

Sick in America Poll

National Public Radio
Robert Wood Johnson Foundation
Harvard School of Public Health

Released May 2012

Sick in America: Experiences with Health Care Costs

Sick being defined as those who had a serious illness, medical condition, injury or disability requiring a lot of medical care OR who had been hospitalized overnight in the past 12 months.

Sick in America: Costs of Care Impact on Family's Financial Situation

Thinking about the cost of your medical care over the past 12 months, how would you describe the overall impact of your medical care costs on your or your family's financial situation? Would you say your medical care costs caused a problem for your or your family's overall financial situation, or not? (If problem) Was it a very serious problem, somewhat serious, or not too serious a problem? *(Among those who had a serious illness, medical condition, injury or disability requiring a lot of medical care or who had been hospitalized overnight in the past 12 months, n=516)*

Very serious problem



Somewhat serious problem



Not too serious a problem



Not a problem



Sick in America: Out of Pocket Costs

Is the cost of what you have to pay out of pocket when you get medical care – that is, costs you pay directly to your doctor, hospital, pharmacy or therapist that are not covered by insurance – a problem for you, or not? (If problem) Is it a very serious problem, somewhat serious, or not too serious a problem?
(Among those who had a serious illness, medical condition, injury or disability requiring a lot of medical care or who had been hospitalized overnight in the past 12 months, n=516)

A very serious problem for you



A somewhat serious problem



Not too serious a problem



Not a problem at all



Note: "Don't Know/Refused" responses not shown.

Sick in America: Problem with Insurance Company Paying Care Providers

In the past 12 months, did you have a problem with your insurance paying a hospital, doctor or other health care provider? *(Among those who had a serious illness, medical condition, injury or disability requiring a lot of medical care or who had been hospitalized overnight in the past 12 months who are insured or were insured in the past 12 months, n=497)*

Yes



No



Note: "Don't Know/Refused" responses not shown.

Sick in America: Views on Reasonability of Cost of Care - Question 1

Do you think that the amount you paid for the medical care you received during the past 12 months was reasonable or unreasonable? Was that very or somewhat (reasonable/unreasonable)? *(Asked of half of the sample of those who had a serious illness, medical condition, injury or disability requiring a lot of medical care or who had been hospitalized overnight in the past 12 months, n=253)*

Very reasonable



Somewhat reasonable



Somewhat unreasonable



Very unreasonable



Note: "Don't Know/Refused" responses not shown.

Sick in America: Views on Reasonability of Cost of Care - Question 2

Overall, do you think that the cost of the medical care you received during the past 12 months was reasonable or unreasonable? Was that very or somewhat (reasonable/unreasonable)? *(Asked of half of the sample of those who had a serious illness, medical condition, injury or disability requiring a lot of medical care or who had been hospitalized overnight in the past 12 months, n=263)*

Very reasonable



Somewhat reasonable



Somewhat unreasonable



Very unreasonable



Note: "Don't Know/Refused" responses not shown.

Sick in America: Receiving Medical Care in the Past 12 Months

Was there any time during the past 12 months when you needed medical care, but did not get it, OR did you get medical care every time you needed it during the past 12 months? *(Among those who had a serious illness, medical condition, injury or disability requiring a lot of medical care or who had been hospitalized overnight in the past 12 months, n=516)*

Needed care, but I did not get it



17%

Got care every time I needed it



82%

Note: “Don’t Know/Refused” responses not shown.

Sick in America: Reasons for Not Receiving Medical Care When It Was Needed

Was it mainly because (you could not afford that medical care), (your health insurance would not pay for that medical care), or (that medical care was not available in your community)? *(Among those who had a serious illness, medical condition, injury or disability requiring a lot of medical care or who had been hospitalized overnight in the past 12 months **AND** needed medical care but did not get it, n=75)*

You could not afford to get care



Your health insurance would not pay for it



It was not available in your community



Note: "Don't Know/Refused" responses not shown.

Sick in America: Not Able to Receive Needed Medical Care by Insurance Status

Was there any time during the past 12 months when you needed medical care, but did not get it, OR did you get medical care every time you needed it during the past 12 months? (*Among those who had a serious illness, medical condition, injury or disability requiring a lot of medical care or who had been hospitalized overnight in the past 12 months, n=516*)

Responses of those who...

