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The 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

November 2004

Methodology

The National Survey on Consumers' Experiences With Patient Safety and Quality Information is a joint project of the Kaiser Family Foundation, the Agency for Healthcare Research and Quality, and the Harvard School of Public Health. Representatives of the organizations worked together to develop the survey questionnaire and analyze the results.

The survey was conducted by telephone from July 7 to September 5, 2004 among a randomly selected nationally representative sample of 2,012 adults 18 years or older. Interviews were conducted in English and Spanish by Princeton Survey Research Associates. The margin of sampling error is +/-2 percentage points overall. The margin of sampling error will be higher for results based on subsets of respondents.

Before answering questions on medical errors, respondents were all read a common definition of medical errors. They were told, "Sometimes when people are ill and receive medical care, mistakes are made that result in serious harm, such as death, disability, or additional or prolonged treatment. These are called medical errors. Some of these errors are preventable, while other may not be."

Please note: (1) Sampling error is only one of many potential sources of error in this or any public opinion poll. (2) "Vol." indicates that a response was volunteered by respondent, not an explicitly offered choice. (3) Table percentages may not always add up to 100% due to rounding. (4) An asterisk (*) indicates a response of less than 1%.

The Kaiser Family Foundation is a non-profit, private operating foundation dedicated to providing information and analysis on health care issues to policymakers, the media, the health care community, and the general public. The Foundation is not associated with Kaiser Permanente or Kaiser Industries.

The mission of the Agency for Healthcare Research and Quality (AHRQ), a part of the U.S. Department of Health and Human Services, is to improve the quality, safety, efficiency, and effectiveness of health care for all Americans. AHRQ's research is designed to address the most critical aspects of patient safety improvement: how to identify errors and their causes; collect and report information on patient safety problems; and improve safety through the use of evidence-based interventions, tools, and practices, including health information technology.

Harvard School of Public Health is dedicated to advancing the public's health through learning, discovery, and communication. More than 300 faculty members are engaged in teaching and training the 800-plus student body in a broad spectrum of disciplines crucial to the health and well being of individuals and populations around the world. Programs and projects range from the molecular biology of AIDS vaccines to the epidemiology of cancer; from risk analysis to violence prevention; from maternal and children's health to quality of care measurement; from health care management to international health and human rights.

THERE ARE NO QUESTIONS 1 OR 2

3. Please tell me how worried you are about the safety of each of the following. (First/Next) how worried are you about the safety of (ITEM)?

READ FOR FIRST ITEM, THEN AS NECESSARY: Are you very worried, somewhat worried, not too worried, or not at all worried?

ITEM ORDER RANDOMIZED

	<u>Very worried</u>	<u>Somewhat worried</u>	<u>Not too worried</u>	<u>Not at all worried</u>	<u>DK/Ref.</u>
a. The food you and your family eat	13	27	30	30	1
b. The water you and your family drink	19	26	21	34	1
c. The medical care you and your family receive	22	26	23	29	1
d. The air you and your family breathe	20	34	24	22	1

ASSESEMENTS OF HEALTH CARE QUALITY

4. Thinking about the country as a whole, are you generally satisfied or dissatisfied with the quality of health care in this country?

5. Would you say you are very (satisfied/dissatisfied) or somewhat (satisfied/dissatisfied)?

13 Very satisfied
28 Somewhat satisfied
27 Somewhat dissatisfied
28 Very dissatisfied
2 Don't know/Refused

THERE ARE NO QUESTIONS 6 OR 7

8. Thinking about the country as a whole, do you think the quality of health care in this country has gotten better or worse during the past five years, or that it has stayed about the same?

17 Gotten better
40 Gotten worse
38 Stayed about the same
4 Don't know/Refused

9. On another subject...What specifically do you think is most important in determining the quality of health care patients receive? Just tell me the first thing that comes to mind...

