

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:

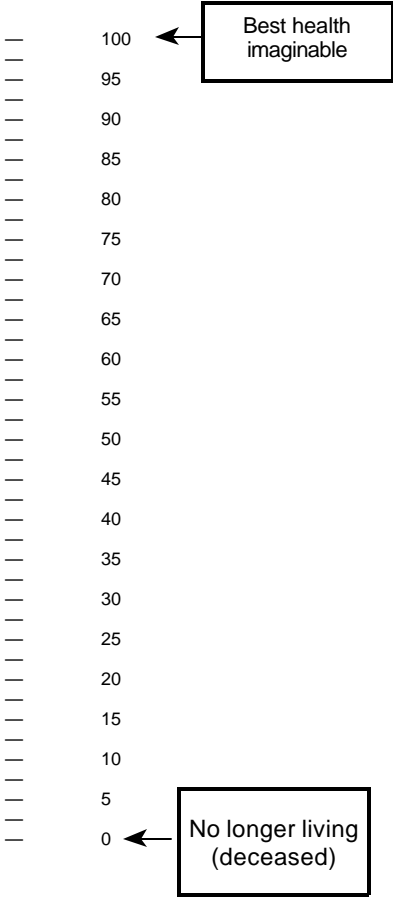
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Thank You!

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 Therapist

_____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 ° Skip to Q52, Page 9
- 2 Yes



Q7. (If yes) During the last 12 months did you get any health care either at an outpatient 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 stays)

- 1 No ° 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 the overall quality of surroundings, for example space, seating, fresh air and cleanliness of the health services? (Please circle one answer for each question.)

How would you rate this person's experience of the overall quality of surroundings of the health services? (Please circle one answer for each)



Al sees his general practitioner in his office every month for his diabetes. The office has comfortable chairs in the waiting room and clean toilets. It is well lit and there are magazines and booklets to read while waiting Very Good Good Moderate Bad Very Bad

Sheila had to be hospitalized last year for a hip operation. The hospital had a separate room for her with an attached bathroom. The room was cleaned twice a day by the hospital staff and the sheets changed daily. The bed was comfortable. She could move around in the gardens of the hospital. Very Good Good Moderate Bad Very Bad

Frank goes to the local public hospital whenever he needs to. The hospital is large but crowded. The waiting rooms are noisy and poorly ventilated. The hospital is generally kept clean though the toilets in the outpatient department tend to smell by the end of the day Very Good Good Moderate Bad Very Bad

Keith has a nervous breakdown and had to spend 3 months in the past year in the local hospital. He had to sleep on an uncomfortable mattress with no sheets. There were 30 other patients in the same dormitory style ward and the toilets would smell as they were not cleaned. He came back with a skin infection as he couldn't wash regularly and there were bugs in the bed. Very Good Good Moderate Bad Very Bad

Hans had an eye operation in a local polyclinic last month. He was in a room that he had to share with four others with no partitions between beds. He had a small locker to keep his things and shared a toilet which was cleaned only every other day 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 how well the health services kept information about him/her confidential? (Please circle one answer for each.)

How would you rate this person's experience of how well the health services kept information about hi/n/her confidential? (Please circle one answer for each)



Simon went to the hospital to consult the doctor about some worrying symptoms he was having. He wondered if they were connected with his recent heavy drinking. The waiting room was very crowded. Simon met a friend and a couple of his neighbors there. The doctor was sitting in a curtained off area at the end of the waiting room. Due to the noise in the room, the doctor and Simon had to speak very loudly to hear each other. The doctor ordered some tests and advised Simon to reduce his drinking. Very Good Good Moderate Bad Very Bad

Alma goes to the hospital to take an HIV test. Though only a number is used to identify the sample, one of the lab technicians recognizes Alma. The test turns out to be positive. The lab technician begins to tell everyone in the neighborhood about Alma being HIV positive. 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 the overall quality of surroundings, for example space, seating, fresh air and cleanliness of the health services? (Please circle one answer for each question.)

How would you rate this person's experience of the overall quality of surroundings of the health services? (Please circle one answer for each)



Mary is not keeping in good health and has to go to the clinic regularly. The place is very crowded, there are not enough chairs for people to sit on as they wait for the doctor. The place is not cleaned regularly and tends to be littered. The corridors are dark and the lights and fans often do not work. Very Good Good Moderate Bad Very Bad

Jose was admitted to a local hospital for a week as he developed high fever. The room was clean but small and the toilet was a few feet away down the corridor. It was summer and he felt hot and had to get a table fan from home. 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

- 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
- 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 how well the health services kept information about him/her confidential? (Please circle one answer for each.)

How would you rate this person's experience of how well the health services kept information about hi/n/her confidential? (Please circle one answer for each)

Paul goes to visit Dr. Jonathan because he is worried about his drinking problem and the effect it is having on his health. Dr. Jonathan finds that Paul is suffering from severe stress. Dr. Jonathan mentions Paul's visit to a mutual friend Robert and asks him to advise Paul as well

Very Good Good Moderate Bad Very Bad

As Ben is having a high fever over a long period, his doctor orders a number of tests. The test reports are sent over to the ward from the laboratory. The nurse who is busy attending to some other patients leaves these reports on the counter where they are seen by Ben's neighbor

Very Good Good Moderate Bad Very Bad

Roger is suffering from AIDS. He is being treated on a general medical ward. The nurse who knows Roger's HIV status and is worried about her colleagues accidentally becoming infected tells the other nurses in the ward, as well as the orderlies, but tells them they must keep this information confidential..

Very Good Good Moderate Bad Very Bad

Dr. Johnson is treating Mark. Mark seems to be suffering from a rare disease. The press is pressuring Dr. Johnson to divulge information regarding this patient. Dr. Johnson however, is adamant that he will not reveal the personal details regarding his patient..

Very Good Good Moderate Bad Very Bad

Allen went to the hospital to consult the doctor about some worrying symptoms he was having. He was worried because he had recently visited a prostitute. The waiting room was very crowded. Allen met some of his friends there. The doctor's consultation room was a little way away from the waiting room. One had to go down the corridor to this room when it was one's turn to consult the doctor. Allen went in and spoke to the doctor who ordered some tests and advised him about safe sex.

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