HARRIS INTERACTIVE

International Health Perspectives 2007

J28662
Final Questionnaire: April 18, 2007

SUBJECTS FOR QUESTIONNAIRE

SECTION 400: PRELOAD SAMPLE VARIABLES (SELECTED)

BASE: ALL RESPONDENTS
Q400 COUNTRY CODE:

- 1 Australia
- 2 Canada
- 3 New Zealand
- 4 United Kingdom
- 5 United States
- 6 Germany
- 7 Netherlands

SECTION 500: INTRODUCTION AND SCREENING (SELECTED)

BASE: ALL RESPONDENTS
Q500 Good morning/ afternoon/ evening, my name is _____ from (INSERT NAME OF COUNTRY AFFILIATE), a public opinion research company. Today we are conducting a survey about health issues. We are not selling anything and the answers you give will be kept strictly confidential.

I would like to speak to the person in the household who is 18 or older and had the most recent birthday. Would you be that person?

1	Continue	ASK Q505
2	Not available –call back	SCHEDULE CALLBACK
8	Not sure (V)	RECYCLE NUMBER
9	Decline to answer (V)	RECYCLE NUMBER

BASE: ALL CONTINUING RESPONDENTS (Q500/1)
Q505 First, what is your year of birth?

(INTERVIEWER, IF NEEDED: WE REQUEST THIS INFORMATION IN ORDER TO MAKE SURE WE ASK YOU ONLY THE QUESTIONS RELEVANT TO YOU.)
(INTERVIEWER: RECORD 9998 FOR NOT SURE (V) AND 9999 FOR DECLINE TO ANSWER (V).)
(INTERVIEWER: ENTER AS A FOUR-DIGIT NUMBER, e.g., 1963)
(INTERVIEWER: IF GREATER THAN 1988, ASK TO SPEAK WITH SOMEONE WHO IS 18 OR OVER, AND RESTART.)
[RANGE: 1901-9999, 9998, 9999]
|__|__|__|__|

BASE: ALL CONTINUING RESPONDENTS (Q500/1)
Q510 AGE CATEGORIES (NOT SHOWN ON SCREEN)
- 1   1-17   (2006-1989)
- 2   18-24   (1988-1982)
- 3   25-34   (1981-1972)
- 4   35-49   (1971 - 1957)
- 5   50-64   (1956-1942)
- 7   65+   (1941-1901)
- 9   Decline to answer (9998, 9999)

[IF Q510/1, 9, SKIP TO Q520. OTHERWISE ASK Q515.]

BASE: ALL RESPONDENTS
(INTERVIEWER OBSERVATION)
Q515   (Respondent sex)

    1   Male
    2   Female

BASE: ALL RESPONDENTS
Q520   QUALIFICATION QUESTION
[GET CODE 1 IF Q500/1 AND Q510/2-7. ELSE GET CODE 6]
    1   QUALIFIED
    6   NOT QUALIFIED

BASE: ALL QUALIFIED RESPONDENTS (Q99/1)
Q600   Which of the following statements comes closest to expressing your overall view of the health
        care system in this country?
        (READ LIST)

    1   On the whole, the system works pretty well and only minor changes are necessary to make it
         work better.
    2   There are some good things in our health care system, but fundamental changes are needed to
         make it work better.
    3   Our health care system has so much wrong with it that we need to completely rebuild it.
    8   Not sure (V)
    9   Decline to answer (V)

BASE: ALL QUALIFIED RESPONDENTS (Q99/1)
Q605   How confident are you that if you become seriously ill, you will (INSERT)? Are you…?
        (READ LIST)
                    1   Very confident
                    2   Somewhat confident
                    3   Not very confident
                    4   Not at all confident
                    8   Not sure (V)
                    9   Decline to answer (V)

1   Get quality and safe medical care
2   Receive the most effective drugs
3   Receive the best medical technology
4   Be able to afford the care you need

BASE: ALL QUALIFIED RESPONDENTS (Q99/1)
Q610   When you need medical care, how important is it to have ONE medical practice or clinic where
        the doctors and nurses know your medical history and provide and coordinate the care you need?

(READ LIST)
                    1   Very important
                    2   Somewhat important
                    3   Not very important
                    4   Not at all important
                    8   Not sure (V)
                    9   Decline to answer (V)

BASE: ALL QUALIFIED RESPONDENTS (Q99/1)
Q615   Do you have such a place -- a medical practice or clinic that knows your medical history and
        provides and coordinates your care?

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

BASE: ALL QUALIFIED RESPONDENTS (Q99/1)

Q700   In general, how would you describe your own health?

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

BASE: ALL QUALIFIED RESPONDENTS (Q99/1)

Q705   Have you had a serious or chronic illness, injury, or disability that has required A LOT of medical care in the past 2 years?

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

BASE: ALL QUALIFIED RESPONDENTS (Q99/1)

Q710   Were you hospitalized in the past 2 years [IF Q515/2 SHOW ", other than for a normal, uncomplicated delivery of a baby"]?

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

BASE: ALL QUALIFIED RESPONDENTS (Q99/1)
Q800 To help you make decisions about your health care, in the past 2 years have you EVER tried to find information about the quality of (INSERT)?
(READ EACH ITEM)

Q801 1 Yes
2 No
8 Not sure (V)
9 Decline to answer (V)

[RANDOMIZE]
1 hospitals, including reports on patient satisfaction and experiences
2 doctors, including reports on patient satisfaction and experiences

BASE: IF YES TO ANY IN Q800
Q805 Did you find any useful information about (INSERT)?

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

[RANDOMIZE IN SAME ORDER AS Q800]
1 [SHOW IF Q800/1 AND Q801/1] hospitals
2 [SHOW IF Q800/2 AND Q801/1] doctors

SECTION 900: ACCESS TO CARE AND COORDINATION PROBLEMS

BASE: ALL QUALIFIED RESPONDENTS (Q99/1)
Q900   During the past 12 months, was there a time when you (INSERT ITEM)?

Q901
     1   Yes
     2   No
     3   Not Applicable (V)
     4   Not Sure (V)
     5   Decline to Answer (V)

[RANDOMIZE]
1   Had a medical problem but did not visit a doctor because of cost
2   Skipped a medical test, treatment, or follow-up that was recommended by a doctor because of the cost
3   [IF Q400/2, 5, 6 SHOW "Did not fill a prescription for medicine, or you skipped doses of
         your medicine because of the cost"; IF Q400/1, 3, 4 SHOW "Did not collect a prescription
         for medicine, or you skipped doses of your medicine because of the cost"]
4   Needed dental care but did <u>not</u> see a dentist because of the cost

BASE: ALL QUALIFIED RESPONDENTS (Q99/1)
Q905   Last time you were sick or needed medical attention, how quickly could you get an appointment
     to see a doctor? [IF Q400/1-3 SHOW "Please do not include a visit to the hospital emergency
     department."; IF (Q400/4 SHOW: Please do not include a visit to the hospital Accident and
     Emergency Department."; IF Q400/5, 6 SHOW: "Please do not include a visit to the hospital
     emergency room."] Did you get an appointment:

 (READ LIST)
          1   On the same day
          2   The next day
          3   In 2 to 3 days
          4   In 4 to 5 days
          5   In 6 to 7 days
          6   After more than a week
          7   Never able to get an appointment
          8   Not sure (V)
          9   Decline to answer (V)

BASE: ALL QUALIFIED RESPONDENTS (Q99/1)
Q910   [IF Q400/1-3 SHOW "How easy or difficult is it to get care in the evenings, on weekends, or
     holidays without going to the hospital emergency department?"; IF Q400/4 SHOW: "How easy
     or difficult is it to get care in the evenings, on weekends, or holidays without going to the hospital
     accident and emergency department?"; IFQ400/5, 6 SHOW: "How easy or difficult is it to get
     care in the evenings, on weekends, or holidays without going to the hospital emergency room?"]
     Is it:
     (READ LIST)

          1   Very easy
          2   Somewhat easy
          3   Somewhat difficult
          4   Very difficult

6 Never needed care in the evenings, weekends, or holidays (V)
8 Not sure (V)
9 Decline to answer (V)

BASE: NETHERLANDS AND VERY/SOMEWHAT EASY (Q400/7 AND Q910 = 1 OR 2)
Q915 Which best describes the place you go after hours/weekends/holidays?

