

## Final Questionnaire

### Survey on Disparities in Quality of Health Care: Spring 2001

Prepared by Princeton Survey Research Associates  
for the Commonwealth Fund

9.19.01

N= 8,290 Adults over 18  
Aprox 1,000 Hispanic Americans  
Aprox 1,000 African Americans  
Aprox 1,290 Asian Americans

Hello, my name is \_\_\_\_\_, calling from Princeton Survey Research. We are conducting a national survey about some important social and health issues. Our work is in partnership with a private nonpartisan foundation that supports independent research on health and social issues and makes grants to improve health care practice and policy. We are not selling anything.

- S1** We would like to speak with someone in your household for our survey. To determine who that should be, could you please tell me how many adults age 18 or over currently live in this household?

Range 1-97

98 (Don't know) [**Mark as ineligible**]

99 (Refused) [**Mark as refused**]

**Ask if two or more adults in household [S1=2-97]**

- S2** May I please speak with

**(If 2 adults [from S1])** the ((**Choose randomly**) younger | older) of the two adults

**(If 3)** the ((**Choose randomly**) youngest adult | oldest adult | adult whose age is in the middle)

**(If 4)** the adult who ((**Choose randomly**) celebrated a birthday last | will celebrate a birthday next)?

1 Already on phone

2 Brought to phone

3 Not at home now [**Get first name; mark as callback**]

9 (Refused)

**Ask S3 if respondent brought to phone after selection [S2=2]**

**S3** Hello, my name is \_\_\_\_\_, calling from Princeton Survey Research. We are conducting a national survey about some important social and health issues. Our work is in partnership with a private nonpartisan foundation that supports independent research on health and social issues and makes grants to improve health care practice and policy. We are not selling anything.

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- 1 Agreed to interview
- 9 Refused [**Mark as refused**]

**Ask all**

**Q1** In general, how would you describe your own health? Would you say it is excellent, very good, good, only fair or poor?

- 1 Excellent
- 2 Very good
- 3 Good
- 4 Only fair
- 5 Poor
- 8 Don't know
- 9 Refused

**LANGUAGE OF INTERVIEW**

- 1 English
- 2 Spanish
- 3 Mandarin or Cantonese
- 4 Korean
- 5 Vietnamese

**Interviewer language observation:**

**fluent** Is respondent a fluent English speaker?

- 1 Yes
- 2 No

**Ask if respondent is not a fluent English speaker (fluent=2)**

**lang2** Is any other language beside English spoken in your home?

- 1 Yes or does not understand the question in English
- 2 No
- 9 Refused

**Ask if another language is spoken in the home (lang2=1)**

**lang3** Would you like to continue the interview in English or another language such as Spanish, Mandarin, Cantonese, Vietnamese, Korean or some other language?

- 1 Continue the interview in English
- 2 Spanish
- 3 Mandarin
- 4 Cantonese
- 5 Vietnamese
- 6 Korean
- 7 Some other language
- 9 Don't know/Refused

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**Ask all**

**Q2** In the last 12 months, have you (Insert)?

- a** visited a doctor or medical clinic for any reason, including check-ups or visits to the emergency room or hospital outpatient department
- b** been admitted to the hospital

- 1 Yes
- 2 No
- 8 Don't know
- 9 Refused

**Ask if not seen a doctor or been admitted to the hospital in the last twelve months, don't know, or refused (Q2a = 2 or 8 or 9) AND (Q2b = 2 or 8 or 9)**

**Q3** And what about the last 2 years, have you visited a doctor or medical clinic for any reason, including check-ups or visits to the emergency room or hospital, in the last two years?

- 1 Yes
- 2 No
- 8 Don't know
- 9 Refused

4

**Ask all**

**Q4** Where do you usually go when you are sick or need health care? To a doctor's office or private clinic, a community health center or other public clinic, a hospital outpatient department, a hospital emergency room, or some other place? (If respondent says HMO, ask where visit occurred.)