(OPEN ENDED QUESTION)

- 14 Health care affordability/cost
- 13 Doctor's qualifications and experience
- 9 Total access/availability for everyone
- 8 Insurance coverage of care and procedures
- 3 Prescription medicine- cost and coverage
- 3 Other staff qualified and courteous
- 3 Time doctor spends with patient
- 2 Ability to chose own doctor
- 2 Low incidence of medical errors
- 2 Availability of appointments
- 2 Results/patient outcome
- 1 Deal with doctor not HMO/insurance company
- 1 Universal/government provided insurance
- 1 Promptness/no excessive waiting at appointments
- 1 Hospital reputable/good facilities
- 1 Nursing staff shortage
- 1 Medical technology/research
- * Trust in doctor
- * Medicaid
- * Medicare
- * Social Security
- * Referrals to specialists
- * Government/American Medical Association oversight
- * Language
- * Patient access to information
- 4 Quality of care- other
- 4 Patient/Provider- Other
- 1 Cost- other
- * Programs- other
- 7 Other
- 16 Don't know/Refused

10. Now please tell me if you have ever done each of the following? Have you ever (ITEM), or not?

ITEM ORDER RANDOMIZED

	<u>Yes</u>	<u>No</u>	<u>Doesn't apply</u>	<u>DK/ Ref.</u>
a. Asked your doctor questions about your health or any treatment that he or she has prescribed	83	15	1	*
b. Brought a friend or a relative to a doctors appointment so that they can help ask questions and understand what the doctor was telling you	43	57	*	*
c. Called to check on the results of medical tests you had done	69	29	1	*
<i>Items D-F Based on one-half of (n=988)</i>				
d. Brought a list of all of the medications you were taking to a doctors appointment, including non-prescription drugs	48	47	5	*
e. Checked the medication that a pharmacist gave you with the prescription that your doctor wrote	69	29	2	*
f. Told a doctor, nurse, or surgeon about any drug allergies when they did not ask for this information	39	54	7	1
<i>Items G-H Based on one-half of (n=1024)</i>				
g. Consulted your doctor about the hospital that you go to	37	60	3	*
h. Talked to a surgeon about the details of surgery such as exactly what they will be doing, about how long it will take, and the recovery process	66	29	5	*

USING INFORMATION ABOUT QUALITY

THERE IS NO QUESTION 11

12. 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?

- 41 Yes
- 58 No
- 1 Don't know/Refused

13. Did you see ANY information comparing the QUALITY among different (ITEM)... in the past 12 months, or not?

- 35 Total saw any information
 - 11 About doctors
 - 22 About hospitals
 - 28 About health insurance plans
- 65 Total didn't see any information

14. Did you personally USE the information you saw comparing quality among doctors in making any decisions about doctors, or not?

Based on those saw information about the quality of doctors (n=246)

- 49 Yes, used
- 51 No, did not use
- * Don't know/Refused

15. Did you personally USE the information you saw comparing quality among hospitals in making any decisions about hospitals, or not?

Based on those saw information about the quality of hospitals (n=484)

- 38 Yes, used
- 61 No, did not use
- 1 Don't know/Refused

16. Please tell me whether or not each of the following is a reason why you didn't personally use the information you saw comparing the quality of hospitals. What about this possible reason...(ITEM)?

READ FOR FIRST ITEM, THEN AS NECESSARY. Is this a reason why you didn't use this information, or not?

ITEM ORDER RANDOMIZED

Based on those who saw but did not use information on the quality of hospitals (n=303)

	<u>Yes</u>	<u>No</u>	<u>DK/ Ref.</u>
a. You didn't need to make any decisions about hospitals at the time	68	31	1
b. The information you saw about the quality of hospitals was confusing or difficult to understand	10	89	2
c. The information you saw didn't cover the specific hospital you needed to know about	34	65	2
d. Factors other than quality, such as location or cost, were more important in your decision-making	42	55	2
e. The information you saw about the quality of hospitals wasn't specific to your personal health conditions or concerns	53	46	1
f. Some other reason I haven't already mentioned	20	79	1

17. Did you personally USE the information you saw comparing quality among health insurance plans in making any decisions about health plans, or not?

Based on those saw information about the quality of health insurance plans (n=598)

- 48 Yes, used
- 52 No, did not use
- * Don't know/Refused

Summary Table: Used Quality Information (Q13 combined with Q14, Q15, and Q17)

Did you personally USE the information you saw comparing quality among (doctors/hospitals/health plans) in making any decisions about (doctors/hospitals/health plans), or not?

