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J15547

3/21/02

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2002 Commonwealth Fund International Health Policy Survey

Field Period: *United States* – March 25, 2002 to May 13, 2002;
New Zealand – March 25, 2002 to May 5, 2002;
Australia – April 2, 2002 to May 1, 2002;
Canada – March 27, 2002 to April 24, 2002;
United Kingdom – April 2, 2002 to April 24, 2002.

QUESTIONNAIRE TOPICS:

Section 000: Preloaded Sample Variables
Section 200: Introduction and Screening
Section 300: Overview of Health System
Section 400: Access to Care
Section 500: Coordination of Care
Section 600: Relationship with Doctor
Section 700: Compliance with Prescription Medications
Section 800: Health Care Coverage
Section 900: Financial Burdens and Worries
Section 100: Demographics

Proprietary Questions Not To Be Released: None
Number of Response Equivalentents (REs): NA
Estimated Survey Duration: 15 minutes
Template: HI
TTT Code (Q23): 079914

[PROGRAMMER NOTE: PLEASE ENSURE THAT ALL MISSING DATA IS REPRESENTED IN SPSS DATA SET AS OUT OF RANGE NEGATIVE NUMBERS]

SECTION 000: PRELOAD SAMPLE VARIABLES**BASE: ALL RESPONDENTS****Q60** COUNTRY CODE (CC):**(115)**

- 1 Australia
- 2 Canada
- 3 New Zealand
- 4 United Kingdom
- 5 United States

BASE: AUSTRALIA (Q60/1)**Q61** COMMUNITY SIZE:**(116)**

- 1 1,000,000 plus
- 2 100,000<1,000,000
- 3 Under 100,000

BASE: CANADA (Q60/2)**Q62** COMMUNITY SIZE:**(117)**

- 1 Under 5,000
- 2 5,000-99, 999
- 3 100,000-999, 999
- 4 1,000,000 and over

BASE: NEW ZEALAND (Q60/3)**Q63** AREA TYPE:**(118)**

- 01 Metropolitan
- 02 Provincial
- 03 Small Town/Rural

BASE: U.S. (Q60/5)**Q65** AREA TYPE**(119)**

- 01 Urban
- 02 Suburban
- 03 Rural

BASE: AUSTRALIA (Q60/1)

Q1301 REGION:

(1346-1347)

- 1 Sydney
- 2 NSW
- 3 Melb
- 4 Vic
- 5 Brisbane
- 6 Qld
- 7 Adelaide
- 8 SA
- 9 Perth
- 10 WA
- 11 Hobart
- 12 Tas
- 13 ACT
- 14 NT

BASE: CANADA (Q60/2)

Q67 REGION:

(121)

- 1 NB/BF/NS/PE
- 2 QC
- 3 ON
- 4 MB/SK/NT
- 5 AB
- 6 BC/YT

BASE: NEW ZEALAND (Q60/3)

Q1302 REGION:

(348-349)

- 01 WHANGAREI
- 02 AUCKLAND ZONE 1
- 03 AUCKLAND ZONE 2
- 04 AUCKLAND ZONE 3
- 05 AUCKLAND ZONE 4
- 06 HAMILTON
- 07 TAURANGA
- 08 ROTORUA
- 09 GISBORNE
- 10 NAPIER/HASTINGS
- 11 NEW PLYMOUTH
- 12 WANGANUI
- 13 PALMERSTON NORTH
- 14 WELLINGTON ZONE 1
- 15 WELLINGTON ZONE 2
- 16 WELLINGTON ZONE 3
- 17 WELLINGTON ZONE 4
- 18 NELSON
- 19 CHRISTCHURCH ZONE 1
- 20 CHRISTCHURCH ZONE 2
- 21 CHRISTCHURCH ZONE 3
- 22 DUNEDIN
- 23 INVERCARGILL
- 24 NORTHLAND RURAL/TOWNS
- 25 AUCKLAND RURAL/TOWNS
- 26 WAIKATO RURAL/TOWNS
- 27 BOP RURAL/TOWNS
- 28 EAST COAST RURAL/TOWNS
- 29 TARANAKI RURAL/TOWNS
- 30 WANGANUI RURAL/TOWNS
- 31 MANAWATU RURAL/TOWNS
- 32 HAWKES BAY RURAL/TOWNS
- 33 WAIRARAPA RURAL/TOWNS
- 34 WGTN/KAPITI RURAL/TOWNS
- 35 NLSN/MARLBURGH RURAL/TOWNS
- 36 WEST COAST S.I.RURAL/TOWNS
- 37 CANTY RURAL/TOWNS
- 38 SOUTH CANTERBURY RURAL/TOWNS
- 39 OTAGO RURAL/TOWNS
- 40 SOUTHLAND RURAL/TOWNS

BASE: U.K. (Q60/4)

Q69 REGION:

(123-124)

- 1 North
- 2 Yorks & Humber
- 3 East Midlands
- 4 East Anglia
- 5 London
- 6 South East
- 7 South West
- 8 West Midlands
- 9 North West
- 10 Wales
- 11 Scotland

BASE: U.S. (Q60/5)

Q80 REGION:

(125)

- 1 East
- 2 South
- 3 Midwest
- 4 West

Section 200: Introduction and Screening

[PROGRAMMER NOTE: IF AUSTRALIA (Q60/1) ASK Q200; IF CANADA (Q60/2) JUMP TO Q202; IF NEW ZEALAND (Q60/3) JUMP TO Q204; IF U.K. (Q60/4) JUMP TO Q206; IF U.S. (Q60/5) JUMP TO Q208]

BASE: AUSTRALIA (Q60/1)

Q200 (INTRO) Good morning/ afternoon/ evening, my name is _____ from AMRInteractive, the market research company. Today we are conducting a short and interesting survey about health issues and we would like to speak to the person in the household who is 18 or older and has the next birthday.

(INTERVIEWER: REPEAT INTRO IF NECESSARY.)

1	Continue	JUMP TO Q210
2	Not available – call back	SCHEDULE CALL BACK
8	Not sure (V)	TERMINATE
9	Decline to answer (V)	TERMINATE

BASE: CANADA (Q60/2)

Q202 (INTRO) Hello, my name is _____ of Research House. We are conducting a brief survey with people in your area today about health issues. We are not selling anything. We would like to ask you some simple questions. The answers you give will be kept strictly confidential.