[MULTIPLE RESPONSE]
  1 GP's practice, providing after hours care
  2 GP cooperative
  3 I call an advice line
  4 Hospital Emergency Room
  5 Some other place
  8 Not sure (V)
  9 Decline to answer (V)

BASE: ALL QUALIFIED RESPONDENTS (Q99/1)
Q920 [IF Q400/1,5, 6 SHOW "Have you called a telephone help line for medical or health advice in the last 12 months?" IF Q400/3 SHOW "Have you called a telephone health line for medical or health advice in the last 12 months?"; IF Q400/2 SHOW Have you called telephone health lines for medical or health advice in the last 12 months?"; IF Q400/4 SHOW: "Have you called NHS DIRECT, NHS 24 or other telephone helpline for medical or health advice in the last 12 months?"]

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

BASE: USED HELP LINE (Q920 = 1)
Q925 [IF Q400/1, 5, 6 SHOW "How helpful, if at all, was the advice given on the help line?"; IF Q400/2, 3 SHOW "How helpful, if at all, was the advice given on the health line? IF Q400/4 SHOW: "How helpful, if at all, was the advice given on NHS DIRECT, NHS 24, or other telephone helpline?"] Would you say…

  1 Very helpful
  2 Somewhat helpful
  3 Not at all helpful
  8 Not sure (V)
  9 Decline to answer (V)

BASE: ALL QUALIFIED RESPONDENTS (Q99/1)
Q930 Now thinking about the past 2 years, when receiving care for a medical problem, was there EVER a time when (INSERT ITEM)?
Q931
 1 Yes
 2 No
 3 Not Applicable (V)
 4 Not Sure (V)
 5 Decline to Answer (V)

[RANDOMIZE]
1 Test results or medical records were not available at the time of your scheduled doctor's appointment
2 Doctors recommended treatment that you thought had little or no health benefit
3 Doctors ordered a medical test that you felt was unnecessary because the test had already been done

SECTION 1000: EXPERIENCES WITH PRIMARY CARE DOCTORS AND USE OF TEAMS

BASE: ALL QUALIFIED RESPONDENTS (Q99/1)

Q1000 [IF Q400/2, 5, 6 SHOW "Is there one doctor you usually go to for your medical care?"; IF Q400/1,3,4 SHOW: "Is there one GP you usually go to for your medical care?"]

(DO NOT READ)
1   Yes, have a regular doctor
2   Yes, but have more than one (V)
3   No, do not have a regular doctor
8   Not sure (V)
9   Decline to answer (V)

BASE: IF NO REGULAR DOCTOR OR NOT SURE OR DECLINE (Q1000/3, 8, 9)

Q1005 [IF (Q400/1,3,4) SHOW "Is there one GP practice, health centre, or clinic you usually go to for most of your medical care?"; IF Q400/2,5, 6 SHOW: "Is there one doctor's group, health center, or clinic you usually go to for most of your medical care?"]

[IF Q400/1,2,3 SHOW: "Please do not include the hospital emergency department."; IF Q400/4 SHOW: "Please do not include the hospital Accident and Emergency Department."; IF Q400/5, 6 SHOW: "Please do not include the hospital emergency room."]

1   Yes, have a usual place for medical care
2   No, do not have a usual place for medical care
8   Not sure (V)
9   Decline to answer (V)

BASE: ALL QUALIFIED RESPONDENTS (Q99/1)

Q1010 REGULAR DOCTOR OR PLACE [DOES NOT APPEAR ON SCREEN]
- GET CODE 1 IF Q1000/1,2
- GET CODE 2 IF Q1005/1
- GET CODE 3 ALL OTHERS

1   HAS REGULAR DOCTOR/GP
2   HAS REGULAR PLACE
3   NO REG DOC/PLACE

[IF Q1010/1, 2 ASK Q1015. OTHERWISE SKIP TO Q1100.]

BASE: REGULAR DOCTOR OR PLACE [Q1010 = 1 OR 2]

Q1015 How many visits to this doctor or place have you made in the past 12 months for your own care?
(INTERVIEWER: PROBE FOR BEST ESTIMATE)
(ENTER "98" FOR "NOT SURE" AND "99" FOR "DECLINE TO ANSWER".)

|__|__|
[RANGE 00-99]

BASE: HAS A REGULAR DOCTOR/GP OR HAS A REGULAR PLACE [Q1010 = 1 OR 2]

Q1020 [IF Q400/2,5, 6 & Q1010/1 SHOW: "Does your regular doctor's practice offer patient appointments at the following times? "; IF Q400/1,3,4 & Q1010/1 SHOW: "Does your GP's practice offer patient appointments at the following times?"; IF Q1010/2 SHOW: "Does your regular place of care offer patient appointments at the following times? "]

Q1021

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

1   Some early morning hours (before 8:30 am)
2   Some evening hours (after 6:00 pm)
3   Some weekend hours

BASE: HAS A REGULAR DOCTOR/GP OR HAS A REGULAR PLACE [Q1010 = 1 OR 2]

Q1025 [IF Q400/2 SHOW: "Does your regular doctor's practice have an arrangement where patients can be seen by a doctor or nurse if needed when the practice is closed (not including the hospital emergency department)?"; IF Q400/1,3 SHOW: "Does your regular GP's practice have an arrangement where patients can be seen by a doctor or nurse if needed when the practice is closed (not including the hospital emergency department)?"; IF Q400/4 SHOW: "Does your regular GP's practice have an arrangement where patients can be seen by a doctor or nurse if needed when the practice is closed (not including the hospital Accident and Emergency Department)?"; IF Q400/5, 6 SHOW: "Does your regular doctor's practice have an arrangement where patients can be seen by a doctor or nurse if needed when the practice is closed (not including the hospital emergency room)?"]

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

BASE: HAS A REGULAR DOCTOR/GP OR HAS A REGULAR PLACE [Q1010 = 1 OR 2]

Q1026 [IF Q400/2,5, 6 SHOW: How easy or difficult is it to contact your doctor's practice during regular practice hours by TELEPHONE about a health problem? Would you say it is …? IF Q400/1,3,4 SHOW: : How easy or difficult is it to contact your GP's practice during regular practice hours by TELEPHONE about a health problem? Would you say it is …?]

1	Very easy
2	Somewhat easy
3	Somewhat difficult
4	Very difficult
6	Never tried to contact by telephone (V)
8	Not applicable (V)
9	Decline to answer (V)

BASE: RESPONDENTS WHO HAVE A REGULAR DOC/PLACE (Q1010/1,2)

Q1030 [IF <u>Q400</u>/2,5, 6 & Q1010/1 SHOW: "Thinking about your regular doctor, can you communicate with him/her by email?"; IF Q400/1,3,4 & Q1010/1 SHOW: "Thinking about your GP, can you communicate with him/her by email?"; IF Q1010/2 SHOW: "Thinking about the doctors at the place where you usually get medical care, can you communicate with them by email?"]   Would you say:

[READ LIST]
  1   Yes, you can email your doctor
  2   No, you cannot email your doctor
  3   or do you NOT have access to the Internet?
  8   Not sure (V)
  9   Decline to answer (V)

BASE: IF RESPONDENTS CAN COMMUNICATE BY EMAIL (Q1030/1)

Q1032 Does this email access help you reach your doctor or nurse and get answers you need quickly?

  1   Yes, definitely
  2   Yes, sometimes
  3   No
  4   Have not tried to use it (V)
  8   Not sure (V)
  9   Decline to answer (V)

BASE: RESPONDENTS WHO HAVE A REGULAR DOC/PLACE AND WHO CANNOT COMMUNICATE WITH DOC BY EMAIL, DK, OR REF (Q1010 = 1,2 AND Q1030 = 2,3,8,9)

Q1035 [IF <u>Q400</u>/2,5,6 & Q1010/1 SHOW: "Would you like to be able to communicate with your regular doctor by email?"; IF <u>Q400</u>/1,3,4 & Q1010/1 SHOW: "Would you like to be able to communicate with your GP by email?"; IF Q1010/2 SHOW: "Would you like to be able to communicate with the doctors by email?"]

