

Thank you very much for your help with this world-wide survey of people experiences in getting health care. If you would like to make any additional comments, please use this space.

**Health Care Experiences in the United States:
A Nationwide Survey of 5,000 adults**

Please return your completed questionnaire to:

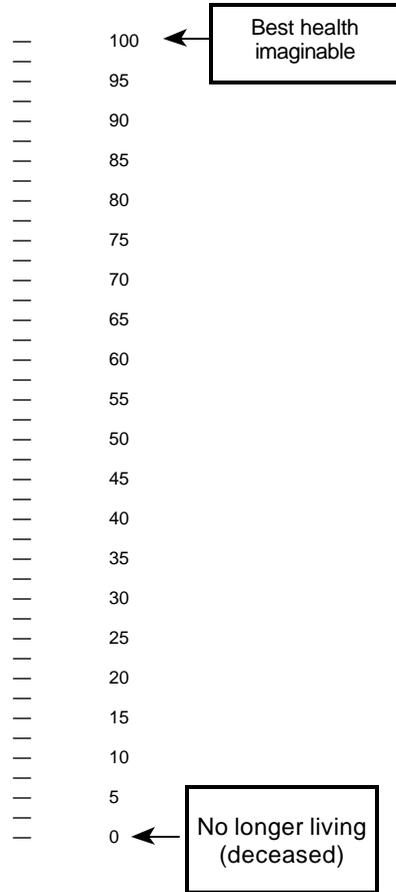
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Thank You!

Q1. In general, how would you rate your health today?

- 1 Very Good
- 2 Good
- 3 Moderate
- 4 Bad
- 5 Very Bad

Q2. Considering different aspects of your own health today as you described earlier, where would you place yourself on this scale? Please indicate by drawing an arrow (°) on the scale below.



Q64. Please provide this information for all the people in your household, starting with yourself.

Household Member No.	Relation to You (e.g., wife, son, mother)	Gender (F for Female; M for Male)	Age (Years)	Education (Number of Years)
yourself				
2				
3				
4				
5				
6				
7				
8				
9				
10				

Q65. Which income category does your household fall into (net income, before taxes, and other deductions)?

- 1 Less than \$20,000
- 2 \$20,000 to \$39,999
- 3 \$40,000 to \$59,999
- 4 \$60,000 to \$79,999
- 5 \$80,000 to \$99,999
- 6 \$100,000 or more

Now, some questions about you.

Q57. How old are you?

_____ Years

Q58. Are you ...?

- 1 Female
- 2 Male

Q59. Were you born in this country?

- 1 Yes
- 2 No
- 3 Don't Know

Q60. Were both of your parents born in this country?

- 1 Yes
- 2 No
- 3 Don't Know

Q61. How many years of formal education (grade school, high school, college, and/or technical school) have you successfully completed?

_____ Years

Q62. Are you of Hispanic, Latino, or of Spanish origin?

- 1 Yes
- 2 No
- 3 Don't Know

Q63. What race(s) do you consider yourself to be? (Circle all that apply)

- 1 White
- 2 Black or African American
- 3 Asian
- 4 Native Hawaiian or other Pacific Islander
- 5 American Indian or Alaska Native
- 6 Some other race

Q3. There are different types of places you can get health services listed below. Please indicate the number of times you went to each of them in the last 30 days for your personal medical care.

Times

- _____ General Practitioners
- _____ Dentists
- _____ Specialists
- _____ Physical Therapists
- _____ Chiropractors
- _____ Traditional healers
- _____ Clinic (staffed mainly by nurses, operating separately from a hospital)
- _____ Hospital outpatient unit
- _____ Hospital inpatient unit
- _____ Pharmacy (where you talked to someone about your care and did not just purchase medicine)
- _____ Home health care services
- _____ Other (Specify) _____

Q4. Are you covered by any public or private health insurance funds for visits to doctors or other health care providers where you do not stay overnight (outpatient care)?

- 1 Yes
- 2 No
- 3 Don't Know

Q5. Are you covered by any public or private health insurance funds for hospital care?

- 1 Yes
- 2 No
- 3 Don't Know

The following questions ask about your experiences in the past 12 months.