- 1 Doctor's office or private clinic
- 2 Community health center or other public clinic
- 3 Hospital outpatient department
- 4 Hospital emergency room
- 5 Some other place
- 6 No regular place of care (**vol**)
- 8 Don't know
- 9 Refused

**Ask all**

**Q5** How much choice do you have in where you go for medical care? Would you say that you have a great deal, some, very little, or no choice?

- 1 A great deal of choice
- 2 Some choice
- 3 Very little choice
- 4 No choice
- 8 Don't know
- 9 Refused

**Ask all**

**Q6** Do you have a regular doctor or other health professional, such as a nurse or a midwife, you usually go to when you are sick or need health care?

- 1 Yes
- 2 No
- 3 Has more than one regular doctor (**vol**)
- 8 Don't know
- 9 Refused

**Ask if has a regular doctor (Q6 = 1 or Q6 = 3)**

- Q7 (If more than one regular doctor Q6 = 3: Now thinking about the regular doctor you see more than others or who you consider your main regular doctor, is this person male or female?)

(If only one regular doctor Q6 = 1: Is this person male or female?)

- 1 Male
- 2 Female
- 8 Don't know
- 9 Refused

**Ask if has a regular doctor (Q6 = 1 or Q6 = 3)**

- Q8 What is the race or ethnicity of this person? Is this person white, black or African American, Hispanic or Latino, Asian, Native Hawaiian or other Pacific Islander, American Indian or Alaskan Native or some other background?

- 1 White
- 2 Black or African American
- 3 Hispanic or Latino
- 4 Asian
- 5 Native Hawaiian or other Pacific Islander
- 6 American Indian or Alaskan Native
- 97 Other
- 98 Don't know
- 99 Refused

**Ask if has a regular doctor (Q6 = 1 or Q6 = 3)**

- Q9 And how long has this person been your doctor?

**Read Responses**

- 1 Less than 1 year
- 2 1 to 2 years
- 3 3 to 5 years
- 4 More than 5 years
- 8 Don't know (**Do not read**)
- 9 Refused (**Do not read**)

**Ask all**

- Q10 During the last 12 months, was there any time when you had a medical problem but put off, postponed or did not seek medical care when you needed to?

- 1 Yes
- 2 No
- 8 Don't know
- 9 Refused

**Ask if had medical problem but did not visit the doctor (Q10 = 1)**

**Q11** Was that because of the cost or because of some other reason?

- 1 Cost
- 2 Some other reason
- 8 Don't know
- 9 Refused

**Ask all**

**Q12** During the last 12 months, was there any time when you did not fill a prescription for medicine?

- 1 Yes
- 2 No
- 8 Don't know
- 9 Refused

**Ask if did not fill a prescription for medicine (Q12 = 1)**

**Q13** Was that because of the cost or because of some other reason?

- 1 Cost
- 2 Some other reason
- 8 Don't know
- 9 Refused

**Ask all**

**Q14** In the past two years, was there any time when you or your doctor thought you needed to see a specialist? (If necessary: Specialists are doctors like surgeons, heart doctors, psychiatrists, allergy doctors, skin doctors, eye doctors, and others who specialize in one area of health care.)

- 1 Yes
- 2 No
- 8 Don't know
- 9 Refused

**Ask if needed to see a specialist (Q14 = 1)**

**Q15** Were you able to see a specialist?

- 1 Yes
- 2 No
- 8 Don't know
- 9 Refused

**Ask if able to see a specialist (Q15 = 1)**

**Q16** Was it difficult for you to see a specialist?

- 1 Yes
- 2 No
- 8 Don't know
- 9 Refused

**Ask if not able to see a specialist (Q15 = 2)**

**Q17** Why did you not see a specialist?

**Do Not Read (Precoded open-end; Multiple response accepted)**

- 1 Insurance wouldn't approve
- 2 Couldn't get a referral
- 3 Couldn't find a specialist
- 4 The wait was too long
- 5 Couldn't get an appointment
- 6 Could not afford
- 97 Other [**Record verbatim**]
- 98 Don't know
- 99 Refused

**Ask if had difficulty seeing a specialist (Q16= 1)**

**Q18** Why did you have difficulty seeing a specialist?

**Do Not Read (Precoded open-end; Multiple response accepted)**

- 1 Insurance wouldn't approve
- 2 Couldn't get a referral
- 3 Couldn't find a specialist
- 4 The wait was too long
- 5 Couldn't get an appointment
- 6 Could not afford
- 97 Other [**Record verbatim**]
- 98 Don't know
- 99 Refused

**Ask all**

- Q19** For each of the following statements, please tell me if you strongly agree, somewhat agree, somewhat disagree or strongly disagree.