Had insurance the entire year



10%

Were without insurance at some point over the last 12 months



40%*

*Statistically significantly greater than those who had insurance the entire year.

Sick in America: Turned away by Doctor or Hospital for Financial or Insurance Reasons

Was there any time during the past 12 months when you tried to get medical care and were turned away by a doctor or hospital for financial or insurance reasons, or not?

(Among those who had a serious illness, medical condition, injury or disability requiring a lot of medical care or who had been hospitalized overnight in the past 12 months, n=516)

Yes



11%

No



89%

Sick in America: Cost of Health Insurance as a Problem

Is the cost of your health insurance premiums a problem for you, or not? (If problem, ask:) Is it a very serious problem, somewhat serious, or not too serious a problem? *(Among those who had a serious illness, medical condition, injury or disability requiring a lot of medical care or who had been hospitalized overnight in the past 12 months AND currently have health insurance, n=484)*

A very serious problem



A somewhat serious problem



Not too serious a problem



Not a problem



Sick in America: Occurrences of Negotiation for a Lower Charge

In the past 12 months, was there a time when you were able to negotiate a lower charge from a doctor or hospital, or not? *(Among those who had a serious illness, medical condition, injury or disability requiring a lot of medical care or who had been hospitalized overnight in the past 12 months, n=516)*

Yes



13%

No



87%

Sick in America: Patients Who Have Changed Their Doctor

In the past 12 months, have you changed the doctor you were regularly going to, or not? *(Among those who had a serious illness, medical condition, injury or disability requiring a lot of medical care or who had been hospitalized overnight in the past 12 months, n=516)*

Yes



22%

No



78%

Sick in America: Reason for Changing Doctor

Was that mainly (because of a quality problem), (because of a cost problem), (because the doctor was no longer available), or for some other reason? *(Among those who had a serious illness, medical condition, injury or disability requiring a lot of medical care or who had been hospitalized overnight in the past 12 months **AND** changed doctor in past 12 months, n=98)*

Because of a quality problem



Because of a cost problem



Because the doctor was no longer available



For some other reason



Sick in America: Experiences with Quality of Care

Sick being defined as those who had a serious illness, medical condition, injury or disability requiring a lot of medical care OR who had been hospitalized overnight in the past 12 months.

Sick in America: Experiences with Health Care Professionals When Dealing with Own Medical Problem, Part 1

In the past 12 months, was there ever a time when dealing with doctors, nurses or other health care professionals about your own medical problem when any of the following things happened? *(Among those who had a serious illness, medical condition, injury or disability requiring a lot of medical care or who had been hospitalized overnight in the past 12 months, n=516)*

A doctor, nurse or other health professional did not spend enough time with you



A doctor, nurse or other health professional was not accessible either by phone or in person



Your condition was not well-managed



A doctor, nurse or other health professional did not provide all the needed information about your treatment or prescriptions



Sick in America: Experiences with Health Care Professionals When Dealing with Own Medical Problem, Part 2

In the past 12 months, was there ever a time when dealing with doctors, nurses or other health care professionals about your own medical problem when any of the following things happened? *(Among those who had a serious illness, medical condition, injury or disability requiring a lot of medical care or who had been hospitalized overnight in the past 12 months, n=516)*

You had to see multiple medical professionals, and no one doctor understood or kept track of all the different aspects of your medical issues and treatments



A doctor, nurse or other health professional did not treat you with dignity and respect or did not listen to your concerns



A doctor, nurse or other health professional did not describe the choices and trade-offs of possible tests or treatments



You were not treated as well as other patients because of your health insurance situation



Sick in America: Experiences with Quality of Health Care - Part 1

In the past 12 months, when dealing with your own medical problem, was there ever a time when any of the following things happened?*(Among those who had a serious illness, medical condition, injury or disability requiring a lot of medical care or who had been hospitalized overnight in the past 12 months, n=516)*

You had to wait for an appointment with a doctor longer than you thought reasonable



You had to bring an X-ray, MRI, or other type of test result with you to a doctor's appointment



You saw a health care professional who did not have all of your relevant medical information



You had to wait for test results longer than you thought reasonable



You did not get all the tests your thought you should



You did not get a treatment or test because your insurer wouldn't pay for it



Sick in America: Experiences with Quality of Health Care - Part 2

In the past 12 months, when dealing with your own medical problem, was there ever a time when any of the following things happened?*(Among those who had a serious illness, medical condition, injury or disability requiring a lot of medical care or who had been hospitalized overnight in the past 12 months, n=516)*