Q6. Have you received any health care in the last 12 months? By health care we mean visits to doctors, to alternative health care providers, no matter how small the reason, and/or any stays in a hospital.

- 1 No ^o **Skip to Q52, Page 9**
- 2 Yes



Q7. (If yes) During the last 12 months did you get any health care either at an out-patient health facility, e.g. doctor's office, a clinic or hospital outpatient unit, or from a care provider who visited you at home (Do NOT include any overnight hospital stays)?

- 1 No ^o **Skip to Q38, Page 7**
- 2 Yes

Q56. (Continued) Now, here are some hospital situations that people sometimes face. For each one, how would you rate this person's experience of how the health care provider communicated with him/her? (Please circle one answer for each question.)

How would you rate this person's experience of how the health care provider communicated with him/her (Please circle one answer for each)



Deborah is a young woman who has been brought to the clinic by her family because she feels very anxious and distressed. She is also afraid that she may die although she is in good health. The doctor has taken time to listen and reassure her and has invited Deborah to come to the clinic whenever she needs to.

- Very Good
- Good
- Moderate
- Bad
- Very Bad

Sonia has arrived at the clinic with her three-month-old baby girl. The mother says that the baby has lost a lot of weight, has had a fever for two days and will not take her milk. The nurse has listened to the mother without interrupting. She has asked her for additional information and has encouraged the mother to ask her questions if she did not understand.

- Very Good
- Good
- Moderate
- Bad
- Very Bad

Martin has been told that he has epilepsy and that he needs to take medication. The doctor has very briefly explained what the condition is. He is very busy and there is a line of patients waiting to see him. Martin would like to know more about what he has but feels that there is not time to ask questions and that the doctor will not be very helpful.

- Very Good
- Good
- Moderate
- Bad
- Very Bad

Thomas has been told that he has cataracts and that he needs an operation. He has never had his eyes checked and does not understand why he cannot see well. The doctor has explained to Thomas what he has, but he has not understood a word and is afraid to ask again. The doctor has not checked whether or not he has understood. ...

- Very Good
- Good
- Moderate
- Bad
- Very Bad

Joe has been having pain in his chest for a while. Whenever he coughs or exercises his chest is painful. He has been smoking for 30 years. After examining him, the doctor has told him that he will get cancer if he does not stop smoking. The doctor is not very sympathetic and has not even suggested what Joe could do to give up smoking.

- Very Good
- Good
- Moderate
- Bad
- Very Bad

Q55. (continued) Here are some health care provider situations that people sometimes face. For each one, how would you rate this person's experience of being treated with dignity by the health care provider? (Please circle one answer for each.)

How would you rate this person's experience of being treated with dignity by the health care provider (Please circle one answer for each)



Sam has AIDS. When he goes to the health center he feels that all the doctors and nurses are unfriendly towards him. They do not talk to him freely. Often they deliberately ignore him. He often has to beg them to answer his questions. Very Good Good Moderate Bad Very Bad

Patricia goes to a health care unit close to her home regularly. The nurses there are very busy but they always speak pleasantly to her. The receptionist, however, is often in a bad mood, and when she is in a bad mood, she shouts at Patricia and at other patients. All appointments to meet doctors and nurses have to be made through this receptionist so the patients put up with her rudeness. Very Good Good Moderate Bad Very Bad

Q56. Now, here are some hospital situations that people sometimes face. For each one, how would you rate this person's experience of how the health care provider communicated with him/her? (Please circle one answer for each question.)

How would you rate this person's experience of how the health care provider communicated with him/her (Please circle one answer for each)



Rita is an elderly woman who is illiterate. Lately, she has been feeling dizzy and has problems sleeping. The doctor did not seem very interested in what she was telling him. He told her it was nothing and wrote something on a piece of paper, telling her to get the medication at the pharmacy. Very Good Good Moderate Bad Very Bad

Carmen has gone for a blood test and the doctor has told her that she has "diabetes mellitus" and that her "pancreatic activity is faulty." He has also told her she needs "insulin injections three times a day" and that she should watch for "hypoglycemia." If she does not control her blood sugar she may also go blind. Carmen feels very bad because she does not understand what the doctor is talking about, but she has to leave because he has already called the next patient. Very Good Good Moderate Bad Very Bad

Q8. (If yes to Question 7) From which of these sources did you get most of your health care in the last 12 months?