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

BASE: REGULAR DOCTOR OR PLACE [Q1010 = 1 OR 2]

Q1040   [IF Q400/2,5, 6 & Q1010/1 SHOW: "When you need care or treatment, how often does your regular doctor"; IF Q400/1,3,4 & Q1010/1 SHOW: "When you need care or treatment, how often does your GP"; IF Q1010/2 SHOW: "When you need care or treatment, how often does the doctor"] (INSERT ITEM)?
            (READ LIST)

Q1041
  1   Always
  2   Often
  3   Sometimes
  4   Rarely or never
  5   Not applicable (V)
  6   Not sure (V)
  7   Declined to answer (V)

 [RANDOMIZE]
   1   Explain things in a way you can understand
   2   Know important information about your medical history

3	Tell you about treatment options and involve you in decisions about the best treatment for you
4	Spend enough time with you

BASE: RESPONDENTS WHO HAVE A REG DOC/PLACE (Q1010/1,2)

Q1047 [IF Q400/2,5,6 SHOW: How often does your regular doctor or someone in your doctor 's practice help you coordinate the care you receive from other doctors and places?; Q400/1,3,4 SHOW: How often does your GP or someone in your GP 's practice help you coordinate the care you receive from other doctors and places?;]

(READ LIST)
1	Always
2	Often
3	Sometimes
4	Rarely or never
5	Not applicable (V)
8	Not sure (V)
9	Declined to answer (V)

BASE: RESPONDENTS WHO HAVE A REG DOC/PLACE (Q1010/1,2)

Q1045 [IF Q400/2,5,6 & Q1010/1 SHOW: "In the past 2 years, has your regular doctor"; IF Q400/1,3,4 & Q1010/1 SHOW: "In the past 2 years, has your GP"; IF Q1010/2 SHOW: "In the past 2 years, has a doctor at the place where you usually get medical care"] (INSERT ITEM)?

Q1046
1	Yes
2	No
8	Not sure (V)
9	Decline to answer (V)

[RANDOMIZE]
1	provided advice or counseling on your weight, nutrition, or exercise
2	asked you if there are any emotional issues that may be affecting your health (for example, depression or stress)

BASE: RESPONDENTS WHO HAVE A REG DOC/PLACE (Q1010/1,2)

Q1050 [IF Q400/2,5, 6 & Q1010/1 SHOW: "Overall, how do you rate the quality of medical care that you have received in the past 12 months from your regular doctor?"; IFQ400/1,3,4 & Q1010/1 SHOW: "Overall, how do you rate the quality of medical care that you have received in the past 12 months from your GP?"; IF Q1010/2 SHOW: "Overall, how do you rate the quality of medical care that you have received in the past 12 months from the place you usually go to?"]

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

BASE: ALL QUALIFIED RESPONDENTS (Q99/1)
Q1100 [IF Q400/2,5, 6 & Q1010/1 &Q710/2,8,9 SHOW: "Not counting your regular doctor, how many specialists have you seen for a specific health problem in the past 12 months; IF Q400/1,3,4 & Q1010/1 &Q710/2,8,9 SHOW: "Not counting your GP, how many specialists or consultants have you seen for a specific health problem in the past 12 months?"; IF Q400/2, 5, 6 AND Q1010/2, 3 &Q710/2,8,9 SHOW "How many specialists have you seen for a specific health problem in the past 12 months?"; IF Q400/1, 3, 4 AND Q1010/2, 3 &Q710/2,8,9 SHOW "How many specialists or consultants have you seen for a specific health problem in the past 12 months";

[IF HOSPITALIZED Q710/1:
IF Q400/2,5, 6 & Q1010/1 &Q710/1 SHOW: "Not counting your regular doctor, how many specialists have you seen for a specific health problem in the past 12 months. Please do not count the doctors you saw while hospitalized; IF Q400/1,3,4 & Q1010/1 &Q710/1 SHOW: "Not counting your GP, how many specialists or consultants have you seen for a specific health problem in the past 12 months? Please do not count the doctors you saw while hospitalized."; IF Q400/2, 5, 6 AND Q1010/2, 3 &Q710/1 SHOW "How many specialists have you seen for a specific health problem in the past 12 months? Please do not count the doctors you saw while hospitalized."; IF Q400/1, 3, 4 AND Q1010/2, 3 &Q710/1 SHOW "How many specialists or consultants have you seen for a specific health problem in the past 12 months? Please do not count the doctors you saw while hospitalized."]]

(INTERVIEWER NOTE: ONLY IF NEEDED: Specialists can include surgeons, heart doctors, allergy doctors, and others who specialize in one area of health care.)

(INTERVIEWER NOTE: ONLY IF NEEDED: If 400/1,3,4 SHOW: " We are NOT asking about the different KINDS of specialists or consultants; we would like to know the number of individual specialists or consultants you have seen; If 400/2, 5, 6 SHOW: " We are NOT asking about the different KINDS of specialists; we would like to know the number of individual specialists you have seen;)

(INTERVIEWER INSTRUCTION: PROMPT FOR BEST ESTIMATE IF CAN'T PROVIDE NUMBER)

(INTERVIEWER: RECORD 97 FOR MORE THAN ONE DR BUT DK EXACT NUMBER (V), 98 FOR NOT SURE (V), AND 99 FOR DECLINE TO ANSWER (V).)
[RANGE: 0-99]

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[IF Q1100/1-97, ASK Q1105. OTHERWISE SKIP TO Q1200.]

BASE: SEEN SPECIALIST [Q1100/1-97]
Q1105 [IF Q400/1, 3, 4 SHOW "In the past 12 months, how many TOTAL VISTS to specialists or consultants have you made?"; IF Q400/2, 5, 6 SHOW "In the past 12 months, how many TOTAL VISITS to specialists have you made?"]

(INTERVIEWER INSTRUCTION: PROMPT FOR BEST ESTIMATE IF CAN'T PROVIDE NUMBER)
(INTERVIEWER: RECORD 97 FOR MORE THAN ONE VISIT BUT DK EXACT NUMBER (V), 98 FOR NOT SURE (V), AND 99 FOR DECLINE TO ANSWER (V).)
[RANGE: 1-99]

|__|__|

[IF Q1010/1,2 AND Q1100/1-97 ASK Q1110. OTHERWISE SKIP TO Q1200.]

BASE: REGULAR DOCTOR OR PLACE AND SEEN A SPECIALIST [Q1010 = 1, 2 AND Q1100/1-97]

Q1110 [IF QQ400/1, 3, 4 AND 1010/1 SHOW: "Thinking about the LAST time you saw a **NEW** specialist or consultant, did your regular GP"; IF QQ400/2, 5, 6 AND 1010/1 SHOW: "Thinking about the LAST time you saw a **NEW** specialist, did your regular doctor"; IF Q400/1, 3, 4 AND Q1010/2 SHOW: Thinking about the LAST time you saw a **NEW** specialist or consultant, did the doctors at the place where you usually get medical care"; IF Q400/2, 5, 6 AND Q1010/2 SHOW: Thinking about the LAST time you saw a **NEW** specialist, did the doctors at the place where you usually get medical care"] (INSERT)? [Source: CMWF Quality 2006]

Q1111

1	Yes
2	No
3	Didn't need any help/ Didn't need to communicate (V)
8	Don't know (V)
9	Refused (V)

[DO NOT RANDOMIZE.]
1 Help you decide who to see
2 Provide the specialist with information about your condition or medical problem

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BASE: ALL QUALIFIED RESPONDENTS (Q99/1)

Q1200 Have you needed <u>non-emergency or elective surgery</u> in the past 2 years? (INTERVIEW, IF NECESSARY: By non-emergency or elective surgery we mean surgery for conditions that aren't immediately life threatening, such as hip replacement or cataract removal).