**Randomize**

- a My health largely depends on how well I take care of myself.
- b I think staying healthy is a matter of luck more than anything else.
- c I leave it to my doctor to make the right decisions about my health.
- d It is generally better to take care of your own health than to go to the doctor.

- 1 Strongly agree
- 2 Somewhat agree
- 3 Somewhat disagree
- 4 Strongly disagree
- 8 Don't know
- 9 Refused

8

**Ask if visited doctor or clinic or been admitted to the hospital in last 2 years (Q2A = 1 or Q3 = 1 or Q2b = 1)**

- Q20** Earlier you mentioned that you had visited a doctor within the past couple of years. The last time you visited a doctor, did the doctor listen to everything you had to say, to most, to some, or only a little of what you had to say?

- 1 Everything
- 2 Most
- 3 Some
- 4 Only a little
- 8 Don't know
- 9 Refused

**Ask if visited doctor or clinic or been admitted to the hospital in last 2 years (Q2A = 1 or Q3 = 1 or Q2b = 1)**

- Q21** During the visit, did you understand everything the doctor said, most of what the doctor said, some, or only a little of what the doctor said?

- 1 Everything
- 2 Most
- 3 Some
- 4 Only a little
- 8 Don't know
- 9 Refused

**Ask if visited doctor or clinic or been admitted to the hospital in last 2 years (Q2A = 1 or Q3 = 1 or Q2b = 1)**

Q22 Did you have questions about your care or treatment that you wanted to discuss, but did not?

- 1 Yes
- 2 No
- 8 Don't know
- 9 Refused

9

**Ask if visited doctor or clinic or been admitted to the hospital in last 2 years (Q2A = 1 or Q3 = 1 or Q2b = 1)**

Q23 How much confidence and trust did you have in the doctor treating you—a great deal, a fair amount, not too much, or none at all?

- 1 Great deal
- 2 A fair amount
- 3 Not too much
- 4 None at all
- 8 Don't know
- 9 Refused

**Ask if visited doctor or clinic or been admitted to the hospital in last 2 years (Q2A = 1 or Q3 = 1 or Q2b = 1)**

Q24 Did the doctor treat you with a great deal of respect and dignity, a fair amount, not too much, or none at all?

- 1 Great deal
- 2 A fair amount
- 3 Not too much
- 4 None at all
- 8 Don't know
- 9 Refused

**Ask if visited doctor or been admitted to the hospital clinic in last 2 years (Q2A = 1 or Q3 = 1 or Q2b = 1)**

Q25 Did the doctor involve you in decisions about your care as much as you wanted, almost as much as you wanted, less than you wanted, or a lot less than you wanted?

- 1 As much as wanted
- 2 Almost as much
- 3 Less than wanted
- 4 A lot less than wanted
- 5 More than I wanted (vol)
- 8 Don't know
- 9 Refused

**Ask if visited doctor or clinic or been admitted to the hospital in last 2 years (Q2A = 1 or Q3 = 1 or Q2b = 1)**

**Q26** Did the doctor spend as much time with you as you wanted, almost as much as you wanted, less than you wanted, or a lot less than you wanted?

- 1 As much as wanted
- 2 Almost as much
- 3 Less than wanted
- 4 A lot less than wanted
- 8 Don't know
- 9 Refused

10

**Ask if has usual place of care (Q4=1-5)**

**Q27** Which best describes the ethnic and racial composition of the staff where you usually go for health care—all of the staff are the same ethnicity and race as you, most of the staff are the same ethnicity and race as you, some of the staff are the same ethnicity and race as you, or none of the staff are the same ethnicity and race as you?