I would like to speak with the person who is aged 18 or older and who had the last birthday in your household. Would you be that person?

(INTERVIEWER: REPEAT INTRO IF NECESSARY.)

1	Continue	JUMP TO Q210
2	Not available – call back	SCHEDULE CALL BACK
8	Not sure (V)	TERMINATE
9	Decline to answer (V)	TERMINATE

BASE: NEW ZEALAND (Q60/3)

Q204 (INTRO) Good morning/afternoon/evening, my name is _____ from ACNielsen, the International Market Research Company, calling from Auckland. Today we are conducting a short survey about health issues and we would like to speak to the person in your household aged 18 years or over who has the next birthday.

(IF NECESSARY: It will take 10-15 minutes)

(IF NECESSARY: We are an independent market research company and all our work is completely confidential. Your answers will be combined with those of other people and there will be nothing in the results that could identify you.)

(INTERVIEWER: REPEAT INTRO IF NECESSARY.)

1	Continue	JUMP TO Q210
2	Not available – call back	SCHEDULE CALL BACK
8	Not sure (V)	TERMINATE
9	Decline to answer (V)	TERMINATE

BASE: UK (Q60/4)

Q206 Good morning/afternoon/evening. My name is _____ and I'm phoning on behalf of MORI, the social research company. We're conducting a survey among 1000 people in the UK about health issues and wondered if I might ask you some simple questions.

(INTERVIEWER: IF NECESSARY: The interview lasts no longer than 15 minutes.)

(INTERVIEWER: REPEAT INTRO IF NECESSARY.)

(After agreement): Are you over 18? (If not): Please could I speak to someone in your house over 18?

(PROGRAMMER): Repeat intro (Then): I would like to assure you that your answers will be treated in the strictest confidence and your anonymity is assured.

1	Continue	JUMP TO Q210
2	Not available – call back	SCHEDULE CALL BACK
8	Not sure (V)	TERMINATE
9	Decline to answer (V)	TERMINATE

BASE: U.S. (Q60/5)

Q208 (INTRO) Hello, I'm _____ from Harris Interactive, the national survey research firm in New York. We're conducting a survey about health issues for Harvard University and I would like to speak with the youngest adult male, 18 years or older, living in this household who is at home right now. (IF MALE: Is that you or someone else?) [30]

(IF YOUNGEST MALE NOT AVAILABLE: ASK TO SPEAK TO THE NEXT YOUNGEST MALE)

(IF NO MALE AVAILABLE: ASK TO SPEAK TO THE YOUNGEST FEMALE)

(IF NECESSARY: Let me assure you that everything you tell me will be kept in the strictest confidence.)

(INTERVIEWER: REPEAT INTRO IF NECESSARY.)

	(166)	
1	Continue	ASK Q210
2	Not available – call back	SCHEDULE CALL BACK
8	Not sure (V)	TERMINATE
9	Decline to answer (V)	TERMINATE

BASE: ALL RESPONDENTS

Q210 In general, how would you describe your own health? (READ LIST) [IHP2001, 600] [20]

0	
1	Excellent
2	Very good
3	Good
4	Fair
5	Poor
8	Not sure (V)
9	Decline to answer (V)

BASE: ALL RESPONDENTS

Q212 Have you had a serious or chronic illness, injury, or disability that has required **A LOT** (INTERVIEWER NOTE: EMPHASIS ON “A LOT”) of medical care in the last two years? [IHP2001, 602] [15]

- 0
- 1 Yes, had illness, injury, or disability that required a lot of medical care
- 2 No, did not have illness, injury, or disability that required a lot of medical care
- 8 Not sure (V)
- 9 Decline to answer (V)

BASE: ALL RESPONDENTS

Q214 Were you or a family member hospitalized in the past 2 years – other than for a normal, uncomplicated delivery of a baby? (IF YES: Is that you or a family member or both?) [IHP2001, 831] [15]

[SINGLE RESPONSE]

- 0
- 1 Yes, respondent hospitalized
- 2 Yes, family member hospitalized
- 3 Yes, both respondent and family member hospitalized
- 4 No, neither
- 8 Not sure (V)
- 9 Decline to answer (V)

BASE: ALL RESPONDENTS

Q216 Have you or a family member had major surgery in the past 2 years? (IF YES: Is that you or a family member or both?) [NEW] [15]

- 0
- 1 Yes, respondent had major surgery
- 2 Yes, family member had major surgery
- 3 Yes, both respondent and family member had major surgery
- 4 No, neither
- 8 Not sure (V)
- 9 Decline to answer (V)

[PROGRAMMER NOTE: IF AUSTRALIA (Q60/1) ASK Q218; IF NEW ZEALAND (Q60/3) JUMP TO Q220; ALL OTHERS (Q60/2, Q60/4, Q60/5) JUMP TO PROGRAMMER NOTE BEFORE Q222]

BASE: AUSTRALIA (Q60/1)

Q218 If the government were to spend additional money on improving the health care system in this country, how much of a priority should each of the following be (READ LIST)? Which one should be the top priority, the second priority, and the third priority, OR should they be of equal priority? [25]

[PROGRAMMER NOTE: CREATE LOGIC SO THAT ONLY ONE PRIORITY RATING (1-3) IS ASSIGNED TO EACH RESPONSE ITEM. IF RESPONDENT CHOOSES ALL THREE ITEMS EQUAL (4), APPLY TO ALL (3) RESPONSE ITEMS.]

	1	2	3	4	8	9
	Top	Second	Third	All Three	Not	Decline to
	Priority	Priority	Priority	Equal	sure (V)	answer

[ROTATE ITEMS]

- 0 1 Reducing the amount consumers pay out-of-pocket for health care
- 0 2 Improving health by promoting better preventative care and better treatments

- () 3 Improving customer service such as promptness of attention, communication with patients and treating patients with respect.