19	Used Any Quality Information
6	Used Quality Information about Doctors
8	Used Quality Information about Hospitals
13	Used Quality Information about Health Plans
16	Saw Information, But Did Not Use It
65	Did Not See Quality Information (and Did Not Use)

18. Please tell me whether or not each of the following is a reason why you didn't personally use the information you saw comparing the quality of health plans. What about this possible reason...(INSERT)?

(READ FOR FIRST ITEM, THEN AS NECESSARY) Is this a reason why you didn't use this information, or not?

ITEM ORDER RANDOMIZED

Based on those who saw but did not use information on the quality of health plans (n=302)

	<u>Yes</u>	<u>No</u>	<u>DK/Ref.</u>
a. You didn't need or weren't in a position to make any decisions about health plans at the time	64	36	0
b. The information you saw about the quality of health plans was confusing or difficult to understand	23	76	1
c. The information you saw didn't cover the specific health plans you needed to know about	38	59	3
d. Factors other than quality, such as location or cost, were more important in your decision-making	35	64	1
e. The information you saw about the quality of health plans wasn't specific to your personal health conditions or concerns	40	58	2
f. Some other reason I haven't already mentioned	20	80	1

19. Suppose you wanted to find information comparing the quality of health care among different doctors, hospitals, or health plans. Please tell me how likely you would be to do each of the following to try to find the information about quality that you were looking for. (First,) how likely would you be to...(ITEM)?

(READ FIRST TIME, THEN AS NECESSARY) Would you be very likely, somewhat likely, not too likely, or not likely at all to do this?

ITEM ORDER RANDOMIZED

	<u>Very</u>	Some - <u>what</u>	<u>Not</u> <u>too</u>	Not <u>at all</u>	DK/ <u>Ref</u>
a. Contact someone at your health plan, or refer to materials provided by the plan for quality information	36	36	11	16	2
b. Refer to a section of a newspaper or magazine that lists quality information	16	30	19	34	1
c. Order a printed booklet with quality information by phone, mail, or online	20	29	18	32	1
d. Go online to an Internet web site that posts quality information	37	22	9	32	1
e. Contact a state agency for quality information	18	26	22	33	1
ALWAYS ASK ITEMS f & g AS A PAIR, IN ORDER					
f. Ask YOUR doctor, nurse or other health professionals you know for their recommendation	65	23	5	6	1
g. Ask friends, family members, or co-workers who have had experience as patients for their recommendation	65	23	4	7	1
Item H Based on those 65 and older (n=399)					
h. Contact the Medicare program	36	24	9	26	5

THERE IS NO QUESTION 20

21. Please tell me how much you think each of the following kinds of information would tell you about the QUALITY of a doctor, if you wanted to compare two or more doctors. (First,) what about...(ITEM)?

(READ FOR FIRST ITEM, THEN AS NECESSARY) Would this tell you a lot, something, only a little, or nothing about the quality of a doctor?

ITEM ORDER RANDOMIZED

Based on one-half of respondents (n=988)

	<u>A lot</u>	<u>Some</u>	<u>A little</u>	<u>Nothing</u>	<u>DK/Ref</u>
a. Whether a doctor attended a well-known medical school or training program	37	32	20	10	1
b. Whether a doctor has admission privileges to send patients to a particular local hospital	35	30	20	12	4
c. Whether a doctor has been rated "the best" by a local newspaper or magazine	28	29	22	19	2
d. Whether a doctor is board certified, that is, has had additional training and testing in his or her area of specialty	65	22	7	4	1
e. How patients who are surveyed rate how well the doctor communicates	52	28	13	5	2
f. Whether a doctor charges more than other doctors do	18	22	23	33	4
g. How many malpractice suits a doctor has had filed against him or her	64	19	9	5	3
h. How many times a doctor has done a specific medical procedure	66	21	8	4	1

22. 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?

Based on one-half of respondents (n=988)

- 48 Surgeon who treated family or friends, but not well rated
- 46 Surgeon who had not treated family or friends, but rated higher
- 7 Don't know/Refused

23. Please tell me how much you think each of the following kinds of information would tell you about the QUALITY of a hospital, if you wanted to compare two or more hospitals. (First,) what about... (ITEM)?

(READ FOR FIRST ITEM, THEN AS NECESSARY) Would this tell you a lot, something, only a little, or nothing about the quality of a hospital?