- 1 Mostly at a health facility
- 2 Mostly from a health provider in my home
- 3 Equally from both

Q9. When was your last (most recent) visit to a health facility or provider? Was it ...

- 1 In the last 30 days?
- 2 In the last 3 months?
- 3 In the last 6 months?
- 4 Between 6 and 12 months ago?
- 5 Don't remember

Q10. What was the name of the health care facility? (Please fill in the name of the facility, e.g., Oxford Clinic. Only fill in the name of the provider if the facility does not have another name.)

Name: _____

Q11. Was the place you described in Question 10 your usual place of care?

- 1 Yes
- 2 No
- 3 Does not apply to me

Q12. In the last 12 months, when you wanted care, how often did you get care as soon as you wanted?

- 1 Always
- 2 Usually
- 3 Sometimes
- 4 Never

Q13. How long did you usually have to wait from the time that you wanted care to the time that you received care? (Fill in the applicable time in one of the spaces below.)

- _____ minutes
- _____ hours
- _____ days
- _____ weeks
- _____ months

Q14. Have you needed any laboratory tests or examinations in the last 12 months? Some examples of these tests or special examinations are blood tests, scans, and/or x-rays.

- 1 Yes
- 2 No ^o Skip to Q16 _____

Q15. Generally, how long did you have to wait before you could get the laboratory tests or examinations done?

- 1 Got them the same day
- 2 1 – 2 days
- 3 3 – 5 days
- 4 6 – 10 days
- 5 More than 10 days (Specify)

Q16. Overall, how would you rate your experience in getting prompt attention at the health services you used in the last 12 months?

- 1 Very Good
- 2 Good
- 3 Moderate
- 4 Bad
- 5 Very Bad

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Q17. In the last 12 months, when you sought health care, how often did doctors, nurses, or other health care providers treat you with respect?

- 1 Always
- 2 Usually
- 3 Sometimes
- 4 Never

Q18. How often did the office staff, such as receptionists or clerks, treat you with respect?

- 1 Always
- 2 Usually
- 3 Sometimes
- 4 Never

Q19. How often were your physical examinations and treatments done in a way that respected your privacy?

- 1 Always
- 2 Usually
- 3 Sometimes
- 4 Never

Q20. How would you rate your experience of being treated with dignity at the health services in the last 12 months?

- 1 Very Good
- 2 Good
- 3 Moderate
- 4 Bad
- 5 Very Bad

Q21. How often, in the last 12 months, did doctors, nurses, or other health care providers listen carefully to you?

- 1 Always
- 2 Usually
- 3 Sometimes
- 4 Never

Q22. How often did they explain things in a way you could understand?

- 1 Always
- 2 Usually
- 3 Sometimes
- 4 Never

Q23. How often did they give you time to ask questions about your health problem or treatment?

- 1 Always
- 2 Usually
- 3 Sometimes
- 4 Never

Q24. Overall, how would you rate your experience of how well health care providers communicated with you during the last 12 months?

- 1 Very Good
- 2 Good
- 3 Moderate
- 4 Bad
- 5 Very Bad

Q25. In the last 12 months, when you went for health care, were any decisions made about your care, treatment (giving you drugs), or tests?

- 1 Yes
- 2 No ° **Skip to Q27 Page 6**

Q26. (If yes) How often did doctors, nurses, or other health care providers involve you as much as you wanted to be in deciding about the care, treatments, or tests?

- 1 Always
- 2 Usually
- 3 Sometimes
- 4 Never

Q55. Here are some health care provider situations that people sometimes face. For each one, how would you rate this person's experience of being treated with dignity by the health care provider? (Please circle one answer for each.)