[PROGRAMMER NOTE: JUMP TO PROGRAMMER NOTE BEFORE Q222]

BASE: NEW ZEALAND (Q60/3)

Q220 How would you feel about enrolling with a GP clinic if they offered to actively follow-up on your health needs, for example call you about screening tests, give you advice, remind you about appointments, and coordinate your health care needs? Do you feel...?(READ LIST) [20]

()

- 1 You would welcome this arrangement
- 2 This would not be important to you, but the idea is fine
- 3 Your doctor already does this
- 4 You disagree with this idea
- 8 Not sure (V)
- 9 Decline to answer (V)

BASE: ALL RESPONDENTS

Q222 ELIGIBLE RESPONDENT/NOT ELIGIBLE RESPONDENT (SEE ELIGIBILITY DEFINITION BELOW) (DOES NOT APPEAR ON SCREEN)

- 1 ELIGIBLE RESPONDENT
- 2 NOT ELIGIBLE RESPONDENT

[PROGRAMMER NOTE: ELIGIBLE RESPONDENTS ARE THOSE WHO MEET AT LEAST ONE OF THE CRITERIA BELOW; ALL OTHERS ARE CONSIDERED NOT ELIGIBLE]

- 1 Q210 =4,5 (FAIR/POOR HEALTH)
- 2 Q212=1 (SERIOUS ILLNESS)
- 3 Q214=1,3 (RESPONDENT HOSPITALIZED)
- 4 Q216=1,3 (MAJOR SURGERY)

[PROGRAMMER NOTE: ALL ELIGIBLE RESPONDENTS ASK Q300. ALL OTHERS (INELIGIBLE RESPONDENTS) JUMP TO Q102]

[VENDOR NOTE: ENSURE THAT ALL QUESTIONS NECESSARY FOR WEIGHTING ARE ASKED OF ALL RESPONDENTS, INCLUDING SCREENOUTS (INELIGIBLES).]

SECTION 300: OVERVIEW OF HEALTH SYSTEM

BASE: ALL ELIGIBLE RESPONENTS

Q300 Please tell me whether you are very satisfied, fairly satisfied, not very satisfied, or not satisfied at all with our country's health care system in general. [15]

0

- 1 Very satisfied
- 2 Fairly satisfied
- 3 Not very satisfied
- 4 Not satisfied at all
- 8 Not sure (V)
- 9 Decline to answer (V)

BASE: ALL ELIGIBLE RESPONENTS

Q302 What do you think are the two biggest problems with the healthcare system in this country? (DO NOT READ ANSWER CHOICES) [30]

[RECORD TWO RESPONSES]

Cost / Finances

- 01 Not being able to afford (private) medical care
- 02 The costs of prescription medicines
- 03 High cost of new treatments
- 04 Shortage of resources / money
- 05 Takes too much in taxes
- 06 Not enough government funding
- 07 Patient user fee
- 08 Other Cost/finances

Quality

- 09 Quality of medical care / services
- 10 Not having the most up to date medical services/treatments
- 11 Quality of hospital facilities / buildings
- 12 Quality varies too much
- 13 Other quality

Coverage

- 14 Doesn't cover everyone
- 15 Doesn't cover enough services
- 16 Not enough choice of doctors
- 17 Seniors/Growing elderly population/Services for seniors/
- 18 Long term care
- 19 Child/Baby Care
- 20 Covers too many people
- 21 Other coverage

Access

- 22 Difficulty seeing specialists / consultants
- 23 Waiting times to get appointments with family / general practitioner
- 24 Waiting time in doctor's office / surgery / clinic
- 25 Waiting times for hospital care/admissions
- 26 Long waiting time (unspec.)
- 27 Lack of accessibility (spec. and unspec.)

Delivery System

- 28 Not enough nurses
- 29 Not enough doctors
- 30 Doctors are too busy
- 31 Closure or merger of hospitals
- 32 Shortage of hospital beds
- 33 For-profit / privatized medical care
- 34 Too much bureaucracy
- 35 Lack of staff (unspec.)
- 36 Abuse of the system by doctors
- 37 Abuse of the system by patients
- 38 Health care fraud
- 39 Governments keep changing health care system
- 40 Attitudes of doctors (e.g. wages, strikes, overworked)
- 41 Inefficient use of funds/Poor organization
- 42 Breakdown of system/Losing our healthcare
- 43 HMOs
- 44 Medicare/Medicaid
- 45 Insurance companies
- 46 Other delivery system

- 47 AIDS/Meningitis/Serious illnesses

- 96 Other (RECORD AT Q304)
- 97 None/No problems E
- 98 Not sure (v) E
- 99 Decline to answer (v) E

BASE: OTHER SPECIFY (Q302/96)**Q304** (RECORD OTHER SPECIFY)**BASE: ALL ELIGIBLE RESPONDENTS****Q308** What is the single most important thing government can do to improve health care in this country?
(DO NOT READ ANSWER CHOICES) [20]

[RECORD ONE RESPONSE ONLY]

- 01 Spend more money
- 02 Reduce bureaucracy
- 03 Reduce waste/fraud/inefficiency
- 04 Increase number of doctors
- 05 Increase number of nurses
- 06 Reduce waiting times
- 07 Help people who are uninsured
- 08 Improve quality of care
- 09 Reduce drug costs
- 10 Reduce doctor/hospital costs
- 11 Reduce emergency room waiting times
- 12 Reduce problems with health plans
- 13 Improve health care for the elderly
- 14 Do more research on diseases.
- 96 Other (RECORD AT Q310)

- 97 None/No problems E
- 98 Not sure (v) E
- 99 Decline to answer (v) E

BASE: OTHER SPECIFY (Q308/96)
Q310 (RECORD OTHER SPECIFY)

BASE: ALL ELIGIBLE RESPONDENTS

Q314 In the past two years, how much of a problem has (READ EACH ITEM) been for you – a big problem, a small problem or not a problem? (READ EACH ITEM) [70]

	1	2	3	4	8	9
	Big	Small	Not a	Didn't	Not Decline to	Not Decline to
	<u>Problem</u>	<u>Problem</u>	<u>Problem</u>	<u>Need care(V)</u>	<u>Sure</u>	<u>Answer</u>

[RANDOMIZE]

- () 1 Poor quality of medical care or medical error
- () 2 Long waits to be admitted to the hospital
- () 3 Doctors not spending enough time with you during office visits
- () 4 Waiting to get an appointment with your regular doctor
- () 5 Having a scheduled surgery or other medical procedure delayed because of cancellation

SECTION 400: ACCESS TO CARE**BASE: ALL ELIGIBLE RESPONDENTS**

Q400 I would now like to ask you about medical care you have received. By medical care we mean any care provided by doctors, nurses, specialists, consultants, other health professionals, hospitals, or clinics.

