, Roman Catholic, Jewish, some other religion, or no religion?

	Protestant	Roman Catholic	Jewish	Some other religion	No religion	Don't Know
<i>Total</i>	40	24	2	25	8	1
Experienced	46	23	2	23	6	*
Non-Experienced	38	25	2	26	9	1

(Asked of respondents who are some other religion)

D10A. Do you consider yourself a Christian?

	Yes	No	Don't Know
<i>Total</i>	78	22	-
Experienced	86	14	-
Non-Experienced	76	24	-

(Asked of respondents who are Christians/Protestants)

D10B. Would you consider yourself as a born-again or evangelical Christian, or not?

	Yes	No	Don't Know
<i>Total</i>	60	36	4
Experienced	60	36	4
Non-Experienced	60	36	4

D010/D010A Summary table

-----PROTESTANT/OTHER CHRISTIAN-----								
	NET	Protestant	Other Christian	Roman Catholic	Jewish	Some other religion/Not Christian	No religion	Don't Know
<i>Total</i>	59	40	20	24	2	6	8	1
Experienced	66	46	20	23	2	3	6	*
Non-Experienced	57	38	20	25	2	6	9	1

D010/D010A/D010B Summary table

	Born again Protestants/Some other religion/Christian	Protestant not born again	Roman Catholic	Jewish	Some other/not Christian	Other Christian/not born again	No religion	Don't Know
<i>Total</i>	35	16	24	2	6	8	8	1
Experienced	39	17	23	2	3	10	6	*
Non-Experienced	34	16	25	2	6	7	9	1

(Asked of total respondents)

D11. What is the last grade or class that you completed in school?

	5/01 Total	Experienced	Non-Experienced
<i>High school graduate or less</i>	50	52	49
Less than high school graduate	17	20	16
None, or grade 1-8	5	6	4
High school incomplete	12	13	12
High school graduate +	33	32	33
High school graduate	29	29	29
Business, technical/vocational school	4	3	4
<i>Some college or more</i>	50	48	51
Some college, no 4 year degree	27	26	27
College graduate	23	22	24
College graduate	16	14	16
Post-graduate training	8	8	8
<i>Don't Know</i>	-	-	-

(Asked of total respondents)

D12. What is your age?

	18-29	30-49	50-64	65-74	75+	Don't know
<i>Total</i>	22	42	20	9	7	-
Experienced	17	38	25	12	8	-
Non-Experienced	24	43	18	8	7	-

Additional table:

	18-49	50-74	50+	65+
<i>Total</i>	64	29	36	16
Experienced	55	37	45	20
Non-Experienced	67	27	33	15

(Asked of total respondents)

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

	Yes	No	Don't Know
<i>Total</i>	10	90	*
Experienced	8	92	-
Non-Experienced	10	89	*

(Asked of total respondents)

D14. Do you consider yourself to be white, black or African-American, Asian-American, or some other race?

	White	Black/African-American	Asian-American	Some other race	Don't Know
<i>Total</i>	76	13	4	6	1
Experienced	78	12	2	7	1
Non-Experienced	76	13	5	5	2

Race Summary Table

	-----NON-HISPANIC-----				-----HISPANIC-----				Don't Know
	White	Black/African-American	Asian-American	Some other race	NET	White	Black	Unspecified	
<i>Total</i>	71	12	4	2	10	4	1	5	*
Experienced	75	12	2	3	8	2	*	5	-
Non-Experienced	70	12	5	2	10	5	1	5	*

(Asked of total respondents)

D15. Is your total annual household income from all sources and before taxes...?

	5/01 Total	Experienced	Non-Experienced
<i>Less than \$40K</i>	45	42	46
Less than \$15K	12	13	11
\$15K but less than \$20K	6	6	7
\$20K but less than \$25K	6	7	6
\$25K but less than \$30K	7	5	7
\$30K but less than \$40K	12	10	13
Less than \$40K (unspecified)	2	1	2
<i>\$40K+</i>	53	56	51
\$40K but less than \$50K	12	16	11
\$50K but less than \$75K	19	22	18
\$75K but less than \$100K	8	9	8
\$100K+	10	7	11
\$40K+ (unspecified)	4	2	4
<i>Don't Know</i>	2	2	2

D16. All of the information you have provided is confidential. When the results of this survey are published, we or reporters from The NewsHour with Jim Lehrer may want to talk to some of the people we surveyed about their experiences? Would you give us permission to give your name and telephone number to a reporter?

	Yes	No	Don't know
<i>Total</i>	42	58	*
Experienced	43	57	*
Non-Experienced	41	59	*

D17. Gender:

	Male	Female
<i>Total</i>	48	52
Experienced	34	66
Non-Experienced	52	48

D18. Metro Status

	Urban	Suburban	Rural
<i>Total</i>	53	22	25
Experienced	48	24	29
Non-Experienced	54	22	24

D19. Region

	Northeast	North Central	South	West
<i>Total</i>	18	24	38	21
Experienced	17	25	41	18
Non-Experienced	18	23	37	21

Created Variables

Nursing Home Status

	Self/Family/Friend in nursing home in past 3 years	Self/family Friend not in nursing home in past three years
<i>Total</i>	34	66
Experienced	100	-
Non-Experienced	15	85

Assisted Living Status

	Self/Family/Friend in assisted living in past 3 years	Self/family Friend not in assisted living in past three years
<i>Total</i>	25	75
Experienced	43	57
Non-Experienced	19	81

Resided/Visited Nursing Home

	Resided in/Visited family/friend in nursing home in the past three years	Have not resided in nor visited family member or friend in nursing home in the past three years
<i>Total</i>	31	69
Experienced	100	-
Non-Experienced	10	90

Resided/Visited Any Nursing Home

	Resided in/ever visited any nursing home in the past three years	Have not resided in nor ever visited a nursing home in the past three years
<i>Total</i>	72	28
Experienced	100	-
Non-Experienced	64	36

Age/Income

	Less than 65 years old and income under \$30,000	Less than 65 years old and income between \$30,000 and \$49,999	Less than 65 years old and income over \$50,000
<i>Total</i>	23	20	32
Experienced	20	20	33
Non-Experienced	24	20	32

Republican Party/Regulation

	Too much/Right amount	Too little
<i>Total</i>	13	12
Experienced	14	12
Non-Experienced	12	12

Democratic Party/Regulation

	Too much/Right amount	Too little
<i>Total</i>	13	17
Experienced	16	23
Non-Experienced	12	15

Resident's and Family go bankrupt

	Often	Usually not
<i>Total</i>	59	72
Experienced	64	73
Non-Experienced	58	72



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