    1   Yes, needed non-emergency surgery
    2   No, did not need non-emergency surgery
    8   Not sure (V)
    9   Decline to answer (V)

BASE: RESPONDENT NEEDED NON-EMERGENCY SURGERY (Q1200/1)

Q1205 After you decided you needed surgery, how many days, weeks or months did you have to wait for the non-emergency or elective surgery?

(INTERVIEWER: IF MORE THAN ONE SURGERY IN PAST TWO YEARS, ASK ABOUT MOST RECENT SURGERY)
(PROBE IF THEY ARE STILL WAITING FOR SURGERY: How long have you been waiting so far?)

(ENTER 0 AT DAYS IF WHOLE WEEKS; ENTER 0 AT WEEKS IF WHOLE MONTHS ETC.; ENTER ALL ZEROS IF NO WAITING PERIOD AND "98" FOR ALL IF "NOT SURE" AND "99" FOR ALL IF DECLINE TO ANSWER".)

(INTERVIEWER - SELECT PUNCH 5 IF NO WAITING PERIOD)
[MULTI PUNCH QUESTION]
[0-FILLING MUST BE MANDATORY

1205   Days   (Range 0-6, 98, 99) |__|__|
1206   Weeks   (Range 0-3, 98, 99) |__|__|
1207   Months   (Range 0-11, 98, 99) |__|__|
1208   Years   (Range: 0-8, 98, 99) |__|__|
1209   No waiting period

[IF Q710/1 ASK Q1215. OTHERWISE SKIP TO Q1260.]

BASE: HOSPITALIZED IN THE PAST 2 YEARS [Q710 = 1]

Q1215 You mentioned earlier that you were hospitalized in the past two years. When you were admitted to the hospital, did a doctor or a nurse ask you for a list of medications you are currently on, including both prescription and over the counter?

(INTERVIEWER: IF MORE THAN ONE HOSPITALIZATION, ASK ABOUT THE LAST HOSPITALIZATION.)

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

BASE: HOSPITALIZED IN THE PAST 2 YEARS [Q710 = 1]

Q1225 Were you involved as much as you wanted to be in decisions about your care and treatment?

(INTERVIEWER, IF YES: "Would you say "yes, definitely" or "yes, to some extent?")

    1   Yes, definitely
    2   Yes, to some extent
    3   No
    8   Not sure (V)
    9   Decline to answer (V)

BASE: HOSPITALIZED IN THE PAST 2 YEARS [Q710 = 1]

Q1230 If your family or someone else close to you wanted to talk to a doctor, did they have enough opportunity to do so? (READ LIST)

(INTERVIEWER, IF YES: "Would you say "yes, definitely" or "yes, to some extent?")

    1   Yes, definitely
    2   Yes, to some extent
    3   No
    4   No family or friends were involved (V)
    5   My family did not want or need information (V)
    6   I did not want my family or friends to talk to a doctor (V)
    8   Not sure (V)
    9   Decline to answer (V)

BASE: HOSPITALIZED IN THE PAST 2 YEARS [Q710 = 1]

Q1235 In your opinion, were there always or nearly always enough nurses to care for you during your hospital stay?

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

BASE: HOSPITALIZED IN THE PAST 2 YEARS [Q710 = 1]

Q1240 When you left the hospital, did someone discuss with you what to do about medications, including any new medications and those you were using prior to your hospitalization?
    1   Yes
    2   No
    3   Not taking any medications (V)
    8   Not sure (V)
    9   Decline to answer (V)

BASE: HOSPITALIZED IN THE PAST 2 YEARS [Q710 = 1]

Q1245 When you left the hospital, did the hospital make arrangements or make sure you had follow-up visits with a doctor or other health care professional?
    1   Yes
    2   No
    8   Not sure (V)
    9   Decline to answer (V)

BASE: HOSPITALIZED IN THE PAST 2 YEARS [Q710 = 1]
Q1250 Did you receive written information on what to do when you returned home and what symptoms to watch for? (READ LIST)

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

[IF Q1010/1, 2 AND Q710/1 ASK Q1255. OTHERWISE SKIP TO Q1260.]

BASE: HAVE REG DOC/PLACE & HOSPITALIZED IN PAST 2 YEARS [Q1010 = 1,2 AND Q710 = 1]
Q1255 [IF Q400/2,5, 6 & Q1010/1 SHOW: "After you left the hospital, did your regular doctor seem informed and up-to-date about the plan for follow-up care after your hospitalization?"; IF Q400/1,3,4 & Q1010/1 SHOW: "After you left the hospital, did your GP seem informed and up-to-date about the plan for follow-up care after your hospitalization?"; IF Q1010/2 SHOW: After you left the hospital, did the doctors at the place where you usually get medical care seem informed and up-to-date about the plan for follow-up care after your hospitalization?"]

     (INTERVIEWER: IF HAD MORE THAN 1 HOSPITALIZATION, ASK ABOUT THE LAST HOSPITALIZATION)

   1   Yes
   2   No
   3   Did not see regular doctor after the hospitalization (V)
   8   Not sure (V)
   9   Decline to answer (V)

BASE: ALL QUALIFIED RESPONDENTS (Q99/1)
Q1260 [IF AU, CA, NZ (Q400/1,2,3) SHOW: "How many times have you <u>personally</u> used a hospital emergency department in the past 2 years?"; IF Q400/4 SHOW: "How many times have you <u>personally</u> used a hospital Accident and Emergency Department in the past 2 years?"; IF Q400/5, 6 SHOW: "How many times have you <u>personally</u> used a hospital emergency room in the past 2 years?"]

     (INTERVIEWER: RECORD 97 FOR MORE THAN ONE ER BUT DK EXACT NUMBER (V), RECORD 98 FOR NOT SURE (V) AND 99 FOR DECLINE TO ANSWER (V).) [INTERVIEWER: THIS DOES NOT INCLUDE USE OF THE ER/A&E FOR SOME OTHER PERSON, INCLUDING A CHILD, PARENT, PARTNER ETC.]

     |__|__|
     [RANGE 00-99]

BASE: RESPONDENTS WHO HAVE USED ER [Q1260 = 1 TO 97]
Q1265 [IF Q400/1,2,3 SHOW: "The last time you went to the hospital emergency department, how long did you wait before being treated?"; IF Q400/4 SHOW: "The last time you went to the hospital Accident and Emergency Department, how long did you wait before being treated?"; IFQ400/5, 6 SHOW: "The last time you went to the hospital emergency room, how long did you wait before being treated?"]

     (INTERVIEWER: PROBE FOR BEST ESTIMATE IF CAN'T PROVIDE NUMBER)

(DO NOT READ)
01   Less than 30 minutes
02   30 minutes to less than 1 hour
03   1 to less than 2 hours
04   2 to less than 3 hours
05   3 to less than 4 hours
06   4 to less than 5 hours
07   5 to less than 8 hours
08   8 hours or more
09   Never treated/Left without being treated (V)
98   Not sure (V)
99   Decline to answer (V)

BASE: RESPONDENTS WHO HAVE REG DOC/PLACE AND HAVE USED ER [Q1010 = 1,2 AND Q1260 = 1 TO 97]

Q1275 [IF Q400/1, 3 and Q1010/1 SHOW "The last time you went to the hospital emergency department was it for a condition that you thought could have been treated by your GP if he or she had been available?";
IF Q400/2 AND Q1010/1 SHOW "The last time you went to the hospital emergency department was it for a condition that you thought could have been treated by your regular doctor if he or she had been available?";
IF Q400/1-3 AND Q1010/2 SHOW "The last time you went to the hospital emergency department was it for a condition that you thought could have been treated by the doctors at the place where you usually get medical care if they had been available?";
IF Q400/4 AND Q10101/1 SHOW "The last time you went to the hospital Accident and Emergency Department was it for a condition that you thought could have been treated by your GP if he or she had been available?";
IF Q400/4 AND Q1010/2 SHOW "The last time you went to the hospital Accident and Emergency Department was it for a condition that you thought could have been treated by the doctors at the place where you usually get medical care if they had been available?";
IF Q400/5, 6 AND Q1010/1 SHOW "The last time you went to the hospital emergency room was it for a condition that you thought could have been treated by your regular doctor if he or she had been available?";
IF Q400/5, 6 AND Q1010/2 SHOW "The last time you went to the hospital emergency room was it for a condition that you thought could have been treated by the doctors at the place where you usually get medical care if they had been available?";