In general, has the quality of medical care you and your family receive gotten better, worse or is it about the same as it was two years ago? [IHP 2001, Q800] [20]

()

- 1 Better
- 2 Worse
- 3 About the same
- 8 Not sure (v)
- 9 Decline to answer (v)

BASE: ALL ELIGIBLE RESPONDENTS

Q404 In the past 2 years, have you ever been given the wrong medication or wrong dose by a doctor, hospital or pharmacist when filling a prescription at a pharmacy or while hospitalized? [15]

- 1 Yes
- 2 No
- 8 Not sure (v)
- 9 Decline to answer (v)

BASE: ALL ELIGIBLE RESPONDENTS

Q406 In the past 2 years, have you ever been involved in a situation where you believed a medical mistake was made in your treatment or care? (INTERVIEWER NOTE: This means a mistake by doctors, hospitals or other medical care providers) [15]

- 1 Yes
- 2 No
- 8 Not sure (v)
- 9 Decline to answer (v)

[PROGRAMMER NOTE: IF RESPONDENT GIVEN WRONG MEDICATION OR DOSE (Q404/1) OR EXPERIENCED A MEDICAL MISTAKE (Q406/1) ASK Q407; OTHERS JUMP TO Q408.]

BASE: WRONG MEDICATION/DOSE (Q404/1) OR MEDICAL MISTAKE (Q406/1)

Q407 Did this mistake or medication error cause a very serious health problem, somewhat serious health problem, not serious or no health problem at all? [15]

- 1 Very serious problem
- 2 Somewhat serious problem
- 3 Not serious or no problem at all
- 8 Not sure (v)
- 9 Decline to answer (v)

BASE: ALL ELIGIBLE RESPONDENTS

Q408 In the past two years, was there a time when you (READ EACH ITEM) because of the cost? [IHP 2001, Q508 modified from 12 months to 2 years] [50]

Q409

1	2	3	8	9
<u>Yes</u>	<u>No</u>	Not <u>Applicable (V)</u>	Not <u>Sure (V)</u>	Decline <u>to Answer (V)</u>

[RANDOMIZE ITEMS]

- 1 Did not [AU,US,CA (Q60/1,2,3,5) “fill”; NZ,UK (Q60/2,4) “collect”] a prescription for medicine
- 2 Had a specific medical problem but did not visit a doctor
- 3 Did not receive a medical test, treatment, or follow-up that was recommended by a doctor
- 4 Needed dental care but did not see a dentist

BASE: ALL ELIGIBLE RESPONDENTS

Q410 How difficult is it for you to see a specialist [IF AU,NZ,UK (Q60/1,3,4) ADD “(consultant)”] when you need to? (READ LIST) [IHP 2001, Q510] [20]

- 1 Very difficult
- 2 Somewhat difficult
- 3 Not too difficult
- 4 Not at all difficult
- 8 Not sure (V)
- 9 Decline to answer (V)

[PROGRAMMER NOTE: IF AT LEAST SOMEWHAT DIFFICULT TO SEE SPECIALIST (Q410/1,2), ASK Q412; OTHERWISE JUMP TO PROGRAMMER NOTE ABOVE Q422]

BASE: IS DIFFICULT TO SEE A SPECIALIST (Q410/1,2)

Q412 Why is it difficult to see specialists [IF AU,NZ,UK (Q60/1,3,4) ADD “(consultants)”]? (IF RESPONDENT HESITANT READ LIST) [IHP 2001, Q512] [30]

[MULTIPLE RECORD]

- 01 Unable to afford/ lack of (private) insurance
- 02 Having to wait for an appointment/consultation
- 03 Long waiting times for the type of care needed
- 04 Personal limitations (e.g., not able to get time off work, too busy, lack of transportation)
- 05 Being denied a referral
- 06 Service/procedure not covered by National Health Services, Medicare, or insurance
- 07 Facilities or services not available locally
- 08 Lack of doctors/No doctors available/Doctors’ strike
- 09 Budget cuts/Cutbacks in healthcare
- 10 Incompetent doctors
- 11 Problems with doctors (e.g., doctors don’t care, bad attitude, neglect)
- 12 Have to see regular doctor to get referral/have to wait for referral
- 13 No reason/took care of itself (V) E
- 96 Some other reason [SPECIFY AT Q414]
- 98 Not sure (V) E
- 99 Decline to answer (V) E

[PROGRAMMER NOTE: IF SOME OTHER REASON AT Q412 (Q412=96), ASK Q414; OTHERWISE JUMP TO PROGRAMMER NOTE ABOVE Q422]

BASE: ANSWERED OTHER (Q412/96)

Q414 (INTERVIEWER ENTER OTHER REASON)

[TEXT BOX]

[PROGRAMMER NOTE: ASK Q422 IF SELF OR FAMILY HOSPITALIZED IN PAST TWO YEARS (Q214/1,2,3); OTHERWISE JUMP TO Q434]

BASE: RESPONDENT OR FAMILY MEMBER HOSPITALIZED (Q214/1,2,3)

Q422 When [PROGRAMMER: IF Q214/1,3, INSERT “you were”; IF Q214/2, INSERT “your family member was”] discharged from the hospital, did you experience any delays or problems while discharge arrangements were being made? (INTERVIEWER NOTE: IF RESPONDENT OR FAMILY MEMBER HAS BEEN HOSPITALIZED MORE THAN ONCE, ASK ABOUT MOST RECENT HOSPITALIZATION)] [NEW] [15]

()

- 1 Yes
- 2 No
- 8 Not sure (V)
- 9 Decline to answer (V)

[PROGRAMMER NOTE: ASK Q424 IF UK (Q60/4) AND HAD DELAYS/PROBLEMS WITH DISCHARGE ARRANGEMENTS (Q422/1); OTHERWISE JUMP TO Q434]

BASE: UK (Q60/4) AND HAD DISCHARGE PROBLEMS (Q422/1)

Q424 What was the reason for these delays or problems? (READ LIST) [20]

()