ITEM ORDER RANDOMIZED

Based on one-half of respondents (n=1024)

	<u>A lot</u>	<u>Some</u>	<u>A little</u>	<u>Nothing</u>	<u>DK/ Ref</u>
a. How patients who are surveyed rate the quality of care	52	29	13	3	3
b. The number of patients who do NOT get the standard recommended treatments, such as aspirin after heart attack	47	27	15	6	5
c. How many patients die after having surgery at the hospital	57	20	13	6	4
d. Reports of medical errors or mistakes that lead to harm for patients, such as a wrong dose or kind of medicine being given or the wrong operation being done	70	17	6	4	2
e. Whether the hospital has passed a review and been accredited by an independent organization that evaluates hospitals	50	26	15	6	3
f. Whether the hospital has been rated “the best” by a newspaper or magazine	28	32	21	17	2
g. Whether the hospital is a teaching hospital and trains doctors, nurses and other health professionals	44	31	15	8	2
h. How much experience the hospital has in performing a particular test or surgery you or your family may need	65	20	8	4	3
i. How long it takes the hospital lab to get test results back to you	47	30	15	6	3

24. 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?

Based on one-half of respondents (n=1024)

- 61 Hospital that is familiar
- 33 Hospital that is rated higher
- 6 Don't know/Refused

25. Please tell me how much you think each of the following kinds of information would tell you about the QUALITY of a health plan, if you wanted to compare two or more plans. First, (next) what about... (ITEM)?

(READ FOR FIRST ITEM, THEN AS NECESSARY) Would this tell you a lot, something, only a little, or nothing about the quality of a health plan?

ITEM ORDER RANDOMIZED

	<u>A lot</u>	<u>Some</u>	<u>A little</u>	<u>Nothing</u>	<u>DK/Ref</u>
<i>Items A-G are based on one-half of respondents (n=988)</i>					
a. The percentage of plan members who get preventive care for things like high blood pressure and breast cancer screening and well-baby care	62	25	9	3	1
b. How patients who are surveyed rate the quality of care	60	25	11	2	2
c. How quickly patients can get in to be seen by a doctor or get the laboratory tests that they need	61	25	9	3	2
d. Turnover rates of doctors in the plan, that is, the percentage of doctors who leave the plan each year	47	30	15	5	3
e. Whether the plan has passed a review and been accredited by an independent organization that evaluates plans	44	33	16	4	3
f. Whether the plan has programs to help people with chronic illnesses – such as diabetes, heart disease, or HIV – monitor their condition and improve their health	67	22	8	1	1
g. The number of complaints filed by plan members against the health plan	69	20	7	2	
<i>Items H-L are based on one-half of respondents (n=1024)</i>					
h. The number of medical errors or mistakes by the plan's doctors and hospitals that lead to harm for patients	66	21	8	3	
i. The percentage of doctors in the plan who have had a complaint filed against them by patients or lost malpractice lawsuits	62	22	10	5	
j. The range of health benefits available beyond basic medical coverage, such as prescription drugs, eye care, and dental care	58	25	11	4	
k. How easy it is for plan members to see specialists, such as orthopedists, allergists and doctors who treat heart problems	65	22	9	2	
l. How much the health plan costs	40	25	19	13	

26. 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?

Based on one-half of respondents (n=988)

- 25 Employers are a good source
- 69 Don't trust employers
- 7 Don't know/Refused

27. Some people think the opinions of friends and family are a good source of information about health plans because friends and family care about the same things they do when it comes to health care. Others think friends and family don't have enough knowledge and experience to provide good information about health plans. Which comes closer to your view?

Based on one-half of respondents (n=988)

- 59 Rely on family and friends
- 36 Don't have enough knowledge and experience
- 5 Don't know/Refused

28. 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?

Based on one-half of respondents (n=1024)

- 45 Plan recommended by friends
- 49 Plan highly rated by experts
- 6 Don't know/Refused

30. Suppose you HAD TO CHOOSE a new doctor or hospital for you or your family. How much influence would the convenience of the location of the doctor or hospital be in making this choice?

- 44 A lot
- 32 Some
- 13 Only a little
- 9 No influence
- 1 Don't know/Refused

THERE IS NO QUESTION 31

EXPERIENCE WITH HEALTH CARE QUALITY

32. 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?