- 1 All
- 2 Most
- 3 Some
- 4 None
- 5 About equal amount of all groups (**vol**)
- 8 Don't know
- 9 Refused

**Ask if visited doctor or clinic or been admitted to the hospital in last 2 years (Q3 = 1 or Q2a = 1 or Q2b = 1)**

**Q28** Has there been a time in the last two years when you didn't follow the doctor's advice, or treatment plan, get a recommended test or see a referred doctor?

- 1 Yes, has been a time
- 2 No, has not been such a time
- 8 Don't know
- 9 Refused

**Ask if did not follow doctor's advice or treatment plan (Q28 = 1)**

**Q29** Did you not follow the doctor's advice or treatment plan because (Insert)?

**Rotate**

- a you didn't understand what you were supposed to do
- b you disagreed with what the doctor wanted to do
- c it cost too much
- d it was too difficult to do
- e the doctor's advice went against your personal beliefs

- 1 Yes
- 2 No
- 8 Don't know
- 9 Refused

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**Ask all**

**Q30** In general, when you go to the doctor, do you prefer the doctor talk to both you and a person you are close to about your health care or do you prefer to talk to the doctor alone about your health care?

- 1 Prefer the doctor talk to both you and a person you are close to
- 2 Prefer to talk alone
- 3 No preference [**Volunteered**]
- 8 Don't know
- 9 Refused

**Ask if prefer person close to you or no preference (Q30 = 1 or 3)**

**Q31** How often does it happen that the doctor talks to both you and a person you are close to—almost always, often, sometimes, or never?

- 1 Almost always
- 2 Often
- 3 Sometimes
- 4 Never
- 8 Don't know
- 9 Refused

**Ask all**

- Q32** For each of the following statements, please tell me if you strongly agree, somewhat agree, somewhat disagree or strongly disagree.

**Rotate**

- a** I feel that my doctor understands my background and values.  
**b** I often feel as if my doctor looks down on me and the way I live my life.

- 1 Strongly agree  
 2 Somewhat agree  
 3 Somewhat disagree  
 4 Strongly disagree  
 5 Don't have a doctor (**vol**)  
 8 Don't know  
 9 Refused

**Ask all**

- Q33** How easy or difficult is it for you to (Insert)—very easy, somewhat easy, somewhat difficult, or very difficult?

**Rotate**

- a** read and understand the instructions on a prescription bottle about how to take a medicine  
**b** read and understand the information or booklets you get at the doctor's office

- 1 Very easy  
 2 Somewhat easy  
 3 Somewhat difficult  
 4 Very difficult  
 5 Don't get any info from doctor (**vol**)  
 8 Don't know  
 9 Refused

**Ask if visited doctor or clinic or been admitted to the hospital in last 2 years (Q2A = 1 or Q3 = 1 or Q2b = 1)**

- Q34** Overall, how satisfied or dissatisfied are you with the quality of health care you have received during the last 2 years? Would you say you are very satisfied, somewhat satisfied, somewhat dissatisfied, or very dissatisfied?

- 1 Very satisfied  
 2 Somewhat satisfied  
 3 Somewhat dissatisfied  
 4 Very dissatisfied  
 8 Don't know  
 9 Refused

**Ask all**

- Q35** Now thinking about the future, how confident are you that you can easily get good medical care when you need it? Do you feel very confident, somewhat confident, not too confident, or not confident at all about this?

- 1 Very confident
- 2 Somewhat confident
- 3 Not too confident
- 4 Not confident at all
- 8 Don't know
- 9 Refused

**Ask if visited doctor or clinic or been admitted to the hospital in last 2 years (Q3 = 1 or Q2a = 1 or Q2b = 1)**

- Q36** In the last 2 years, have you changed doctors because you were dissatisfied with the doctor you were seeing, or not?

- 1 Yes
- 2 No
- 8 Don't know
- 9 Refused

**Ask if not changed doctor in last 2 years (Q36 = 2)**

- Q37** In the last 2 years, have you been dissatisfied with a doctor but could not change to a new doctor?

- 1 Yes, dissatisfied but could not change
- 2 No
- 8 Don't know
- 9 Refused

**Ask all**

- Q38** If you could choose, would you prefer to be treated by a doctor who is male or female or do you have no preference?

