

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:

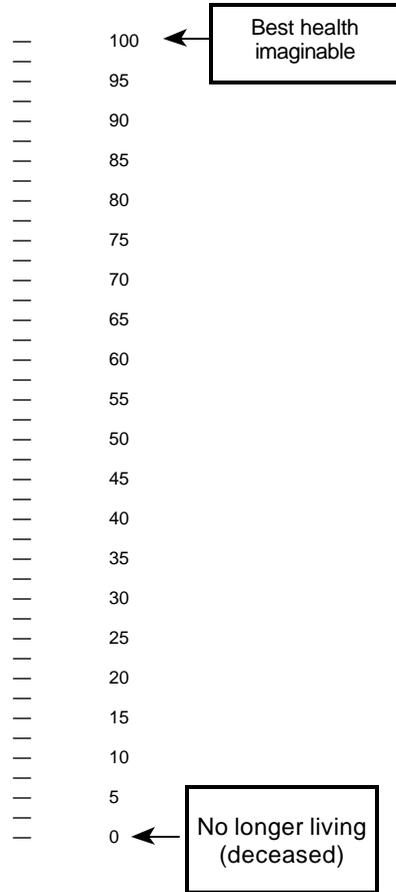
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Thank You!

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 over night hospital 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 hospital allowing interaction with family and friends and/or practicing certain religious customs during his/her stay? (Please circle one answer for each question.)

How would you rate this person's experience allowing interaction with family and friends and/or practicing certain religious customs? (Please circle one answer for each)



Rita had to recuperate in a hospital for 2 weeks after a bad fall. Her family visited her regularly during visiting hours, but she was bored during the rest of the day. The hospital had no common room and patients were not encouraged to go to each other's rooms to chat. There was, however, a little library in the hospital which she visited and the nurses sometimes brought her the daily newspaper. Very Good Good Moderate Bad Very Bad

Leona had to stay in the hospital for 2 weeks when she broke her leg. Her husband and children were working far from the hospital and they found it difficult to visit her, particularly as the visiting time allowed was very short. Her mother could not visit her at all as the visiting hours did not suit her. Very Good Good Moderate Bad Very Bad

James had to be in the hospital for a long time undergoing tests in preparation for his by-pass surgery. His family came to see him during the visiting hours but for the rest of the day he only saw the hospital staff when they came to attend him. He was told not to listen to his little radio, even though he was not disturbing anybody, and his request to have the local spiritual leader visit him was also discouraged on the grounds that other patients would be disturbed. Very Good Good Moderate Bad Very Bad

Rose had to be in the hospital over a long period, as her illness was difficult to diagnose. The hospital staff were very considerate in allowing her family to see her and be with her as much as possible. Whenever Rose wanted to contact her family, they would allow her to use the phone. Knowing that Rose was worried, the hospital staff arranged for her to visit regularly a place of worship. Very Good Good Moderate Bad Very Bad

Lori had to stay in the hospital for 2 weeks after undergoing surgery. Her family hated coming to see her because even during visiting time the hospital staff made them feel very unwelcome. Whenever her family brought her some sweets or cakes from home, the nurses would grumble, saying that Lori was being fussy about the hospital food. Lori would have liked to have her closest friends visit her, but the nurses did not encourage this. 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 able to select a health care provider of their choice? *(Please circle one answer for each.)*

How would you rate this person's experience of being able to select a health care provider of their choice? *(Please circle one answer for each)*



Damon needs to go to the local hospital for his blood pressure. Each time that he goes, he is seen by a different doctor. When he asked to see his previous doctor, he was told that it was not possible. Once when he was very sick and had been feeling dizzy, he asked to see another doctor or specialist, but was told he cannot decide who he should see. Very Good Good Moderate Bad Very Bad

Vincent goes to the community health center for his epilepsy. He has to go on a certain day of the week as the unit/team that sees him is available only on those days. Of the four members in the team, though he sees a neurologist each time, he cannot decide who he will see as he gets sent to whomever is free at the time. 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 hospital allowing interaction with family and friends and/or practicing certain religious customs during his/her stay? *(Please circle one answer for each question.)*

How would you rate this person's experience allowing interaction with family and friends and/or practicing certain religious customs? *(Please circle one answer for each)*



Tim had to stay in the hospital for 10 days after a car accident. The nurses asked his family not to visit him as the hospital was crowded with patients, and visitors "added to their workload." Though regular meals were provided in the hospital, Tim's family thought they would treat him to some of his favorite dishes. Both Tim and his brother were scolded that day and told to mind the rules of the hospital. When Tim asked if he could visit a place of worship, the nurse in charge said that he could not leave the hospital. Very Good Good Moderate Bad Very Bad

Sandy had to be in the hospital for a long time after being involved in a car accident. The hospital staff encouraged her family to visit her daily at any time they could. Her mother often brought her sweets and cakes. Her family would take her to visit a place of worship once a week and spend time praying together. 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 **○ 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?

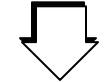
- 1 Yes
- 2 No **◦ Skip to Q27 Page 6**

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 being able to select a health care provider of their choice? (Please circle one answer for each.)

How would you rate this person's experience of being able select a health care provider of their choice? (Please circle one answer for each)



Thom has a family physician who he consults regularly. Recently friends advised him to consult an alternative medicine provider for a skin problem. When he asked for a referral, his doctor told him this was not possible and sent him to a skin specialist instead. Very Good Good Moderate Bad Very Bad

David goes the local general hospital. The hospital is large and has several specialities. Depending on his complaint(s), he can decide which department to go to. Once he is registered in a department, he must see only the person assigned to him that day. Very Good Good Moderate Bad Very Bad

Bruce has been having headaches for the past year. Initially his general practitioner gave medicines, but that did not help. He asked to be referred to a specialist. He has been investigated and detected to have a brain tumor that will require surgery. A surgery date has been scheduled by him this month. Very Good Good Moderate Bad Very Bad

Joshua has had stomach problems for several years. He has been referred to many doctors, but has only had to follow the suggestions made by his family doctor. His requests to see a particularly well-known stomach specialist have been turned down by his insurance system. Very Good Good Moderate Bad Very Bad

Don has joint pains and breathlessness. He sees two specialists for these problems once every 2 months. Recently, as his breathlessness was worsening, he asked to see a heart specialist and his medicines were adjusted. He sees his general physician regularly to get his prescriptions. 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 nonemergency 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