- 28 Major problem
- 41 Minor problem
- 26 Not a problem at all
- 5 Don't know/Refused

32a. 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?

- 32 Yes
- 67 No
- 1 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 ...(ITEM)?

(READ FOR FIRST ITEM, THEN AS NECESSARY) Has this happened TO YOU very often, somewhat often, not too often, or has this never happened to you?

ITEM ORDER RANDOMIZED

	<u>Very</u>	<u>Somewhat</u>	<u>Not too</u>	<u>Never happened</u>	<u>DK/Ref.</u>
a. Seen a health care professional and noticed that they did not have all of your medical information	6	16	26	51	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	4	9	19	67	*
c. Been told to get a test that you already had done in the past two weeks	3	6	13	77	1
d. Had to wait for test results longer than you thought appropriate	7	16	32	44	1

THERE IS NO QUESTION 34

MEDICAL ERRORS: KNOWLEDGE

Now, on a slightly different topic...

35. How familiar are you with the term “medical error”? Do you know what this term means; have you heard of it, but are not sure what it means; or have you never heard of the term “medical error” before?

43 Know what term means
38 Heard of it, but not sure what it means
19 Never heard term before
* Don't know/Refused

Sometimes when people are ill and receive medical care, mistakes are made that result in serious harm, such as death, disability, or additional or prolonged treatment. These are called medical errors. Some of these errors are preventable, while others may not be. I'd like to ask some questions about preventable medical errors that result in serious harm. If for any of these questions, you feel you haven't heard enough to have an opinion, just say so.

36. When people seek help from a health professional, how often do you think such preventable medical errors are made in their care? Would you say very often, somewhat often, not too often, or not often at all?

7 Very often
29 Somewhat often
44 Not too often
8 Not often at all
12 Don't know/Refused

37. Which of the following do you think is the MORE important cause of preventable medical errors that result in serious harm? Mistakes made by individual health professionals or mistakes made by institutions where they work?

52 Mistakes made by individual health professionals
36 Mistakes made by the institutions where they work
13 Don't know/Refused

38. About how many Americans do you think die in hospitals each year as a result of a preventable medical error? (ANSWER CATEGORIES READ)

18 500
31 5,000
18 50,000
9 100,000 OR
5 500,000 or more
16 **(DO NOT READ)** Don't know
2 **(DO NOT READ)** Refused

39. Realistically, about how many of these deaths do you think could have been prevented?
(ANSWER CATEGORIES READ)

- 11 All of them,
- 25 Three-quarters of them,
- 40 Half of them,
- 14 One-quarter of them, OR
- 1 None of them
- 8 **(DO NOT READ)** Don't know
- 1 **(DO NOT READ)** Refused

40. Is what you know about preventable medical errors based mainly on your own experience, on experiences of your friends and family, or on what you have seen, heard, or read on television, on the radio, or in newspapers?

- 15 Mainly on own experience
- 18 Experience of your friends or family
- 61 What you've seen, hear or read on television, or newspapers
- 6 Don't know/Refused

CAUSES OF MEDICAL ERRORS

41. I'm going to read you a list of some things that could CAUSE preventable medical errors that result in serious harm to the patient. For each one, please tell me how important each is as a cause of these medical errors. (First/Next), (ITEM)?

(READ FOR FIRST ITEM, THEN AS NECESSARY) Is this a very important cause, somewhat important, not very important, or not important at all?

ITEM ORDER RANDOMIZED

	<u>Very</u>	<u>Somewhat</u>	<u>Not very</u>	<u>Not at all</u>	<u>DK/Ref.</u>
<i>Ask item A-D of one-half of (n=988)</i>					
a. Health professionals not working together or not communicating as a team	68	25	3	2	2
b. Doctors not having enough time with patients	70	24	2	1	2
c. The influence of HMOs and other managed care plans on treatment decisions	55	31	5	3	7
d. Lack of computerized medical records	46	34	10	6	4
<i>Ask item E-I of one-half of (n=1024)</i>					
e. Poor training of health professionals	58	26	8	5	3
f. Overwork, stress, or fatigue of health professionals	74	20	2	3	2
g. Not enough nurses in hospitals	69	20	4	4	2
h. Poor handwriting by health professionals	52	32	9	5	2
i. Medical care being very complicated	47	38	6	5	3

PREVENTING MEDICAL ERRORS

Now, I'd like to ask about some possible SOLUTIONS that have been proposed to prevent medical errors that result in serious harm, such as death, disability, or additional painful treatments for patients.