The doctor or other health professional recommended to you was not accepting new patients or taking your insurance or Medicare



You did not have access to the latest medical technology



You were tested or treated for something you thought was unnecessary



You had to redo a test or procedure because the doctor didn't have the earlier test results



You could not get an appointment or referral to see a specialist you thought you needed



You believe you were given the wrong diagnosis, treatment, or test



Sick in America: Level of Satisfaction with Quality of Care Received

How satisfied were you with the quality of medical care you received during the past 12 months? (*Asked of those who had a serious illness, medical condition, injury or disability requiring a lot of medical care or who had been hospitalized overnight in the past 12 months, n=516*)

Very satisfied



Somewhat satisfied, but some things could have been better



Somewhat dissatisfied, a lot of things could have been better



Very dissatisfied



Note: "Don't Know/Refused" responses not shown.

Sick in America: Experiences with Hospitalization

Among those who have been hospitalized overnight in the past 12 months.

Hospitalized in America: Level of Satisfaction with Quality of Care Received

How satisfied were you with the quality of medical care you received while you were in the hospital? Very satisfied; somewhat satisfied, but some things could have been better; somewhat dissatisfied, a lot of things could have been better; or very dissatisfied? (Asked of those who have been hospitalized over night in the past 12 months, n=291)

Very satisfied



Somewhat satisfied, but some things could have been better



Somewhat dissatisfied, a lot of things could have been better



Very dissatisfied



Note: "Don't Know/Refused" responses not shown.

Hospitalized in America: Views on Reasonability of Cost of Care - Question 1

Do you think that the amount you paid for the medical care you received in the hospital was reasonable or unreasonable? Was that very or somewhat (reasonable/unreasonable)? *(Asked of half of the sample of those who have been hospitalized over night in the past 12 months n=138)*

Very reasonable



Somewhat reasonable



Somewhat unreasonable



Very unreasonable



Note: "Don't Know/Refused" responses not shown.

Hospitalized in America: Views on Reasonability of Cost of Care - Question 2

Overall, do you think that the cost of the medical care you received in the hospital was reasonable or unreasonable? Was that very or somewhat (reasonable/unreasonable)? *(Asked of half of the sample of those who have been hospitalized over night in the past 12 months n=153)*

Very reasonable



Somewhat reasonable



Somewhat unreasonable



Very unreasonable



Note: "Don't Know/Refused" responses not shown.

Hospitalized in America: Problems Faced by Those Who Have Been Hospitalized - Part 1

During your overnight (stay/stays) in a hospital during the past 12 months, was there ever a time when any of the following things happened? (% 'Yes' among those who have been hospitalized over night in the past 12 months, *n*=291)

Nurses were not available when you needed them or did not respond quickly to requests for assistance



There was poor communication among the doctors, nurses and other health care professionals involved in your care



Doctors, nurses and health care professionals did not communicate information about your condition or treatment clearly to you or a family member



Doctors were not available or did not respond quickly when you needed them



The doctors and nurses did not give you the information you needed about your care after leaving the hospital



Doctors, nurses or other health care professionals did not wash hands or use hand sanitizer every time before entering the room or examining you



Hospitalized in America: Problems Faced by Those Who Have Been Hospitalized - Part 2

During your overnight (stay/stays) in a hospital during the past 12 months, was there ever a time when any of the following things happened? (% 'Yes' among those who have been hospitalized over night in the past 12 months, *n*=291)

Your room was not clean enough



You did not have enough privacy



You believe you were given the wrong diagnosis, treatment or test



You got an infection while in the hospital



Nurses did not check your name or allergies before giving you treatment or prescriptions



You were treated poorly because of your race, ethnicity, cultural background or language



Sick Americans' Assessment of Health Care Costs and Reasons for Cost of Care Problems

Sick Americans' Views on the Costs of Health Care in the Country

Generally speaking, do you think health care costs are a problem for the country, or not a problem? (If problem) Do you think it is a very serious problem, somewhat serious, or not too serious a problem? *(Among those who had a serious illness, medical condition, injury or disability requiring a lot of medical care or who had been hospitalized overnight in the past 12 months, n=516)*

A very serious problem



A somewhat serious problem



Not too serious a problem



Not a problem



Sick Americans' Views on the Changes to Health Care Costs in the Country

Do you think the problem of health care costs in this country has gotten better over the last five years, gotten worse over the last five years, stayed pretty much the same? *(Among those who had a serious illness, medical condition, injury or disability requiring a lot of medical care or who had been hospitalized overnight in the past 12 months, n=516)*

Gotten better over the last five years



Gotten worse over the last five years



Stayed pretty much the same



Note: "Don't Know/Refused" responses not shown.