(INTERVIEWER NOTE: IF HAD MORE THAN 1 ER VISIT, ASK WERE ANY OF THE VISITS)

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

BASE: RESPONDENTS WHO HAVE REG DOC/PLACE AND HAVE USED ER AND WERE TREATED [Q1010 = 1,2 AND Q1260 = 1 TO 97 AND Q1265 = 1 – 8, 98, 99]

Q1280 [IF Q400/1, 3 AND Q1010/1 SHOW "After your visit in the hospital emergency department, did your GP seem informed and up-to-date about the care you had received in the hospital emergency department?";
IF Q400/2 AND Q1010/1 SHOW "After your visit in the hospital emergency department, did your regular doctor seem informed and up-to-date about the care you had received in the hospital emergency department?";
IF Q400/1-3 AND Q1010/2 SHOW "After your visit in the hospital emergency department, did the doctors at the place where you usually get medical care seem informed and up-to-date about the care you had received in the hospital emergency department?";

IF Q400/4 AND Q1010/1 SHOW "After your visit in the hospital Accident and Emergency Department, did your GP seem informed and up-to-date about the care you had received in the hospital Accident and Emergency Department?";
IF Q400/4 AND Q10101/2 SHOW "After your visit in the hospital Accident and Emergency Department, did the doctors at the place where you usually get medical care seem informed and up-to-date about the care you had received in the hospital Accident and Emergency Department?";
IF Q400/5, 6 AND Q1010/1 SHOW "After your visit in the hospital emergency room, did your regular doctor seem informed and up-to-date about the care you had received in the ER?";
IF Q400/5, 6 AND Q1010/2 SHOW "After your visit in the hospital emergency room, did the doctors at the place where you usually get medical care seem informed and up-to-date about the care you had received in the ER?"]

1   Yes
2   No
3   Did not see regular doctor after ER (V)
8   Not sure (V)
9   Decline to answer (V)

SECTION 1300: HEALTH CARE COVERAGE

[IF Q400/1-3 ASK Q1300. OTHERWISE SKIP TO NOTE BEFORE Q1305.]

BASE: AUSTRALIA, CANADA, AND NEW ZEALAND (Q400/1, 2, 3)
Q1300 In addition to government funded health services, are you currently covered by any private health insurance that you or your family pays for or that an employer or association provides?

(INTERVIEWER NOTE, ONLY IF NEEDED: "This includes any private health insurance for hospital or physicians or for specific benefits such as prescription drugs.")

> 1   Yes, have private insurance
> 2   No, do not have private insurance
> 8   Not sure (V)
> 9   Decline to answer (V)

[IF Q400/6 ASK Q1305. OTHERWISE SKIP TO NOTE BEFORE Q1310.]

BASE: GERMANY (Q400/6)
Q1305 What kind of health insurance do you have?

(INTERVIEWER NOTE, ONLY IF NEEDED: "This includes any private health insurance for hospital or physicians or for specific benefits such as prescription drugs.")

> 1   National health insurance
>   (zum Beispiel AOK, BEK, BKK, IKK etc.)
>   without any private insurance
> 2   National insurance and also private insurance
> 3   Private insurance only
> 4   Insured through welfare
> 5   No health insurance
> 8   Not sure (V)
> 9   Decline to answer (V)

[IF Q400/4 ASK Q1310. OTHERWISE SKIP TO NOTE BEFORE Q1315.]

BASE: UNITED KINGDOM (Q400/4)
Q1310 In addition to the National Health Service, are you currently covered by private health insurance that you or your family pays for or that an employer or association provides?

(INTERVIEWER NOTE, ONLY IF NEEDED: "This includes any private health insurance for hospital or physicians or for specific benefits such as prescription drugs.")

(READ LIST)
> 1   Yes, have private insurance
> 2   No, do not have private insurance
> 8   Not sure (V)
> 9   Decline to answer (V)

[IF Q400/7 ASK Q1315. OTHERWISE SKIP TO NOTE BEFORE Q1325.]

BASE: NETHERLANDS [Q400/7]

Q1315 In addition to the "basic insurance," are you currently covered by an additional health care insurance package that you or your family pays for or that an employer or association provides?

(INTERVIEWER NOTE, ONLY IF NEEDED: "This includes any private health insurance for hospital or physicians or for specific benefits such as prescription drugs.")

      1   Yes, have additional insurance package
      2   No, do not have additional insurance package
      8   Not sure (V)
      9   Decline to answer (V)

BASE: NETHERLANDS [Q400/7]
Q1320 A deductible is the amount you have to pay before your insurance plan will start paying any part of your medical bills. Do you have a deductible?

      1   Yes
      2   No
      3   Not sure
      4   Decline to answer

[IF Q400/5 ASK Q1325. OTHERWISE SKIP TO NOTE BEFORE Q1345.]

BASE: UNITED STATES [Q400/5]
Q1325   Now, I'd like to talk to you about the different kinds of health plans or health insurance people have, including those provided by the government. As I read each one, please tell me whether you are currently covered by it, or not.
Q1326
      1   Covered
      2   Not covered
      8   Not sure (V)
      9   Decline to answer (V)

[DO NOT RANDOMIZE]
1   Health insurance through your or someone else's employer or union
2   Medicare, a government plan that pays health care bills for people aged 65 or older and for some disabled people
3   Medicaid or any other state medical assistance plan for those with lower incomes
4   Health insurance that you bought directly
5   Health insurance from some other source

[IF Q1325/1-5 AND Q1326/1 FOR ANY, ASK Q1330. OTHERWISE SKIP TO Q1345.]

BASE: UNITED STATES RESPONDENTS WHO ARE INSURED (Q400/5 AND Q1325/1-5 AND Q1326/1 FOR ANY)
Q1330   In the past year, was there ever a time when you did not have any health insurance coverage?

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

BASE: UNITED STATES RESPONDENTS WHO ARE INSURED (Q400/5 AND Q1325/1-5 AND Q1326/1 FOR ANY)
Q1335 A deductible is the amount you have to pay before your insurance plan will start paying any part of your medical bills. Does your health plan have a deductible? (IF RESPONDENT

CONFUSES DEDUCTIBLE AND CO-PAY: a co-pay is payment for a doctor visit or other medical service and a deductible is the amount you pay before your insurance plan will start paying any part of your medical bills.)

1   Yes
2   No
3   Yes, for going outside the network (V)
8   Don't know (V)
9   Refused (V)

[IF Q1335/1 ASK Q1340. OTHERWISE SKIP TO Q1345.]

BASE: US RESPONDENTS WITH A DEDUCTIBLE (Q400/5 AND Q1335=1)
Q1340 What is your annual deductible per person?

(IF PERSON ASKS WHETHER IN-NETWORK OR OUT-OF-NETWORK: in-network) (PROBE DON'T KNOW: Your best guess is fine) (READ CATEGORIES IF NECESSARY)

1   Less than $100
2    $100 to under $500
3    $500 to under $1,000
4    $1,000 to under $2,000
5    $2,000 to under $3,000
6    $3,000 or more
8   Don't know (DO NOT READ)
9   Refused (DO NOT READ)

[IF Q400/5-7 ASK Q1345. OTHERWISE SKIP TO Q1400.]

BASE: U.S., GERMANY, NETHERLANDS [Q400/5,6,7]
Q1345 [IF Q400/7 SHOW: "In the past 3 years, how many times have you changed health insurance companies (or health plans)?"; IF Q400/5 SHOW " In the past 3 years, how many times have you changed health insurance plans?"; IF Q400/6 SHOW "In the past 3 years, how many times have you changed sickness funds?"]