- 01 Delays in planning for hospital discharge
- 02 Waiting for a place in a nursing home
- 03 Arranging for a nurse or a home care assistant to provide care at home
- 04 Other (v)
- 98 Not sure (v)
- 99 Decline to answer (v)

BASE: ALL ELIGIBLE RESPONDENTS

Q434 In the past two years, have you used or tried to use a hospital [IF AU,CA,NZ,US (Q60/1,2,3,5) “emergency room”; IF UK (Q60/4) “Accident and Emergency room”] for yourself? [NEW] [15]

()

- 1 Yes [ASK Q438]
- 2 No [JUMP TO Q500]
- 8 Not sure (V) [JUMP TO Q500]
- 9 Decline to answer (V) [JUMP TO Q500]

BASE: USED EMERGENCY CARE SERVICES (Q434/1)

Q438 Was the length of time you had to wait for emergency care a big problem, small problem or not a problem?
(READ EACH TIME) [NEW] [15]

- ()
- 1 Big problem
 - 2 Small problem
 - 3 Not a problem
 - 8 Not sure (V)
 - 9 Decline to answer (V)

BASE: USED EMERGENCY CARE SERVICES (Q434/1)

Q442 Would you say the quality of the emergency care services you received was (READ EACH ITEM)? [NEW] [20]

- ()
- 1 Excellent
 - 2 Very Good
 - 3 Good
 - 4 Fair
 - 5 Poor
 - 6 Wasn't able to get care (V)
 - 8 Not sure (V)
 - 9 Decline to answer (V)

SECTION 500: COORDINATION OF CARE**BASE: ALL ELIGIBLE RESPONDENTS**

Q500 Do you have any ongoing medical condition or health problem that requires you to get medical care on a regular basis? Medical care may include checkups, lab tests, medications, or other therapy. [15] [INTERVIEWER PROMPT: This includes conditions expected to last 12 months, like diabetes, asthma, heart conditions.]

()

- | | | |
|---|-----------------------|----------------|
| 1 | Yes | [ASK Q502] |
| 2 | No | [JUMP TO Q503] |
| 8 | Not sure (V) | [JUMP TO Q503] |
| 9 | Decline to answer (V) | [JUMP TO Q503] |

BASE: HAVE CHRONIC ILLNESS (Q500/1)

Q502 Do you use more than one doctor or health professional to care for this medical condition or health problem? [15]

()

- | | |
|---|-----------------------|
| 1 | Yes |
| 2 | No |
| 8 | Not sure (V) |
| 9 | Decline to answer (V) |

BASE: ALL ELIGIBLE RESPONDENTS

Q503 How many different doctors and other health professionals (such as physical therapists or nurses) have you seen in the past two years? [20]

- | | |
|---|-----------------------|
| 1 | One |
| 2 | Two |
| 3 | Three |
| 4 | Four |
| 5 | Five or more |
| 6 | None (vol.) |
| 8 | Not sure (v) |
| 9 | Decline to answer (v) |

BASE: ALL ELIGIBLE RESPONDENTS

Q508 In the last two years have you received conflicting information from different doctors or health care professionals? [15]

()

- | | |
|---|--|
| 1 | Yes, have received conflicting information |
| 2 | No, have not |
| 8 | Not sure (v) |
| 9 | Decline to answer (v) |

BASE: ALL ELIGIBLE RESPONDENTS

Q510 In the past two years, when getting care for a medical problem, was there ever a time when (READ EACH ITEM)? [60]

- | Q511 | <u>Yes</u> | <u>No</u> | Not
<u>Sure (v)</u> | Decline
<u>to answer (v)</u> |
|-------------------------|---|-----------|------------------------|---------------------------------|
| [RANDOMIZE] | | | | |
| <input type="radio"/> 1 | You had to tell the same story about your medical condition multiple times to different doctors, nurses and other health care workers | | | |
| <input type="radio"/> 2 | Your medical records or test results did not reach your doctor's office in time for your appointment | | | |
| <input type="radio"/> 3 | You were sent for duplicate tests or diagnostic procedures by different doctors, nurses or healthcare workers | | | |
| <input type="radio"/> 4 | You left a doctor's office without getting important questions about your care or treatment answered | | | |

BASE: ALL ELIGIBLE RESPONDENTS

Q526 In the last 2 years, have you needed to use any special medical equipment or device (like a walker, wheelchair, nebulizer, feeding tubes, or oxygen equipment) for a health problem? (J12096/ Q1012) [15]

-
- | | | |
|---|-----------------------|----------------|
| 1 | Yes | [ASK Q528] |
| 2 | No | [JUMP TO Q602] |
| 8 | Not sure (v) | [JUMP TO Q602] |
| 9 | Decline to answer (v) | [JUMP TO Q602] |

BASE: NEEDED SPECIAL MEDICAL EQUIPMENT IN PAST 2 YEARS (Q526/1)

Q528 How difficult was it to get the special medical equipment you needed – very difficult, somewhat difficult, not very difficult, or not at all difficult? (J12096/ Q1014) [20]

-
- | | |
|---|-----------------------|
| 1 | Very difficult |
| 2 | Somewhat difficult |
| 3 | Not very difficult |
| 4 | Not at all difficult |
| 8 | Not sure (v) |
| 9 | Decline to answer (v) |

SECTION 600: RELATIONSHIP WITH DOCTOR

BASE: ALL ELIGIBLE RESPONDENTS

Q602 The next several questions are about the doctor that you rely on most for your medical care. In the last two years, has this doctor (READ EACH ITEM) (with/to you)? (Johns Hopkins/Gallup/Q16 modified) [45]

Q603

[RANDOMIZE]

	1	2	3	8	9
			No	Not	Decline
	<u>Yes</u>	<u>No</u>	<u>Reg. Doc.(V)</u>	<u>sure</u>	<u>to answer</u>

- () 1 Provided advice or counseling on your weight, nutrition, appropriate exercise, smoking and drinking habits
- () 2 Discussed the emotional burden of coping with your condition
- () 3 Reviewed and discussed the medications you take, including those prescribed by other doctors

BASE: ALL ELIGIBLE RESPONDENTS

Q604 Does the doctor that you rely on most for your care (READ EACH ITEM)? [J12096/ Q1010 – modified] [50]

[RANDOMIZE]