How would you rate this person's experience of being treated with dignity by the health care provider (Please circle one answer for each)



Kim took her six-month-old infant to the health center for her regular check up. The nurse was very annoyed when she found that Kim had forgotten to bring the baby's growth chart with her. She scolded her loudly in the hearing of all the other mothers who had come to the clinic and kept grumbling about inconsiderate, forgetful mothers who caused extra work as she weighed the baby Very Good Good Moderate Bad Very Bad

Anna took her three-month-old infant for her vaccination. The nurse asked her why she had not been to the clinic before and was sympathetic to hear that Anna had a problem finding transportation. She advised her about the importance of regularly monitoring the growth of her baby. Very Good Good Moderate Bad Very Bad

Florence goes to the hospital as she has a pain in her stomach. The nurse shouts at her for not bringing her health card. Two other nurses who are standing by make rude comments about Florence's family and those from her neighborhood. Though Florence is in pain and moaning, she is not asked to sit down while her personal details are entered in the register. Very Good Good Moderate Bad Very Bad

Julie visits the health care center for treatment at a time when the center is very crowded. The patients are all impatient to get their treatment and are reluctant to line up and wait for their turn. The nurses are very patient most of the time about asking patients to wait their turn, but occasionally they get angry and shout at her for getting out of line. Very Good Good Moderate Bad Very Bad

Conrad is suffering from AIDS. When he enters the health care unit the doctor shakes his hand. He asks him to sit down and inquires what his problems are. The nurses are concerned about Conrad. They give him advice about improving his health. Very Good Good Moderate Bad Very Bad

Q51. Overall, how would you rate your experience of how the hospital allowed you to interact with family, friends, and to continue your social and/or religious customs during your stay?

- 1 Very Good
- 2 Good
- 3 Moderate
- 4 Bad
- 5 Very Bad

Q52. Thinking in general about your experiences with the health system or services in your country in the last 12 months, do you think you were ever treated badly because of your ... (Please circle one answer for each.)

	Yes	No	NA
Nationality	1	2	3
Social class	1	2	3
Lack of private insurance ...	1	2	3
Ethnicity	1	2	3
Color	1	2	3
Sex (Gender)	1	2	3
Language	1	2	3
Religion	1	2	3
Political/other beliefs	1	2	3
Health status	1	2	3
Lack of wealth or money	1	2	3
Other (Specify)	1	2	3

Q53. In the last 12 months, did you ever not seek health care because you could not afford it?

- 1 Yes
- 2 No

Q54. Here are some descriptions of different ways the health care services in your country show respect for people and make them the center of care. Please write the letter of the most and least important in the boxes below.

- A. Dignity** - Being shown respect and having physical examinations conducted in privacy.
- B. Confidentiality of Information** - Having your medical history kept confidential and having talks with health providers done so that other people who you don't want to have hear you can't overhear you.
- C. Choice** - Being able to choose your doctor or nurse or other person usually providing your health care and being able to go to another place for health care if you want.
- D. Prompt Attention** - Having a reasonable distance and travel time from your home to the health care provider, getting fast care in emergencies, short waiting times for appointments and consultations, getting tests done quickly, and having short waiting lists for non-emergency surgery.
- E. Autonomy** - Being involved in deciding on your care or treatment if you want to, and having the provider ask your permission before starting treatments or tests.
- F. Surroundings or Environment** - Having enough space, seating, and fresh air in the waiting room, a clean facility (including clean toilets), and healthy and edible food.
- G. Social Support** - Being allowed the provision of food and other gifts by relatives, and being allowed freedom of religious practices.
- H. Communication** - Having the provider listen to you carefully, explain things so you can understand, and having time to ask questions.

Letter of MOST IMPORTANT

Letter of LEAST IMPORTANT

Q27. How often did doctors, nurses, or other health care providers ask your permission before starting the treatment or tests?

- 1 Always
- 2 Usually
- 3 Sometimes
- 4 Never

Q28. Overall, how would you rate your experience in the last 12 months of getting involved in making decisions about your care or treatment as much as you wanted?

- 1 Very Good
- 2 Good
- 3 Moderate
- 4 Bad
- 5 Very Bad

Q29. How often were talks with your doctor, nurse, or other health care provider done privately so others could not overhear what was said?

- 1 Always
- 2 Usually
- 3 Sometimes
- 4 Never

Q30. How often did your doctor, nurse, or other health care provider keep your personal information confidential? This means that anyone whom you did not want informed could not find out about your medical conditions.

- 1 Always
- 2 Usually
- 3 Sometimes
- 4 Never
- 5 Don't Know

Q31. Overall, in the last 12 months, how would you rate your experience of the way the health services kept information about you confidential?