[DO NOT READ LIST]
1   Not at all
2   One time
3   2 or more times
8   Not sure (V)
9   Decline to answer (V)

SECTION 1400: OUT OF POCKET COSTS & FINANCIAL BURDENS & ADMINISTRATIVE HASSLES

BASE: ALL QUALIFIED RESPONDENTS (Q99/1)

Q1400 [IF Q400/3, 6, 7 SHOW: "In the past 12 months, about how much have you and your family spent out-of-pocket for medical treatments or services that were <u>not</u> covered by public or private insurance?"; [IF Q400/1, 2, 5 SHOW: "In the past 12 months, about how much have you and your family spent out-of-pocket for medical treatments or services that were <u>not</u> covered by Medicare or private insurance?"; IF Q400/4 SHOW: "In the past 12 months, about how much have you and your family spent out-of-pocket for medical treatments or services that were <u>not</u> covered by the National Health Service or private insurance?"] This would include the charges for prescription medicines, and for medical care treatments or tests by a doctor or another health professional.

[INTERVIEWER NOTE: **ONLY IF NEEDED**: Please count only the amount spent by yourself and any family members in this household. Please do not count the amount spent by family members in other households.]

(ENTER WHOLE UNITS OF CURRENCY ONLY.)
(ENTER "999998" FOR "NOT SURE" AND "999999" FOR "DECLINE TO ANSWER".)

/   /   /   /   /   /   / (Range: 0-999997, 999998, 999999)

BASE: ALL QUALIFIED RESPONDENTS (Q99/1)

Q1405 In the past 12 months, have you had to spend ANY time on paperwork or disputes related to medical bills or health insurance?

(INTERVIEWER, IF YES, PROBE: Would you say you had to spend a lot of time or a little time on such disputes or paperwork?)

1   Yes, a lot
2   Yes, a little
3   No, did not have to spend any time
8   Not sure (V)
9   Decline to answer (V)

BASE: ALL QUALIFIED RESPONDENTS (Q99/1)

Q1410 In the past 12 months, were there times when you had SERIOUS problems paying or were unable to pay your medical bills?

1   Yes
2   No
8   Don't know
9   Refused

SECTION 1500: PRESCRIPTION DRUG USE AND MEDICATION ERRORS

BASE: ALL QUALIFIED RESPONDENTS (Q99/1)
Q1510 How many different prescription medications are you currently taking?

[RANGE: 0-99] (ENTER "98" FOR NOT SURE, "99" FOR DECLINE TO ANSWER)
|_|_|

BASE: RESPONDENTS TAKING PRESCRIPTION DRUGS [Q1510 = 1 TO 97]
Q1515 [IF <u>Q400</u>/2,5, 6 & Q1010/1 SHOW: "In the past 12 months, has your regular doctor reviewed with you the medications you take, including those prescribed by other doctors?";

IF Q400/1, 3 and Q1010/1 SHOW : "In the past 12 months, has your GP or your pharmacist reviewed with you the medications you take, including those prescribed by other doctors?";

If Q400/4 and Q1010/1 SHOW: "In the past 12 months, has your GP, nurse or pharmacist reviewed with you the medications you take, including those prescribed by other doctors?";

IF <u>Q400</u>/2,5, 6 & Q1010/2,3 SHOW: "In the past 12 months, has a doctor reviewed with you the medications you take, including those prescribed by other doctors?";

IF Q400/1, 3 and Q1010/2,3 SHOW : "In the past 12 months, has a GP or pharmacist reviewed with you the medications you take, including those prescribed by other doctors?";

If Q400/4 and Q1010/2,3 SHOW: "In the past 12 months, has a GP, nurse or pharmacist reviewed with you the medications you take, including those prescribed by other doctors?"]

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

BASE: ALL QUALIFIED GERMANY RESPONDENTS (Q400/6 AND Q99/1)
Q1520 In the past 12 months, has a doctor told you he or she would not prescribe a medication for you because insurance/national health insurance would not pay for it?

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

BASE: ALL QUALIFIED RESPONDENTS (Q99/1)
Q1525 In the past 12 months, not counting any payments covered by your government or other insurance plans, about how much have you and your family spent out-of-pocket for prescription medicines alone? (PROBE: Your best estimate will do.)

(ENTER WHOLE UNITS OF CURRENCY ONLY.)
(ENTER "999998" FOR "NOT SURE" AND "999999" FOR "DECLINE TO ANSWER".)

[INSERT LOGIC CHECK TO ENSURE Q1525 IS LESS THAN OR EQUAL TO Q1400. IF RESPONSE ENTERED IS GREATER THAN Q1400]

/   /   /   /   /   /   / (Range: 0-Q1400, 999998, 999999)

BASE: ALL QUALIFIED RESPONDENTS (Q99/1)
Q1530 [IF Q400/1,2,5, 6) SHOW " In the past 2 years, have you ever been given the wrong medication or wrong dose by a doctor, nurse, hospital or pharmacist when filling a prescription at a pharmacy or while hospitalized?"; IF Q400/3,4 SHOW "In the past 2 years, have you ever been given the wrong medication or wrong dose by a doctor, nurse, hospital or pharmacist when collecting a prescription at a pharmacy or while hospitalized?"]

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

BASE: ALL QUALIFIED RESPONDENTS (Q99/1)
Q1535 Have you believed a medical mistake was made in your treatment or care in the past 2 years?

(INTERVIEWER NOTE, IF NECESSARY: By medical mistake we mean an error made by a doctor, nurse, hospital or health care professional)
     1   Yes
     2   No
     8   Not sure (V)
     9   Decline to answer (V)

BASE: ALL QUALIFIED RESPONDENTS (Q99/1)
Q1540 Have you had any blood tests, x-rays, or any other medical tests in the past 2 years?

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

BASE: RESPONDENTS WHO HAVE HAD TESTS IN PAST 2 YEARS (Q1540/1)
Q1545 In the past 2 years, have you (INSERT ITEMS)?

Q1546   1   Yes
               2   No
               8   Not sure (V)
               9   Decline to answer (V)

[RANDOMIZE]
1   Been given incorrect results for a diagnostic or lab test
2   Experienced delays in being notified about abnormal test results

BASE: ALL QUALIFIED RESPONDENTS (Q99/1)
Q1600 Can you access your medical records at your doctor's practice in any of the following ways?

(READ LIST)
[SINGLE RESPONSE]

1	By computer only, including through the Internet
2	In paper format only
3	Both computer and in paper format
4	Cannot access either online or in paper format
5	Never tried to access medical records (V)
8	Not sure (V)
9	Decline to answer (V)

BASE: NO ELECTRONIC ACCESS TO MEDICAL RECORD [Q1600/ 2, 4]
Q1610 Would you like to be able to see your medical records on the internet or electronically?

1	Yes, would like to
2	No, would not like to
8	Not sure (V)
9	Decline to answer (V)

SECTION 1700: CHRONIC CONDITIONS

BASE: ALL QUALIFIED RESPONDENTS (Q99/1)
Q1700 Has any doctor ever diagnosed you with or treated you for any of the following health conditions?

Q1701
        1   Yes
        2   No
        8   Not sure (V)
        9   Decline to answer (V)

[IF Q400/1, 3-6 SHOW CODES 1-8
IF Q400/2,7 SHOW CODES 1-10
[RANDOMIZE]

1   Arthritis
2   Heart disease, including heart attack
3   Diabetes
4   Asthma
5   Chronic obstructive pulmonary disease (COPD) (INTERVIEWER: IF NEEDED: any disorder marked by a persistent obstruction of bronchial airflow in the lungs.)
6   High Blood Pressure or hypertension
7   Depression
8   Cancer
9   Chronic Pain, diagnosed by a doctor
10   A mood disorder other than depression, such as bipolar disorder, mania, manic depression, or dysthymia? [ANCHOR TO ALWAYS FOLLOW CODE 7]

[IF Q1700/1-10 AND Q1701/2, 8, 9 FOR ALL, SKIP TO Q1800.]