	1	2	3	8	9
			No	Not	Decline
	<u>Yes</u>	<u>No</u>	<u>Reg. Doc.(V)</u>	<u>sure</u>	<u>to answer</u>

- () 1 Make clear the specific goals for your treatment
- () 2 Help you understand what you need to do for your health
- () 3 Ask for your ideas and opinions about treatment and care
- () 4 Keep you motivated to do the things you need to do

BASE: ALL ELIGIBLE RESPONDENTS

Q610 (IF NEEDED: Still thinking about the doctor you rely on most for your medical care) How would you rate this doctor on (READ EACH ITEM)? Would you say he or she is doing an excellent, very good, good, fair or poor job on this? [IHP2001 changed “doctor you usually go to” to “doctor you rely on most?”] [70]

Q605

	1	2	3	4	5	6	8	9
		Very				No reg.	Not	Decline
	<u>Excellent</u>	<u>Good</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>doctor (V)</u>	<u>Sure (V)</u>	<u>Answer (V)</u>

[ROTATE]

- (247) 1 Treating you with dignity and respect
- (248) 2 Listening carefully to your health concerns
- (249) 3 Being accessible either by phone or in person when you need care
- (250) 4 Spending enough time with you
- (251) 5 How well he or she diagnosed your problem

BASE: ALL ELIGIBLE RESPONDENTS

Q611 Has there been a time in the last 2 years when you have not followed your doctor's advice or treatment plan? [15]

()

1 Yes

2 No [ASK Q612]

8 Not sure (v) [JUMP TO Q700]

9 Decline to answer (v) [JUMP TO Q700]

BASE: RESPONDENT HAS NOT FOLLOWED DR ADVICE OR TREATMENT (Q611/1)

Q612 Did you not follow your doctor's advice or treatment plan [READ ITEMS]? [60]

	1	2	8	9
Q613			Not sure	Decline to answer
	<u>Yes</u>	<u>No</u>	<u>sure</u>	<u>to answer</u>

[ROTATE]

() 1 Because you didn't understand what you were supposed to do

() 2 Because you disagreed with what the doctor recommended

() 3 Because it cost too much

() 4 Because it was too difficult to do

() 5 For some other reason

SECTION 700: COMPLIANCE WITH PRESCRIPTION MEDICATIONS

BASE: ALL ELIGIBLE RESPONDENTS

Q700 Do you have a medical condition or health problem that requires you to take any prescription medications on a regular or on-going basis, or not? (INTERVIEWER NOTE: For aspirin, vitamins, etc, SAY: This applies if you need a prescription to buy that medication.) [J928520/Q402] [15]

- ()
- 1 Yes ASK Q702
- 2 No JUMP TO Q704
- 8 Not sure (V) JUMP TO Q704
- 9 Decline to answer (V) JUMP TO Q704

BASE: TAKE MEDICATION ON A REGULAR BASIS (Q700/1)

Q702 How many different prescription medications are you taking on a regular or ongoing basis? [NEW] [10]

- ()
- 1 Taking 1 prescription
- 2 Taking 2-3 different prescriptions
- 3 Taking 4-5 different prescriptions
- 4 Taking more than 5 different prescriptions
- 8 Not sure (V)
- 9 Decline to answer (V)

BASE: ALL ELIGIBLE RESPONDENTS

Q704 Are there any prescription medicines that you (READ EACH ITEM)? [80]

[RANDOMIZE]

- | | | | | |
|-------------|---|----|-------------|----------------------|
| Q705 | 1 | 2 | 8 | 9 |
| | Yes | No | Not
Sure | Decline
to Answer |
| () | 1 Stopped taking without doctor's advice because of side effects | | | |
| () | 2 Have been taking, that cause serious side effects that the doctor didn't tell you about | | | |
| () | 3 Skip doses to make the medication last longer | | | |
| () | 4 Are taking but have difficulty understanding the medication instructions | | | |

SECTION 800: HEALTH CARE COVERAGE

[PROGRAMMER NOTE: IF AUSTRALIA OR CANADA (Q60/1,2) ASK Q800; IF NZ (Q60/3) JUMP TO Q802; IF U.K. (Q60/4) JUMP TO Q804; IF U.S. (Q60/5) JUMP TO Q806]

BASE: AUSTRALIA AND CANADA (Q60/1,2)

Q800 In addition to Medicare, are you currently covered by private health insurance beyond what the government provides? [10]

(231)

- | | | |
|---|---------------------------|----------------|
| 1 | Yes, privately insured | (JUMP TO Q808) |
| 2 | No, not privately insured | (JUMP TO Q900) |
| 8 | Not sure (V) | (JUMP TO Q900) |
| 9 | Decline to answer (V) | (JUMP TO Q900) |

BASE: NEW ZEALAND (Q60/3)

Q802 In addition to the Health Service, are you currently covered by private health insurance that you or your family pays for or that your or your family member's employer provides? [IHP1998, 404] [10]

(232)

- | | | |
|---|---------------------------|----------------|
| 1 | Yes, privately insured | (JUMP TO Q808) |
| 2 | No, not privately insured | (JUMP TO Q900) |
| 8 | Not sure (V) | (JUMP TO Q900) |
| 9 | Decline to answer (V) | (JUMP TO Q900) |

BASE: UNITED KINGDOM (Q60/4)

Q804 In addition to the National Health Service, are you currently covered by private health insurance that you or your family pays for or that your or your family member's employer provides? [IHP1998, 405] [10]

(233)

- | | | |
|---|---------------------------|----------------|
| 1 | Yes, privately insured | (JUMP TO Q900) |
| 2 | No, not privately insured | (JUMP TO Q900) |
| 8 | Not sure (V) | (JUMP TO Q900) |
| 9 | Decline to answer (V) | (JUMP TO Q900) |

BASE: UNITED STATES (Q60/5)

Q806 Are you, yourself, now covered by any form of health insurance or health plan—this would include any private insurance through your employer or that you purchase yourself, as well as government programs like Medicare or Medicaid—or don't you have any health insurance at this time? [10]

(233)

- | | | |
|---|-----------------------|----------------|
| 1 | Yes, insured | (JUMP TO Q810) |
| 2 | No, not insured | (JUMP TO Q900) |
| 8 | Not sure (V) | (JUMP TO Q900) |
| 9 | Decline to answer (V) | (JUMP TO Q900) |