- 1 Very Good
- 2 Good
- 3 Moderate
- 4 Bad
- 5 Very Bad

Q32. With the doctors, nurses, and other health care providers available to you, how big a problem, if any, was it to get a health care provider you were happy with?

- 1 No Problem
- 2 Mild Problem
- 3 Moderate Problem
- 4 Severe Problem
- 5 Extreme Problem

Q33. How big a problem, if any, was it to get to use other health services other than the one you usually went to?

- 1 No Problem
- 2 Mild Problem
- 3 Moderate Problem
- 4 Severe Problem
- 5 Extreme Problem
- 6 Not Applicable (never tried)

Q34. Overall, how would you rate your experience of being able to use a health care provider or service of your choice?

- 1 Very Good
- 2 Good
- 3 Moderate
- 4 Bad
- 5 Very Bad

Q35. Thinking about the places you visited for health care, how would you rate the basic quality of the waiting room, for example, space, seating, and fresh air?

- 1 Very Good
- 2 Good
- 3 Moderate
- 4 Bad
- 5 Very Bad

Q36. Thinking about the places you visited for health care, how would you rate the cleanliness of the place?

- 1 Very Good
- 2 Good
- 3 Moderate
- 4 Bad
- 5 Very Bad
- 6 Not Applicable (visited in home)

Q37. Overall, how would you rate the quality of the surroundings, for example, space, seating, fresh air, and cleanliness of the health services you visited in the last 12 months?

- 1 Very Good
- 2 Good
- 3 Moderate
- 4 Bad
- 5 Very Bad
- 6 Not Applicable (visited in home)

The following questions ask about care at places you may have stayed overnight.

Q38. Have you stayed overnight at a health care center or hospital in the last 12 months?

- 1 Yes
- 2 No **Skip to Q52, Page 9**

Q39. What was the name of the hospital you stayed in most recently?

Hospital: _____

Q40. Did you get your hospital care as soon as you wanted?

- 1 Yes
- 2 No

Q41. When you were in the hospital, how often did you get attention from doctors and nurses as quickly as you wanted?

- 1 Always
- 2 Usually
- 3 Sometimes
- 4 Never

Q42. Overall, how would you rate your experience of getting prompt attention at the hospital in the last 12 months, ?

- 1 Very Good
- 2 Good
- 3 Moderate
- 4 Bad
- 5 Very Bad

Q43. Overall, how would you rate your experience of being treated with dignity at the hospital?

- 1 Very Good
- 2 Good
- 3 Moderate
- 4 Bad
- 5 Very Bad

Q44. Overall, how would you rate your experience of how well health care providers communicated with you during your stay in the hospital?

- 1 Very Good
- 2 Good
- 3 Moderate
- 4 Bad
- 5 Very Bad

Q45. Overall, how would you rate your experience of getting involved in making decisions about your care or treatment as much as you wanted when you were in the hospital?

- 1 Very Good
- 2 Good
- 3 Moderate
- 4 Bad
- 5 Very Bad

Q46. Overall, how would you rate your experience of the way the hospital kept personal information about you confidential?

- 1 Very Good
- 2 Good
- 3 Moderate
- 4 Bad
- 5 Very Bad

Q47. Overall, how would you rate your experience of being able to use a hospital of your choice?

- 1 Very Good
- 2 Good
- 3 Moderate
- 4 Bad
- 5 Very Bad

Q48. Overall, how would you rate the quality of the surroundings, for example, space, seating, fresh air, and cleanliness of the health services you visited?

- 1 Very Good
- 2 Good
- 3 Moderate
- 4 Bad
- 5 Very Bad

Q49. When you stayed in the hospital, how big a problem, if any, was it to get the hospital to allow your family and friends to take care of your personal needs such as bringing your favorite food, soap, etc.?

- 1 No Problem
- 2 Mild Problem
- 3 Moderate Problem
- 4 Severe Problem
- 5 Extreme Problem

Q50. During your stay in the hospital, how big a problem, if any, was it to have the hospital allow you to practice religious or traditional observances if you wanted to?

- 1 No Problem
- 2 Mild Problem
- 3 Moderate Problem
- 4 Severe Problem
- 5 Extreme Problem