BASE: RESPONDENTS WITH ANY CONDITION AND WITH A REGULAR DR OR PLACE OF CARE (Q1700/1-10 AND Q1701/1 FOR ANY AND Q1010/1, 2)
Q1705 [IF Q400/2,5, 6 & Q1010/1 SHOW "Are there other health professionals**,** such as nurses who work in your regular doctor's practice, who are regularly involved in the management of your condition(s)?"; IF Q400/1,3,4 & Q1010/1 SHOW: "Are there other health professionals**,** such as nurses who work in your GP's practice, who are regularly involved in the management of your condition(s)?"; IF Q1010/2 SHOW: "Are there other health professionals**,** such as nurses who work at the place where you usually get medical care, who are regularly involved in the management of your condition(s)?"]

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

BASE: RESPONDENTS WITH ANY CONDITION (Q1700/1-10 AND Q1701/1 FOR ANY)

Q1710 Has any health care professional you see for your condition(s) given you a written plan or instructions to help you manage your own care at home?

(IF NEEDED: By managing your own care, we mean knowing what to do to control symptoms, prevent flare-ups, or monitor your condition.)
(INTERVIEWER INSTRUCTION: IF MULTIPLE CONDITIONS, ASK IF THEY WERE GIVEN INSTRUCTIONS TO MANAGE **ANY** OF THEIR CONDITIONS AT HOME)

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

BASE: RESPONDENTS WITH ANY CONDITION AND HAS REGULAR DOCTOR/ PLACE OF CARE [Q1700/1-10 AND Q1701/1 FOR ANY AND Q1010 = 1, 2]

Q1715 Do you receive reminders from your regular place of care about when you are due for preventive or follow-up care related to your condition(s)?

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

BASE: NETHERLANDS AND HAS A CHRONIC CONDITION (Q400/7 AND Q1701 = 1 FOR AT LEAST 1 CONDITION)

Q1720 Does your chronic disease keep you away from working fulltime or limit you in doing housework?

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

BASE: NETHERLANDS AND RESPONDENTS WITH ANY CONDITION (Q400/7 AND Q1700/1-10 AND Q1701/1 FOR ANY)

Q2005 At this moment, do you receive any of the following extra support at home because of your chronic condition?

Q2006

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

(READ LIST)
1 Homecare, offering support to get-up in the morning, go to bed at night, washing, bathing or dressing
2 Help for cleaning the house, not provided by informal caregivers
3 Meals-on-wheels
4 Informal care, provided by spouse, children, family, friends or neighbors

BASE: NETHERLANDS AND RESPONDENTS WITH ANY CONDITION (Q400/7 AND Q1700/1-10 AND Q1701/1 FOR ANY)

Q2010 In the past 12 months, did you have extra medical costs because of your chronic condition that were not covered by your health insurance?

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

BASE: HAS CHRONIC CONDITION [Q1700/1-10 AND Q1701/1 FOR ANY]

Q1735 Still thinking about the care you receive, how often, if ever, are you given conflicting information from different doctors, nurses or other health professionals? (READ LIST)

    1   Often
    2   Sometimes
    3   Rarely or never
    4   Not applicable/ Only one doctor involved (V)
    8   Not sure (V)
    9   Declined to answer (V)

BASE: HAS CHRONIC CONDITION [Q1700/1-10 AND Q1701/1 FOR ANY]

Q1725 [IFQ400/1-3 SHOW: "In the past 12 months, have you stayed overnight in a hospital or visited the hospital emergency department because of a complication due to your condition(s)?"; IF (Q400/4 SHOW: "In the past 12 months, have you stayed overnight in a hospital or visited the hospital Accident and Emergency Department because of a complication due to your condition(s)?" IF Q400/5, 6 SHOW: "In the past 12 months, have you stayed overnight in a hospital or visited the hospital emergency room because of a complication due to your condition(s)?"]

(INTERVIEWER NOTE: If respondent has multiple conditions, please ask respondent to think about all of them.)

    1   Yes, ER
    2   Yes, hospital
    3   Yes, both
    4   No
    8   Not sure (V)
    9   Decline to answer (V)

BASE: HAS CHRONIC CONDITION [Q1700/1-10 AND Q1701/1 FOR ANY]

Q1740 [IF Q1700/1-10 AND Q1701/1 FOR MORE THAN ONE, SHOW: "In the past 12 months, has there been any time that you did not follow your doctor or nurses' advice on care for any of these conditions or health problems?"; IF Q1700/1-10 AND Q1701/1 FOR ONLY ONE ITEM, SHOW "In the past 12 months, has there been any time that you did not follow your doctor or nurses' advice on care for this condition or health problem?"]

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

BASE: IF YES, DID NOT FOLLOW ADVICE [Q1740 = 1]

Q1745 Which best describes the *main* reason you did not follow the recommended care or treatment plan?

(READ LIST)
[SINGLE RESPONSE]
1   You did not agree with the advice
2   It cost too much
3   It was too difficult to follow the advice
4   Some other reason
8   Not sure (V)
9   Decline to answer (V)

BASE: ALL QUALIFIED RESPONDENTS
Q1805 Were you born in [INSERT Q400] or somewhere else?

[IF Q400/6 SHOW "(INTERVIEWER NOTE: ONLY IF NEEDED: "Germany" includes the former East (DDR) and the pre-war boundaries from December 1937 ("Deutsches Reich" until 31.12.1937).)"]

    1   Yes, born in this country
    2   No, not born in this country
    8   Not sure (V)
    9   Decline to answer (V)

BASE: GERMANY QUALIFIED RESPONDENTS ONLY (400/6 AND Q99/1)
Q1807 Were your parents born in [INSERT Q400] or somewhere else?

[INTERVIEWER NOTE: ONLY IF NEEDED: "Germany" includes the former East (DDR) and the pre-war boundaries from December 1937 ("Deutsches Reich" until 31.12.1937).]

 [READ LIST]

    1   Yes, <u>both</u> parents were born in Germany
    2   No, <u>both</u> parents were born in some other country
    3   One parent was born in Germany and the other was born in some other country
    8   Not sure (V)
    9   Decline to answer (V)

BASE: ALL QUALIFIED RESPONDENTS
Q1810 Including you, how many adults, 18 or older, live in your household [IF NZ (Q400/3) ADD: , "including boarders"]?

(RECORD "98" FOR NOT SURE (V) AND "99" FOR DECLINE TO ANSWER (V).)

    |__|__| [RANGE 01-20, 98, 99]

BASE: ALL QUALIFIED RESPONDENTS
Q1815 Which of these best describes you? Are you married, not married but living with a partner, divorced, separated, widowed, or single and never married?

    01   Married
    02   Living with a partner
    03   Divorced
    04   Separated
    05   Widowed
    06   Single, never married
    98   Not sure (V)
    99   Decline to answer (V)

BASE: AUSTRALIA QUALIFIED (Q400/1 AND Q99/1)
Q1820 What is the highest level of education you have completed to date?

(READ LIST)

01   Completed primary school only

02   Completed lower level of high school

03   Completed upper level of high school

04   A post-school qualification

05   Some college or university but no degree

06   College or university degree or higher

07   Other (V)

98   Not sure (V)

99   Decline to answer (V)

BASE: CANADA QUALIFIED (Q400/2 AND Q99/1)
Q1825 What is the highest level of education you have completed to date?

(READ LIST)

01   Less than high school

02   Some high school

03   High school graduate or equivalent

04   Community college, technical, trade, or vocational college [IF Q425/13 "/CEGEP"]

05   Some university, but no degree

06   University degree or higher

98   Not sure (V)

99   Decline to answer (V)

BASE: NEW ZEALAND (Q400/3 AND Q99/1)
Q1830 What is your highest level of education you have completed to date?
(READ LIST)

01   Primary education

02   Completed some high school but no secondary school certificate

03   Secondary school certificate (including 6th form, university entrance, higher school certificate, university entrance qualification, Bursary level)

04   Attended university or technical college, but did not graduate

05   Technical/trade or other tertiary qualification

06   University degree or higher

07   Other (V)

98   Not sure (V)

99   Decline to answer (V)

BASE: UNITED KINGDOM (Q400/4 AND Q99/1)
Q1835 What is the highest level of formal education you have completed to date?