Sick Americans' Views about Reasons for Rising Health Care Costs - Part 1

A number of things have been suggested as possible reasons for rising health care costs in the country today. Please tell me whether you feel it is a reason or not a reason for rising health care costs in the country today. (If a reason, ask:) Is it a major reason or a minor reason? *(Among those who had a serious illness, medical condition, injury or disability requiring a lot of medical care or who had been hospitalized overnight in the past 12 months, asked of a third of the sample)*

Out of 22 listed Items, those cited by a majority as “**Major Reasons**” for rising cost of health care

Drug companies charging too much money



Hospitals charging too much money



Insurance companies charging too much money



People not taking good care of their health, so many need more medical treatment



Sick Americans' Views about Reasons for Rising Health Care Costs - Part 2

A number of things have been suggested as possible reasons for rising health care costs in the country today. Please tell me whether you feel it is a reason or not a reason for rising health care costs in the country today. (If a reason, ask:) Is it a major reason or a minor reason? *(Among those who had a serious illness, medical condition, injury or disability requiring a lot of medical care or who had been hospitalized overnight in the past 12 months, asked of a third of the sample)*

Out of 22 listed Items, those cited by a majority as “**Major Reasons**” for rising cost of health care

Fraud and abuse by some hospitals, doctors and nursing homes



Doctors charging too much money



Patients' medical care not being well-coordinated, leading to duplication of tests and treatments or necessary tests or treatments not being ordered at all



Some well-known hospitals or doctor groups using their influence to get higher payments from insurance companies



Sick Americans' Views about Reasons for Rising Health Care Costs- Part 3

A number of things have been suggested as possible reasons for rising health care costs in the country today. Please tell me whether you feel it is a reason or not a reason for rising health care costs in the country today. (If a reason, ask:) Is it a major reason or a minor reason? *(Among those who had a serious illness, medical condition, injury or disability requiring a lot of medical care or who had been hospitalized overnight in the past 12 months, asked of a third of the sample)*

Out of 22 listed Items, those cited by a majority as “**Major Reasons**” for rising cost of health care

People getting more expensive tests and services than they really need



The population as a whole is getting older and older, people require more medical services



Too much government regulation



Medicare and Medicaid not doing enough to keep their costs down



Sick Americans on the Value of Their Care

Thinking about both the cost and quality of the health care that you receive, do you think that you get good value for the money, or not? *(Asked of half the sample among those who had a serious illness, medical condition, injury or disability requiring a lot of medical care or who had been hospitalized overnight in the past 12 months, n=263)*

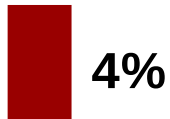
Get a good value



Don't get a good value



Depends (Vol.)



Note: "(Vol.)"= volunteered response
"Don't Know/Refused" responses not shown.

Sick Americans on the Value of Their Care

Thinking about both the cost and quality of the health care that you receive, do you think that you get good value for what you pay toward the cost of your health care, or not?

(Asked of half the sample among those who had a serious illness, medical condition, injury or disability requiring a lot of medical care or who had been hospitalized overnight in the past 12 months, n=253)

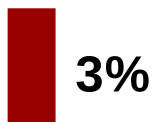
Get a good value



Don't get a good value



Depends (Vol.)



Note: "(Vol.)"= volunteered response
"Don't Know/Refused" responses not shown.

Sick Americans' Assessment of Health Care Quality and Reasons for Quality Problems

Sick Americans' Views on the Quality of Health Care in the Country

Generally speaking, do you think the quality of health care is a problem for the country, or not a problem? (If a problem, ask:) Do you think it is a very serious problem, somewhat serious, or not too serious a problem? *(Among those who had a serious illness, medical condition, injury or disability requiring a lot of medical care or who had been hospitalized overnight in the past 12 months, n=516)*

A very serious problem



A somewhat serious problem



Not too serious a problem



Not a problem



Note: "Don't Know/Refused" responses not shown.