BASE: AU, CA, NZ (Q60/1-3) AND PRIVATELY INSURED (Q800/1 OR Q802/1)**Q808** Does your private insurance cover any of the costs of prescription medications? [10]**(233)**

- | | | |
|---|-----------------------|----------------|
| 1 | Yes, covers most | (JUMP TO Q900) |
| 2 | No, not covers | (JUMP TO Q900) |
| 8 | Not sure (V) | (JUMP TO Q900) |
| 9 | Decline to answer (V) | (JUMP TO Q900) |

BASE: UNITED STATES (Q60/5) AND INSURED (Q806/1)**Q810** Does the insurance you have cover any of the costs of prescription medications? [10]**(233)**

- | | | |
|---|-----------------------|----------------|
| 1 | Yes, covers | (JUMP TO Q900) |
| 2 | No, not covers | (JUMP TO Q900) |
| 8 | Not sure (V) | (JUMP TO Q900) |
| 9 | Decline to answer (V) | (JUMP TO Q900) |

SECTION 900: FINANCIAL BURDENS AND WORRIES**BASE: ALL ELIGIBLE RESPONDENTS**

Q900 How much of a burden are the costs of your overall medical care including any services you may need to help cope with your chronic illness – a major burden, a minor burden or not a burden at all? [15]

- ()
- 1 Major burden
 - 2 Minor burden
 - 3 Not a burden at all
 - 8 Not sure (V)
 - 9 Decline to answer (V)

SECTION 100: Demographics**BASE: ALL RESPONDENTS – NECESSARY FOR WEIGHTING IN ALL COUNTRIES****Q102** (INTERVIEWER OBSERVATION) Respondent sex: [10]

- 1 Male
- 2 Female

BASE: ALL RESPONDENTS – NECESSARY FOR WEIGHTING IN ALL COUNTRIES**Q106** Now I want to ask you a few demographic questions before we finish.

What is your year of birth? (INTERVIEWER: RECORD 9998 FOR NOT SURE (V) AND 9999 FOR DECLINE TO ANSWER (V).) [10]

(INTERVIEWER: ENTER AS A FOUR-DIGIT NUMBER, e.g., 1963)

[RANGE: 1901-1984, 9998, 9999]

 (127-130)

BASE: US (Q60/5) AND NZ (Q60/3) - NECESSARY FOR WEIGHTING**Q108** Including you, how many adults, 18 or older, live in your household? (INTERVIEWER: RECORD 98 FOR NOT SURE (V) AND 99 FOR DECLINE TO ANSWER (V).) [10]

[PROGRAMMER NOTE: IN NEW ZEALAND (Q60/3) ADD: "(INTERVIEWER NOTE: INCLUDE BOARDERS)"]

[RANGE: 01-20, 98, 99]

 (131-132)

BASE: NZ (Q60/3) - NECESSARY FOR WEIGHTING**Q110** How many children under the age of 18 live in this household? (INTERVIEWER: RECORD 98 FOR NOT SURE (V) AND 99 FOR DECLINE TO ANSWER (V).) [10]

[RANGE: 00-20, 98, 99]

 (133-134)

BASE: ALL ELIGIBLE RESPONDENTS**Q114** Do you live alone or with your spouse or other family members? [10]**(135-136)**

- 01 Live alone
- 02 Live with a spouse or partner
- 04 Live with other family members
- 05 Other arrangement (live with others than family)
- 98 Not sure (V)
- 99 Decline to answer (V)

[PROGRAMMER NOTE: IF AUSTRALIA (Q60/1) ASK Q120; IF CANADA (Q60/2) ASK Q122; IF NZ (Q60/3) ASK Q124; IF U.K. (Q60/4) ASK Q126; IF U.S. (Q60/5) ASK Q128]

BASE: AUSTRALIA (Q60/1) - NECESSARY FOR WEIGHTING

Q120 What is the highest level of education you have completed or the highest degree you have received?
(READ OUT UNTIL ONE IS ENDORSED) [30]

(137-138)

- 01 A bachelor's degree or higher, requiring the equivalent of at least 3 years full time study
- 02 A post-school qualification requiring at least 4 years of part time study
- 03 A post-school qualification requiring at least 1 to 3 years of part time study
- 04 The upper level of high school required for University entrance (equivalent to Year 12 now)
- 05 The lower level of high school (equivalent to Year 10 now)
- 06 Did not complete high school
- 98 Not sure (V)
- 99 Decline to answer (V)

[JUMP TO Q130]

BASE: CANADA (Q60/2)

Q122 What is the highest level of education you have completed or the highest degree you have received?
(PROBE: IF RESPONDENT JUST SAYS "HIGH SCHOOL": Did you graduate? IF 12TH GRADE, RECORD "HIGH SCHOOL GRADUATE". IF BETWEEN 7TH & 11TH GRADE, RECORD "COMPLETED SOME HIGH SCHOOL." IF 6TH GRADE OR LESS, RECORD "LESS THAN HIGH SCHOOL".)
(READ LIST) [30]

- 01 Did not complete high school
- 02 High school graduate or equivalent
- 03 Attended community college, CEGEP [QUEBEC ONLY], or technical college
- 04 Completed some university, but no degree
- 05 University graduate or higher degree
- 98 Not Sure (V)
- 99 Decline to answer (V)

[JUMP TO Q130]

BASE: NEW ZEALAND (Q60/3)

Q124 What is the highest level of education you have completed or the highest degree you have received? [30]
(READ LIST)

(139-140)

- 01 Less than high school
- 02 Completed some high school but not School Cert
- 03 High school to School Certificate level
- 04 High School to UE/6th Form Cert/Bursary level
- 05 Technical/Trade qualifications
- 06 Other Tertiary qualification
- 07 Attended University or technical college, but did not graduate
- 08 University Graduate (e.g., B.A., B.Sc.)
- 09 Completed Post graduate degree (e.g., M.Sc., M.D., Ph.D.)
- 98 Not Sure (V)
- 99 Decline to answer (V)

[JUMP TO Q130]

BASE: UNITED KINGDOM (Q60/4) – NECESSARY FOR WEIGHTING

Q126 What is the highest level of formal education you have completed?
(READ LIST)

(141-142)