(READ LIST)

01   No formal education

02   Primary education

03   Secondary education

04   Some post-secondary education or university, but no university degree

05   University degree or higher

98   Not sure (V)

99   Decline to answer (V)

BASE: NETHERLANDS [Q400/7 AND Q99/1]

Q1840 What is the highest level of education that you have *finished*?

      01   Primary school
      02   Lower vocational or technical training
      03   General secondary school - lower levels
      04   Vocational secondary school - lower levels
      05   General secondary school - higher levels
      06   Vocational or technical college or one year university
      07   University
      98   Don't know
      99   Refuses

BASE: GERMANY (Q400/6 AND Q99/1)

Q1845 What is the highest level of education you have completed to date?

      01   Hauptschulabschluss/ Volksschulabschluss (i.e. junior/middle school certificate)
      02   Mittlere Reife, Realschulabschluss (i.e. intermediate high school certificate)
      03   Fachhochschulreife (i.e. high school)
      04   Abitur (i.e. high school plus one year college, in Germany: university entrance
               qualification)
      05   Abschluss einer Fachschule oder Berufsfachschule (i e. completed technical college)
      06   Abschluss an einer Fachhochschule oder Universität (i.e university degree)
      96   other degree
      98   Not sure
      99   Decline to answer

BASE: UNITED STATES (Q400/5 AND Q99/1)

Q1850 What is the highest level of education you have completed to date?

(READ LIST)
      01   Less than high school graduate
      02   High school graduate or equivalent (e.g., GED)
      03   Completed some college, but no degree
      04   Completed technical or community college (e.g., associates degree)
      05   College or university degree or higher
      98   Not sure (V)
      99   Decline to answer (V)

BASE: ALL QUALIFIED RESPONDENTS

Q1855 The average household income of families in this country is around [ENTER AMOUNT FROM PROGRAMMING NOTE BELOW] a year. By comparison, is your household income…?

[PROGRAMMING NOTE: IF AUSTRALIA (Q400/1) ENTER "$45,000 AUD"; IF CANADA (Q400/2) ENTER "$47,000"; IF NEW ZEALAND (Q400/3) ENTER "$45,000 NZD"; IF UK (Q400/4) ENTER "£22,000"; IF US (Q400/5) ENTER "$46,500"; Germany ENTER "26,500 Euros" ; NETHERLANDS (400/7) ENTER "30,000 Euros]

(READ LIST)
      1   Much above average
      2   Somewhat above average
      3   Average
      4   Somewhat below average

5   Much below average
8   Not sure (V)
9   Decline to answer (V)

BASE: US ONLY, ASK IF INCOME UNDER MEDIAN [Q400/5 AND Q1855 =4,5]
Q1860   Now, just stop me when I get to the right category. Was your income (READ
            CATEGORIES)

(IF NECESSARY: Your best guess is fine)
1   Less than $20,000
2       $20,000 to under $30,000
3       $30,000 or more
8   Don't know (V)
9   Refused (V)

BASE: US ONLY, ASK IF INCOME AT OR OVER MEDIAN [Q400/5 AND Q1855 =1,2,3]
Q1865   Now, just stop me when I get to the right category. Was your income (READ
            CATEGORIES) (IF NECESSARY: Your best guess is fine)

1   Less than $60,000
2       $60,000 to under $100,000
3       $100,000 or more
8   Don't know (V)
9   Refused (V)

BASE: AUSTRALIA (Q400/1 AND Q99/1)
Q1870 Are you of Aboriginal or Torres Straight Island descent?

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

BASE: CANADA (Q400/2 AND Q99/1)
Q1880 To which ethnic or cultural group(s) did your ancestors belong?

(INTERVIEWER, IF NECESSARY: "For example: French, Scottish, Chinese, East Indian")
(Interviewer: Mark all that apply. If "Canadian" is the only response, probe. If the respondent hesitates,
do not suggest Canadian.)
(Interviewer: Do NOT read list)
[Multiple response]

1   Canadian
2   French
3   English
4   German
5   Scottish
6   Irish
7   Italian
8   Ukrainian
9   Dutch (Netherlands)

10 Chinese
11 Jewish
12 Polish
13 Portuguese
14 South Asian (e.g., East Indian, Pakistani, Sri Lankan)
15 Norwegian
16 Welsh
17 Swedish
18 North American Indian
19 Metis
20 Inuit
21 Other
98 Don't know   E
99 Refused   E

BASE: NEW ZEALAND (Q400/3 AND Q99/1)
Q1885 To which ethnic group do you belong?

(READ LIST)
[MULTIPLE RECORD]
01   New Zealand European
02   Maori
03   Samoan
04   Cook Island Maori
05   Tongan
06   Niuean
07   Chinese
08   Indian
96   Other (such as Dutch, Japanese, Tokelauan)
98   Not sure (V)   E
99   Decline to answer (V)   E

BASE: NETHERLANDS (Q400/7 AND Q99/1)
Q1895 Which ethnic group do you belong?

01 Autochthonic Dutch (if at least one parent was born in the Netherlands)
02 Moroccan
03 Turkish
04 Surinamese
05 Netherlands Antilles and Aruba
96 Other
98 Not sure
99 Decline to answer

BASE: UNITED STATES (Q400/5 AND Q99/1)
Q1905 Are you yourself of Latino or Hispanic origin or descent, such as Mexican, Puerto Rican, Cuban, or some other Latin American background?

1   Yes
2   No
8   Don't know
9   Refused

Q1910 What is your race? Are you white, black or African American, Asian, American Indian or Alaska Native, or Native Hawaiian or other Pacific Islander?

1   White
2   African American/Black
3   Asian
4   American Indian or Alaska Native
5   Native Hawaiian or other Pacific Islander
6   Mixed racial background
7   Other
8   Don't know
9   Refused

Q1915 How many separate telephone land 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. Do not count cell phones.

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

Q1930   Which of the following describes where you live?

(READ LIST)
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)

Q1933 Are you the primary income earner in your household, that is, the person with the largest income, whether from employment, pensions, state benefits, investments or any other source?

1   Yes, I am the primary income earner.
2   I along with another member of my household are the primary income earners of about equal amounts.
3   No, I am not the primary income earner
8   Not sure (V)
9   Refused to answer (V)

BASE: UK (Q400/4 AND Q99/1)
Q1935 Which, if any, of the following best describes your employment status?

[MULTIPLE RESPONSE]
[NOTE: CANNOT CHOOSE 4 AND 1, 2, 3, OR 5; OR 5 AND 1, 2, 3, OR 4.]
[CANNOT SELECT 1 AND 2; OR 1 AND 6]
[CANNOT SELECT 7 AND 1, 2 , 4, 5]

    1   Employed full time
    2   Employed part time
    3   Self-employed
    4   Not employed, but looking for work
    5   Not employed and not looking for work
    6   Retired
    7   Not employed, unable to work due to disability/illness
    8   Student
    9   Housewife/Househusband

BASE: UK & SPECIFIED PRIMARY INCOME EARNER (Q400/4 AND Q99/1 AND Q1933/1-3)
Q1937 [IF Q1933/1, 2 INSERT: Which of the following would best describe your occupational level?]
[IF Q1933/3 INSERT: Which of the following would best describe the primary income earner's occupational level?]

    1   State pensioner with no other earnings
    2   Manual or service worker with minimal formal education or training
    3   Semi-skilled manual or service worker
    4   Skilled manual worker
    5   Clerical worker
    6   Junior managerial, administrative, or professional position
    7   Supervisor in managerial, administrative, or professional position
    8   Intermediate managerial, administrative, or professional position
    9   Upper level managerial, administrative, or professional position
    96   Other position

BASE: GERMANY (Q400/6 AND Q99/1)
Q1940 Do you speak a language other than German at home?

    1   Yes
    2   No
    8   Don't know (V)
    9   Refused (V)

        END