Sick Americans' Views on Changes in Quality of Health Care in the Country

Do you think the quality of health care in this country has gotten better over the last five years, gotten worse over the last five years, stayed pretty much the same?

(Among those who had a serious illness, medical condition, injury or disability requiring a lot of medical care or who had been hospitalized overnight in the past 12 months, n=516)

Gotten better over the last five years



Gotten worse over the last five years



Stayed pretty much the same



Note: "Don't Know/Refused" responses not shown.

Sick Americans' Views about Reasons for Problems with Quality of Care - Part 1

A number of things have been suggested as possible reasons for problems with the quality of health care in the country today. For each thing I mention, please tell me whether you feel it is a reason or not a reason for problems with the quality of health care in the country today. (If a reason, ask:) Is it a major reason or a minor reason? *(Among those who had a serious illness, medical condition, injury or disability requiring a lot of medical care or who had been hospitalized overnight in the past 12 months, asked of a third of the sample)*
Out of 18 listed items, those cited by a majority as “Major Reasons” for problems with quality of health care

Some people not being able to afford to get the tests or drugs they need



Many people not being able to get access to the high-quality doctors and hospitals that exist



The influence of health insurance plans on treatment decisions



People not getting the tests or drugs they need



Sick Americans' Views about Reasons for Problems with Quality of Care - Part 2

A number of things have been suggested as possible reasons for problems with the quality of health care in the country today. For each thing I mention, please tell me whether you feel it is a reason or not a reason for problems with the quality of health care in the country today. (If a reason, ask:) Is it a major reason or a minor reason? *(Among those who had a serious illness, medical condition, injury or disability requiring a lot of medical care or who had been hospitalized overnight in the past 12 months, asked of a third of the sample)*
Out of 18 listed items, those cited by a majority as “**Major Reasons**” for problems with quality of health care

People getting too many tests or drugs they don't need



Doctors or nurses not spending enough time with patients



People not following through on the advice or treatment recommendations of their doctors



Sick Americans' Preference on Approach to Care

Generally speaking, when you go see a doctor for a specific medical issue , what would you prefer...? *(Among those who had a serious illness, medical condition, injury or disability requiring a lot of medical care or who had been hospitalized overnight in the past 12 months, n=516)*

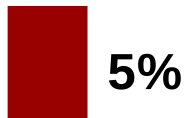
That the doctor focus on just trying to resolve that issue



Doctor also spend time discussing other, broader health issues that might affect your long-term health



Depends (Vol.)



Note: "(Vol.)"= volunteered response
"Don't Know/Refused" responses not shown.

General Public's Assessment of Health Care Costs and Reasons for Cost of Care Problems

Public's Views on the Costs of Health Care in the Country

Generally speaking, do you think health care costs are a problem for the country, or not a problem? (If a problem, ask:) Do you think it is a very serious problem, somewhat serious, or not too serious a problem?

A very serious problem



A somewhat serious problem



Not too serious a problem



Not a problem



Public's Views on the Changes to Health Care Costs in the Country

Do you think the problem of health care costs in this country has gotten better over the last five years, gotten worse over the last five years, stayed pretty much the same?

Gotten better over the last five years



Gotten worse over the last five years



Stayed pretty much the same



Note: "Don't Know/Refused" responses not shown.

Public's Views about Reasons for Rising Health Care Costs - Part 1

A number of things have been suggested as possible reasons for rising health care costs in the country today. Please tell me whether you feel it is a reason or not a reason for rising health care costs in the country today. (If a reason, ask:) Is it a major reason or a minor reason? *(Percent saying each of the following are major reasons)*

Out of 22 listed items, those cited by a majority as "Major Reasons" for rising cost of health care

Insurance companies charging too much money



Drug companies charging too much money



Hospitals charging too much money



People not taking good care of their health, so many need more medical treatment



The number of medical malpractice lawsuits



Public's Views about Reasons for Rising Health Care Costs - Part 2

A number of things have been suggested as possible reasons for rising health care costs in the country today. Please tell me whether you feel it is a reason or not a reason for rising health care costs in the country today. (If a reason, ask:) Is it a major reason or a minor reason? *(Percent saying each of the following are major reasons)*

Out of 22 listed items, those cited by a majority as "Major Reasons" for rising cost of health care

Doctors charging too much money



People getting more expensive tests and services than they really need



Fraud and abuse by some hospitals, doctors and nursing homes



Some well-known hospitals or doctor groups using their influence to get higher payments from insurance companies



People having to pay for free care for people who don't have health insurance



The population as a whole is getting older and older people require more medical services



Public Opinion on the Value of their Care

Thinking about both the cost and quality of the health care that you receive, do you think that you get good value for the money, or not? *(Asked of half the sample, n=753)*

Get a good value



Don't get a good value



Depends (Vol.)