42. Please tell me how effective you think each one of the following would be in reducing preventable medical errors that result in serious harm. (First/Next) how effective would ... (ITEM)?

(READ FOR FIRST ITEM, THEN AS NECESSARY) Do you think this would be very effective, somewhat effective, not very effective, or not effective at all?

ITEM ORDER RANDOMIZED

	<u>Very</u>	<u>Somewhat</u>	<u>Not very</u>	<u>Not at all</u>	<u>DK/Ref.</u>
<i>Items A-F based on one-half of (n=988)</i>					
a. Including a pharmacist on hospital rounds when doctors review the progress of patients	42	36	11	7	4
b. Giving doctors more time to spend with patients	79	18	2	*	1
c. More use of computerized medical records and computers instead of paper records for ordering of drugs and medical tests	51	34	7	3	6
d. Requiring hospitals to report all serious medical errors to a state agency	71	21	4	2	2
e. Having hospitalized patients be taken care of by hospital doctors rather than their regular doctors	21	35	22	16	6
f. More lawsuits for malpractice	21	29	24	22	4
<i>Items g-m based on one-half of (n=1024)</i>					
g. Better training of health professionals	72	21	3	2	2
h. Increasing the number of hospital nurses	67	26	4	2	1
i. Reducing the work hours of doctors in training to avoid fatigue	66	27	3	2	2
j. Using ONLY doctors specially trained in intensive care medicine on intensive care units	66	26	4	2	2
k. Limiting certain high-risk medical procedures to hospitals that do a lot of these procedures	49	37	6	3	4
l. Fining and suspending the license of health professionals who make medical errors	54	32	7	4	3
m. Requiring hospitals to develop systems to avoid medical errors	72	22	2	2	2

43. Which one of the following statements comes closer to your views on how medical errors that result in serious injury or harm should be handled?

(CATEGORIES READ AND ROTATED)

- 92 A. Reporting of serious medical errors should be REQUIRED (OR)
- 6 B. Reporting of serious medical errors should be VOLUNTARY (OR)
- 2 **(DO NOT READ)** Don't know/Refused

44. Assuming that medical errors are reported, should hospital reports of serious medical errors be confidential and only used to learn how to prevent future mistakes or should they also be released to the public?

- 31 Confidential
- 63 Released to the public
- 4 **(DO NOT READ)** Don't know
- 1 **(DO NOT READ)** Refused

45. Should physicians be required to tell patients if a preventable medical error resulting in serious harm is made in their OWN care, or not?

- 88 Yes
- 9 No
- 2 **(DO NOT READ)** Don't know
- 1 **(DO NOT READ)** Refused

39.1 Many experts believe it would be quite costly to reduce medical errors to a very small number. In order to have more protection against medical errors, would you be willing to fund the cost by ...(ITEM)?

(READ FOR FIRST ITEM. THEN AS NECESSARY) Would you be willing to do this or not?

ITEM ORDER ROTATED

Based on one-half of respondents (n=988)

	<u>Yes</u>	<u>No</u>	<u>DK/Ref.</u>
a. Paying \$5 more when you see a doctor	65	32	4
b. Delaying when people become eligible to receive Medicare by 1 month	48	44	8

- 39.2 Many experts believe that in order to reduce medical errors to a very small number, government agencies would need more information about patients and their treatment. In order to reduce medical errors to a very small number, would you be willing to have your health treatment information sent to a government agency if your name and address were not included?
- 39.3 What if your name and address were included in this information sent to a government agency in order to reduce medical errors to a very small number. Would you still be willing to have your health treatment information sent if your name and address were included?

Based on one-half of respondents (n=1024)

- 60 Yes, initially willing
- 33 Still willing
- 25 Now unwilling
- 2 No longer sure
- 36 Not willing
- 4 Don't know/Refused

THERE IS NO QUESTION 46

47. If a preventable medical error that resulted in serious harm were made in your care, how likely do you think the doctor would be to tell you-- very likely, somewhat likely, not very likely, or not at all likely?