- 1 Prefer male doctor
- 2 Prefer female doctor
- 3 No preference
- 4 Depends on type of doctor/if an obgyn (**vol**)
- 8 Don't know
- 9 Refused

**Ask all**

**Q39** If you could choose, would you prefer to be treated by a doctor of your own race or ethnic group, another race or ethnic group, or do you have no preference?

- 1 Prefer doctor of own race or ethnic group
- 2 Another race or ethnic group
- 3 No preference
- 8 Don't know
- 9 Refused

14

**Ask if visited doctor or clinic or been admitted to the hospital in last 2 years (Q3 = 1 or Q2a = 1 or Q2b = 1)**

**Q40** Thinking about all of the experiences you have had with health care visits in the last two years, have you ever felt that the doctor or medical staff you saw judged you unfairly or treated you with disrespect because of (Insert)?

**Rotate**

- a your ability to pay for the care or the type of health insurance you have
- b how well you speak English
- c your race or ethnic background
- d your gender

- 1 Yes
- 2 No
- 8 Don't know
- 9 Refused

**If yes to any of the above (Q40a = 1 or 40b = 1 or Q40c = 1 or Q40d = 1)**

**Q41** What happened to make you feel you were judged unfairly or treated with disrespect?

**Do Not Read (Open-end, develop precodes during pretest)**

- 1 The doctor or staff talked down to me
- 2 Heard staff say something negative about me
- 3 Kept me waiting
- 4 Took other patients instead of me/treated other patients better
- 5 Was refused care / Had difficulty getting care
- 6 Received substandard services / Provider didn't do something they should have
- 7 Didn't spend enough time / Rushed
- 8 Acted negatively or disrespectfully / Rude / Impolite
- 9 Didn't listen or pay enough attention to me / Ignored me
- 10 Didn't explain things well or at all
- 11 Doctor cared too much about money
- 12 Difficulties dealing with finances
- 13 Problems dealing with insurance
- 14 Treated unfairly or unequal
- 15 Did not understand the question [**Volunteered**]
- 97 Other [**Specify**]
- 98 Don't know
- 99 Refused

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**SEX Observation**

- 1 Male
- 2 Female

**Ask all**

**Q42** Do you think there was ever a time when you would have gotten better medical care if you (Insert)?

**Rotate**

- a had belonged to a different race or ethnic group
- b were a (woman – (**Sex = 1**)| man – (**Sex = 2**))

- 1 Yes
- 2 No
- 8 Don't know
- 9 Refused

**Ask all**

**Q43** Over the last two years, has a family member or friend been treated unfairly when seeking medical care specifically because of race or ethnic background?

- 1 Yes
- 2 No
- 8 Don't know
- 9 Refused

Now I have a few questions about your health.

**Ask all**

**Q44** First, what is your age?

Range [18-96]

- 97 97 or older
- 98 Don't know
- 99 Refused

**Ask all**

**Q45** To what extent does a health problem or disability keep you from participating fully in work, school, or other activities—a great deal, a fair amount, not too much, or not at all?

- 1 A great deal
- 2 A fair amount
- 3 Not too much
- 4 Not at all
- 8 Don't know
- 9 Refused

**Ask all**

- Q46** In the past five years, has a doctor told you that you have any of the following health problems or conditions? **[FIRST ITEM]** Has a doctor told you that you have that? And what about **[NEXT ITEM]**?

**Rotate**

- a High blood pressure
  - b Heart attack, or any other heart disease
  - c Cancer
  - d Diabetes or sugar diabetes
  - e Anxiety or depression
  - f Obesity
  - g Asthma
- 1 Have been told
  - 2 Have not been told
  - 8 Don't know
  - 9 Refused

**If has diabetes (Q46d = 1)**

- Q47** Has your hemoglobin "A one C," a blood test to check sugar control, been checked in the last six months?
- 1 Yes
  - 2 No
  - 8 Don't know
  - 9 Refused

**If has diabetes (Q46d = 1)**

- Q48** Have your feet been examined for sores or irritations in the last year?
- 1 Yes
  - 2 No
  - 8 Don't know
  - 9 Refused

**If has diabetes (Q46d = 1)**

- Q49** Have you had an eye exam in the last year?
- 1 Yes
  - 2 No
  - 8 Don't know
  - 9 Refused

**If has diabetes, high blood pressure or heart attack (Q46a = 1 or Q46b = 1 or Q46d = 1)**

**Q50** How often does a doctor or someone else in your doctor's office check your blood pressure—at least every six months, every year, or do you not have it checked?