- 01 GCSE/O Level/CSE
- 02 CSYS (Certificate of 6th year studies) or equivalent
- 03 Vocational qualifications (GNVQ/GSVQ/NVQ/SVQ, City and Guilds, YT Certificate, RSA)
- 04 A Level or equivalent
- 05 Bachelor degree (or equivalent (BA, BSC etc.))
- 06 Post Graduate Qualification (Ph.D., MA etc.)
- 07 Other
- 08 No formal education
- 09 Still studying
- 98 Not Sure (V)
- 99 Decline to answer (V)

[JUMP TO Q130]

BASE: UNITED STATES (CC/5) - NECESSARY FOR WEIGHTING

Q128 What is the highest level of education you have completed or the highest degree you have received? (PROBE: IF RESPONDENT JUST SAYS "HIGH SCHOOL": What was the highest grade you completed? IF 12TH GRADE, RECORD "HIGH SCHOOL GRADUATE". IF BETWEEN 9TH & 11TH GRADE, RECORD "COMPLETED SOME HIGH SCHOOL." IF 8TH GRADE OR LESS, RECORD "LESS THAN HIGH SCHOOL".)
(READ LIST)

(143-144)

- 01 Less than high school
- 02 Completed some high school
- 03 High school graduate or equivalent (e.g., GED)
- 04 Completed some college or technical college, but no degree
- 05 College graduate (e.g., B.A., A.B., B.S.)
- 06 Completed some graduate school, but no degree
- 07 Completed graduate school (e.g., M.S., M.D., Ph.D.)
- 98 Not Sure (V)
- 99 Decline to answer (V)

BASE: ALL ELIGIBLE RESPONDENTS

Q140 The average household income of families in this country is [ENTER AMOUNT FROM PROGRAMMING NOTE BELOW] a year. By comparison, is your household income (READ LIST)?

[PROGRAMMING NOTE: IF AUSTRALIA (Q60/1) ENTER "\$38,000 AUD"; IF CANADA (Q60/2) ENTER "\$40,200"; IF NEW ZEALAND (Q60/3) ENTER "\$33,000" NZD; IF UK (Q60/4) ENTER "23,000"; IF US (Q60/5) ENTER "\$42,000"]

(147-148)

- 01 Much above average
- 02 Somewhat above average
- 03 Average
- 04 Somewhat below average
- 05 Much below average
- 98 Not Sure (V)
- 99 Decline to answer (V)

[PROGRAMMER NOTE: IF U.S. (Q60/5) ASK Q178; IF AUSTRALIA (Q60/1) JUMP TO Q190; IF CANADA (Q60/2) JUMP TO Q188; IF NEW ZEALAND (Q60/3) THANK AND TERMINATE; IF U.K. (Q60/4) JUMP TO Q192]

BASE: UNITED STATES (Q60/ 5) – NECESSARY FOR WEIGHTING

Q178 Are you of Hispanic origin, such as Mexican American, Latin American, Puerto Rican, or Cuban?
[10]

(158)

- 1 Yes, of Hispanic origin
- 2 No, not of Hispanic origin
- 8 Not Sure (V)
- 9 Decline to answer (V)

BASE: UNITED STATES (Q60/ 5) – NECESSARY FOR WEIGHTING

Q180 Do you consider yourself white, black or African American, Asian, Native American, or some other race?
[10 seconds]

(159-160)

- 01 White
- 02 Black
- 03 African American
- 04 Asian or Pacific Islander
- 05 Native American or Alaskan native
- 06 Mixed racial background
- 96 Other race (V)
- 98 Not Sure (V)
- 99 Decline to answer (V)

[PROGRAMMER NOTE: IF MIXED RACE (Q180/06) ASK Q182; OTHERWISE JUMP TO Q184]

BASE: MIXED RACIAL BACKGROUND RESPONDENTS (Q180/06)

Q182 You indicated that you consider yourself of a mixed racial background. With which of the following racial groups do you most closely identify? (READ LIST) [10]

(161-162)

[MULTIPLE RESPONSE]

- 01 White
- 02 Black
- 03 African American
- 04 Asian or Pacific Islander
- 05 Native American or Alaskan native
- 96 Other race
- 98 Not Sure (V) E
- 99 Decline to answer (V) E

BASE: UNITED STATES (Q60/ 5) – NECESSARY FOR WEIGHTING

Q184 How many separate telephone lines with different telephone numbers do you have in the home you are in now which can receive phone calls? Do not count those that are only used for faxes or modems. [10]

[PROGRAMMER NOTE: THIS QUESTION IS USED FOR WEIGHTING PURPOSES]

(163)

- 1 Only one
- 2 Two
- 3 Three or more
- 8 Not sure (V)
- 9 Decline to answer (V)

BASE: UNITED STATES (Q60 /5)**Q186** INTERVIEWER: CODE LANGUAGE OF INTERVIEW**(164)**

- 1 English
- 2 Spanish

[PROGRAMMER NOTE: THANK AND TERMINATE]

BASE: CANADA (Q60/ 2)**Q188** INTERVIEWER: CODE LANGUAGE OF INTERVIEW**(165)**

- 1 English
- 2 French

[PROGRAMMER NOTE: THANK AND TERMINATE]

BASE: AUSTRALIA (Q60/ 1)**Q190** What is your post code?

(ENTER "9998" FOR "NOT SURE" AND "9999" FOR "DECLINE TO ANSWER".)

|_|_|_| (Range: 0-9997, 9998, 9999)
(342-345)

[PROGRAMMER NOTE: THANK AND TERMINATE]

BASE: UK (Q60/ 4) – NECESSARY FOR WEIGHTING**Q192** SOCIAL CLASS CODE (TO BE DERIVED)**(441)**

- 1 AB
- 2 C1
- 3 C2
- 4 DE
- 8 Not sure (V)
- 9 Decline to answer (V)

BASE: UK (Q60/ 4)**Q194** Do you live in, or in the suburbs of, a city/large town/conurbation OR in a small town OR in a village/rural location? (READ LIST)**(208)**

- 1 City/large town
- 2 Suburbs of a city/large town
- 3 Small town
- 4 Village or rural location
- 8 Not sure (V)
- 9 Decline to answer (V)

[PROGRAMMER NOTE: THANK AND TERMINATE]