Note: "(Vol.)"= volunteered response
"Don't Know/Refused" responses not shown.

Public Opinion on the Value of their Care

Thinking about both the cost and quality of the health care that you receive, do you think that you get good value for what you pay toward the cost of your health care, or not?
(Asked of half the sample, n=755)

Get a good value



Don't get a good value



Depends (Vol.)



Note: "(Vol.)"= volunteered response
"Don't Know/Refused" responses not shown.

General Public's Assessment of Health Care Quality and Reasons for Quality Problems

Public's Views on the Quality of Health Care in the Country

Generally speaking, do you think the quality of health care is a problem for the country, or not a problem? (If a problem, ask:) Do you think it is a very serious problem, somewhat serious, or not too serious a problem?

A very serious problem



A somewhat serious problem



Not too serious a problem



Not a problem



Note: "Don't Know/Refused" responses not shown.

Public's Views on Changes in Quality of Health Care in the Country

Do you think the quality of health care in this country has gotten better over the last five years, gotten worse over the last five years, stayed pretty much the same?

Gotten better over the last five years



Gotten worse over the last five years



Stayed pretty much the same



Note: "Don't Know/Refused" responses not shown.

Public's View about "Major Reasons" for Problems with Quality of Care

A number of things have been suggested as possible reasons for problems with the quality of health care in the country today. For each thing I mention, please tell me whether you feel it is a reason or not a reason for problems with the quality of health care in the country today. (If a reason, ask:) Is it a major reason or a minor reason?

Out of 18 listed items, those cited by a **majority** as "Major Reasons" for problems with quality of health care

Some people not being able to afford to get the tests or drugs they need



The influence of health insurance plans on treatment decisions



Many people not being able to get access to the high-quality doctors and hospitals that exist



People not getting the tests or drugs they need



Public's View about Reasons for Problems with Quality of Care - Second Tier Concerns

A number of things have been suggested as possible reasons for problems with the quality of health care in the country today. For each thing I mention, please tell me whether you feel it is a reason or not a reason for problems with the quality of health care in the country today. (If a reason, ask:) Is it a major reason or a minor reason?

Out of 18 Listed Items, Other Items Cited as "Major Reasons" for Problems with Quality of Health Care

People getting too many tests or drugs they don't need



Doctors or nurses not spending enough time with patients



Overwork, stress, or fatigue of health professionals



People not following through on the advice or treatment recommendations of their doctors



Health professionals not working together or not communicating as a team



Excessive government regulation of doctors and hospitals



Public Preference on Approach to Care

Generally speaking, when you go see a doctor for a specific medical issue , what would you prefer...?

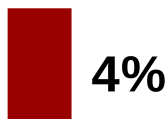
That the doctor focus on just trying to resolve that issue



Doctor also spend time discussing other, broader health issues that might affect your long-term health



Depends (Vol.)



Note: "(Vol.)"= volunteered response
"Don't Know/Refused" responses not shown.

General Public's Attitudes about Doctors 1983-2012

Public's Attitude Toward Doctors

Please tell me if you agree or disagree with each of the following statements about doctors.

Doctors are usually up to date on the latest advances in medicine



Doctors usually explain things well to their patients



Doctors fees are usually reasonable



Most doctors spend enough time with their patients



Doctors are active in trying to hold down the cost of medical care

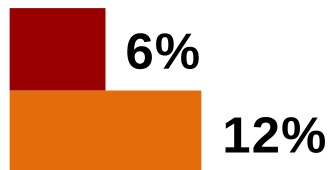


■ 2012
■ 1983 *

Public's Assessment on Number of Doctors in their Community

In your community, do you think there are too many doctors, too few doctors, or about the right amount of doctors?

Too many doctors



Too few doctors



■ 2012
■ 1983*

About the right amount of doctors



*American Medical Association poll, "Attitudes on Health Care Issues Survey," August 1983.

Note: "Don't Know/Refused" responses not shown.