- 23 Very likely
- 31 Somewhat likely
- 25 Not very likely
- 19 Not at all likely
- 2 **(DO NOT READ)** Don't know
- * **(DO NOT READ)** Refused

PERSONAL EXPERIENCE WITH MEDICAL ERRORS

48. Have you ever been personally involved in a situation where a preventable medical error was made in YOUR OWN medical care or that of a FAMILY member?

- 34 Yes
- 65 No
- 1 Don't know/Refused

49. Was the error made in your own care, your family member's care, or both?

Based on those involved with a preventable medical error (n=685)

- 27 Own care
- 61 Family members
- 12 Both
- * Don't know/Refused

50. Now, please think about the error that occurred most recently....Did the error have serious health consequences, minor health consequences, or no health consequences at all?

Based on those involved with a preventable medical error (n=685)

- 62 Serious health consequences
- 28 Minor health consequences
- 9 No health consequences at all
- 1 Don't know/Refused

51. Did these serious health consequences include any of the following?

Based on those involved with a preventable medical error and had serious health consequences(n=432)

	<u>Yes</u>	<u>No</u>	<u>DK/Ref.</u>
a. Severe pain	77	21	2
b. Significant loss of time at work, school, or other important life activities	76	24	1
c. Temporary disability	55	44	2
d. Long term disability	53	45	2

Item e based on those who had family member who was involved in medical error (n=334)

e. Death	49	51	0
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Summary Table: Medical Errors and Consequences (Q48 combined with Q50 and Q51)

- 34 Total experienced a medical error
 - 21 Error had serious health consequences
 - 16 Severe pain
 - 16 Significant loss of time at work, school, or other important life activities
 - 12 Temporary disability
 - 11 Long term disability
 - 8 Death
 - 10 Error had minor health consequences
 - 3 Error had no health consequences
- 65 Total didn't experience a medical error
 - 1 Don't Know

52. Still thinking about the most recent incident...How much responsibility, if any, do you think (INSERT READ IN ORDER) had for this medical error?

(READ FOR FIRST ITEM, THEN AS NECESSARY) Would you say a lot of responsibility, a little, or no responsibility at all?

Based on those involved with a preventable medical error (n=685)

	<u>A lot</u>	<u>A little</u>	<u>None</u>	<u>DK/Ref.</u>
a. The doctors involved	72	19	9	*
b. The nurses involved	28	30	40	2
c. Other health care professionals	27	30	40	3
d. The institutions involved, such as hospital, clinic, or nursing home facility	39	23	35	3

53. Did you or your family member sue the health care professional for malpractice, or not?

Based on those involved with a preventable medical error (n=685)

- 11 Yes
- 88 No
- 1 Don't know/Refused

54. Did the doctor or the health professionals involved tell you that a medical error had been made in your or your family member's treatment, or didn't they tell you?

Based on those involved with a preventable medical error (n=685)

- 28 Told you
- 70 Did not tell you
- 2 Don't know/Refused

55. Did the doctor or the health professionals involved apologize to you or your family member for the medical error that was made, or didn't they apologize?

Based on those involved with a preventable medical error (n=685)

- 33 Apologized
- 64 Didn't apologize
- 3 Don't know/Refused

HEALTH INSURANCE COVERAGE

56. Are you, yourself, now covered by any form of health insurance or health plan or do you not have health insurance at this time? (IF RESPONDENT SAYS NO:) 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?
57. Which of the following is your MAIN source of health insurance coverage? Is it...
- 86 Total insured
 - 55 A plan through your or your spouse's employer or union,
 - 8 A plan you purchased yourself,
 - 15 Medicare, the program that provides health insurance primarily to people age 65 and older,
 - 3 Medicaid, the program that provides health insurance and long term care to certain low-income families, OR
 - 4 Some other government program
 - 14 Not insured
 - 1 **(DO NOT READ)** Don't know/Refused
58. As far as you know, did the employer offer you a choice of different health plans, or only one plan?
59. How many different health plans did the employer offer... (READ CATEGORY LIST)?

