

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:**

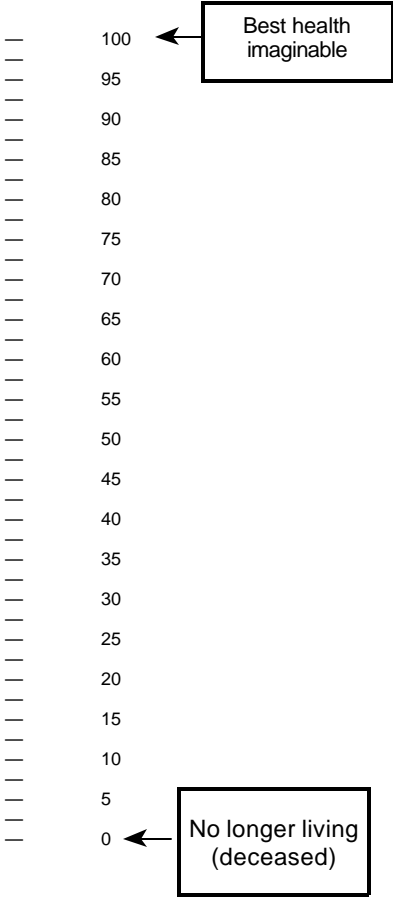
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***Thank You!***

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
  - 2 Yes
- Skip to Q52, Page 9



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
  - 2 Yes
- Skip to Q38, Page 7

Q56. (Continued) Now, here are some hospital situations that people sometimes face. For each one, how would you rate this person's experience of getting prompt attention? (Please circle one answer for each question.)

How would you rate this person's experience of getting prompt attention? (Please circle one answer for each)



Kevin had a heart operation last year. He is now doing well and is on regular medication. He lives outside the city and has to drive once every 3 months to see his doctor. One night he had chest pain and called an ambulance and managed to get to the hospital in 30 minutes ..... Very Good Good Moderate Bad Very Bad

Dirk suffers from difficulty breathing and has wheezing attacks almost every week. He lives across the street from the city hospital and can get to the emergency room within 5 minutes of an attack. Within 10 minutes of getting to the emergency room she is given an injection that relieves her distress. .... Very Good Good Moderate Bad Very Bad

Alan has had backaches for several years. The local hospital is always busy and he has to wait about 3 hours each time he has to see a doctor. At times he has to come away without seeing the doctor. He has been advised of a special test and will have to wait for 6 weeks before he can get it done as the machine in the hospital is booked ..... Very Good Good Moderate Bad Very Bad

Stan fell down from a ladder and broke his leg one evening. He had to be taken to the district hospital, about 10 miles away, in a private car. He had to wait for an hour in the hospital for the surgeon to arrive and could be operated only the next day. .... Very Good Good Moderate Bad Very Bad

Niles has a kidney disease and has to go to the hospital every month for a check up. He sees his regular physician at a pre-arranged time and can reach the hospital on a local bus within 15 minutes. In the past six months he has had to phone his doctor twice for urgent advice about his medication and has received the information he required right away ..... 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 getting involved in making decisions about his/her care or treatment as much as he/she wanted? (Please circle one answer for each.)

Gabriel has a history of chest pain. He usually goes to the local public hospital for his check-ups. One day he had severe pain in his chest and had to have emergency care. As soon as he got there, the doctors had to quickly run tests and take a blood sample. They did not ask for his permission as there was no time and they were concerned about his condition. .... Very Good Good Moderate Bad Very Bad

Tara is always tired and has no energy to do anything. She gave birth to a baby girl two months ago. The doctor has told her that she may be suffering from post-natal depression. After discussing her condition with her, he has suggested that she could either try some anti-depressants or, if she prefers, go to a counselor. .... Very Good Good Moderate Bad Very Bad

Q56. Now, here are some health care situations that people sometimes face. For each one, how would you rate this person's experience of getting prompt attention? (Please circle one answer for each question.)

Alex has a stomach ulcer and was advised surgery. His doctor told him it could be arranged only after 3 months as there were other patients ahead of him. He now sees the doctor only when he has some discomfort and needs to arrange about 2 weeks in advance a time to meet him .... Very Good Good Moderate Bad Very Bad

Roger has tuberculosis and needs to see his doctor in the primary care center every month for renewing his prescription. He lives in a neighborhood 5 miles away and must walk each time to see the doctor. Some days when he gets to the hospital he learns that the doctor is away on leave and must come back without medicines and make the trip again the next day. Once when he coughed blood at night and became very breathless his relatives had to borrow a neighbor's car to take him to the hospital .... Very Good Good Moderate Bad Very Bad

How would you rate this person's experience of getting involved in making decisions about his/her care or treatment as much as wanted? (Please circle one answer for each)



How would you rate this person's experience of getting prompt attention? (Please circle one answer for each)



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

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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 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 ◦ **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 getting involved in making decisions about his/her care or treatment as much as he/she wanted? (Please circle one answer for each.)**

**How would you rate this person's experience of getting involved in making decisions about his/her care or treatment as much as wanted? (Please circle one answer for each)**



Mary has a serious health problem and knows that she will soon die. Every time she visits her doctor she asks him about her treatment and how much her condition is deteriorating. She wants to be able to plan for the future and make arrangements for her family once she dies. The doctor always tells her not to worry, that things are under control, and that he knows what he is doing . . . .

. Very Good   Good   Moderate   Bad   Very Bad

Sarah visits her doctor regularly because of back pain. She has discussed alternative treatment with her doctor such as special back exercises, acupuncture, yoga and change in lifestyle, but he only believes in medication. Whenever the pain has got worse, he has adjusted the medication by prescribing higher doses. Despite the side effects that Sarah is having, drowsiness, nausea and migraines, he will not consider other options . . . . .

. Very Good    Good    Moderate    Bad    Very Bad

Henry has recently been diagnosed as having diabetes. The first time he went to the clinic he had to have blood tests, eye check-ups and other routine tests. The nurse explained every procedure in detail and asked him for his consent before doing any tests.. ..

. Very Good    Good    Moderate    Bad    Very Bad

Bob broke his arm a few months ago and had to have a series of X-rays. Initially, the doctors told him about his fractures and explained what they were going to do. After that, they sent him for some other tests all over the hospital without explaining why. Although Bob asked what was happening, the doctors ignored him saying they were busy.

sy. Very Good    Good    Moderate    Bad    Very Bad

John has been diagnosed as having HIV. The doctor has been very supportive at the health center he usually goes to. He has spent time discussing the different drug therapies, the psychological support that is available, and the medical care that he may need. Although he has advised John to start taking medication, he has asked John to decide what he wants to do .....

. 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. (If yes) 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