Based on those who have employer based coverage (n=1130)

- 59 Total offered a choice of plans
 - 6 More than five health plans
 - 33 Three to five plans
 - 17 Two plans
 - 2 Number of plans undesignated
- 39 Only one plan
- 3 Don't know/Refused

HEALTH STATUS

60. Now thinking about your own health status... In general, would you say your health is excellent, very good, good, fair, or poor?
- 20 Excellent
 - 35 Very good
 - 27 Good
 - 12 Fair
 - 5 Poor
 - * **(DO NOT READ)** Don't know/Refused

61. Does any disability, handicap, or chronic disease keep you from participating fully in work, school, housework, or other activities?

18 Yes
82 No
* Don't know/Refused

62. In the past 12 months, how many times have you, yourself, done each of the following...?

a. Made a doctor visit

83	Total with any visits
15	10 or more
12	5-9 visits
10	4 visits
11	3 visits
17	2 visits
19	1 visit
15	No doctor visits
2	Don't know/Refused

b. Had an overnight stay in a hospital

14	Total with any overnight stays
6	2 or more
7	1 overnight stay
86	No overnight stays
1	Don't know/Refused

c. Gone to a hospital emergency room for medical treatment

26	Total with any ER visits
11	2 or more
15	1 visit
73	No ER visits
1	Don't know/Refused

63. 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?

38 Yes
62 No
1 Don't know/Refused

64. Have you or your family ever had problems communicating with your doctor, your doctor's staff, or hospital staff because of language or cultural differences?

- 13 Yes
- 87 No
- * Don't know/Refused

DEMOGRAPHICS

Finally, I'd like to ask you a few questions for statistical purposes only...

D1. RESPONDENT'S GENDER RECORDED BY INTERVIEWER

- 47 Male
- 53 Female

D2. Are you NOW employed full-time, part-time or are you not employed for pay?

- 50 Yes, full-time
- 12 Yes, part-time
- 20 No, not employed
- 13 Retired (**VOL.**)
- 1 Homemaker (**VOL.**)
- 1 Student (**VOL.**)
- 2 Disabled (**VOL.**)
- * Don't know
- * Refused

D3. What is your marital status: Are you married, LIVING as married, divorced, separated, widowed, or have you never been married?

- 55 Married
- 2 Living as married
- 11 Divorced
- 3 Separated
- 9 Widowed
- 20 Never married/Single
- * Don't know/Refused

D4. Is your husband/wife or partner NOW employed full-time, part-time or not employed for pay?

Based on those who are married or living as married (n=1187)

- 60 Yes, full-time
- 8 Yes, part-time
- 17 No, not employed
- 11 Retired (**VOL.**)
- 2 Homemaker (**VOL.**)
- 0 Student (**VOL.**)
- 1 Disabled (**VOL.**)
- * Don't know
- 1 Refused

THERE IS NO QUESTION D5

D6. What is the LAST grade or class that you COMPLETED in school? (CATEGORY LIST NOT READ)

- 5 None, or grade 1-8
- 9 High school incomplete (grades 9-11)
- 33 High school graduate (grade 12 or GED certificate)
- 3 Technical, trade, or vocational school AFTER high school
- 23 Some college, no 4-year degree (includes Associates degree)
- 17 College graduate (B.S., B.A. or other 4-year degree)
- 10 Post-graduate training or professional schooling after college (e.g., toward a master's degree or Ph.D; law or medical school)
- * Don't Know
- * Refused

D7. What is your age?

- 19 18-29
- 39 30-49
- 24 50-64
- 17 65 and older
- 1 Don't know/Refused

D8. Are you, yourself, of Hispanic or Latino background, such as Mexican, Puerto Rican, Cuban, or some other Spanish background?

D9. What is your race? Are you white, black, Asian or some other race?

- 72 White, non-Hispanic
- 11 Black or African American, non-Hispanic
- 11 Hispanic
- 2 Asian
- 3 Other or mixed race
- 1 Undesignated

D10. Last year, that is in 2003, what was your total family income from all sources, before taxes? Just stop me when I get to the right category. (CATEGORY LIST READ)

- 6 Less than \$10,000
- 12 \$10,000 to under \$20,000
- 14 \$20,000 to under \$30,000
- 20 \$30,000 to under \$50,000
- 16 \$50,000 to under \$75,000
- 11 \$75,000 or under \$100,000
- 9 \$100,000 or more
- 4 **(DO NOT READ)** Don't know
- 7 **(DO NOT READ)** Refused



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