- 1 At least every six months
- 2 Every year
- 3 Do not have it checked
- 8 Don't know
- 9 Refused

**If has diabetes, high blood pressure or heart attack Q46d = 1 or Q46a =1 or Q46b =1)**

**Q51** Does your doctor or someone else in your doctor's office call you when you are at home to see how you are doing, or do you only get care when you call or have a doctor's visit?

- 1 Yes, a doctor or someone else calls
- 2 No, only get care when respondent calls or goes for a doctor's visit
- 8 Don't know
- 9 Refused

**Ask if has a specific health problem or condition (Q46a = 1 or Q46b = 1 or Q46c = 1 or Q46d = 1 or Q46e = 1 or Q46f= 1 or Q46g = 1)**

**Q52** Have you ever taken part in a special program offered by your doctor or health care provider to help you manage your health problem?

- 1 Yes, taken part
- 2 No, not taken part
- 8 Don't know
- 9 Refused

**Ask All**

- Q53** About how long ago, if ever, did you have (Insert)—less than a year ago, 1 to 2 years ago, 3 to 5 years ago or more than 5 years ago?

**Rotate**

- a a complete physical exam by a doctor or other health professional
- b your blood pressure checked (**If does not have diabetes, high blood pressure or heart attack (Q46a ne 1 AND Q46b ne 1 AND Q46d ne 1)**)
- c your blood cholesterol checked
- d a Pap test (**females only**)
- e a mammogram (**females 40 and over only**)
- f a screening for colon cancer (**age 50 and over only**)
- g a dental exam
- h a blood test or rectal exam for prostate cancer (**males 40 and over only**)

- 1 Less than a year ago
- 2 1 to 2 years ago
- 3 3 to 5 years ago
- 4 More than 5 years ago
- 5 Never
- 8 Don't know
- 9 Refused

**Ask All**

- Q54** Do you currently smoke cigarettes?

- 1 Yes
- 2 No
- 8 Don't know
- 9 Refused

**Ask All**

- Q55** In a typical week, how often do you exercise, such as walking or swimming for at least 20 minutes—never, less than once a week, 1 to 2 times a week, 3 times a week, or more than 3 times a week?

- 1 Never
- 2 Less than once a week
- 3 1 to 2 times a week
- 4 3 times a week
- 5 More than 3 times a week
- 8 Don't know
- 9 Refused

**Ask all**

Q56 Has a doctor ever talked to you about (Insert)?

**Rotate**

- a (if smokes – Q54 = 1) the health risks of smoking and ways to quit
- b having a healthy diet and weight
- c exercise
- d any mental health concerns such as stress or depression

- 1 Yes
- 2 No
- 8 Don't know
- 9 Refused

**Ask all**

Q57 In the last 2 years have you used (Insert)?

**Rotate a, b, and c; d always last**

- a herbal medicines (note for translation, use appropriate term for herbal medicines)
- b acupuncture
- c a chiropractor
- d a traditional healer such as a Curendero, or an herbalist (note for translation, use appropriate term for a traditional healer)

- 1 Yes
- 2 No
- 8 Don't know
- 9 Refused

**If uses any alternative care (Q57a =1 or Q57b =1 or Q57c =1 or Q57d =1)**

**Q58** In general, do you use (Insert sources used from Q57a-d) because (Insert)?

**Rotate**

- a you want to avoid using prescription medicines
- b it|they is|are a cheaper way of getting care
- c you prefer to try other approaches before you go to the doctor or take prescription medicine
- d it|they work(s) well and make(s) you feel good or keep(s) you healthy
- e it|they work(s) with the prescription medicines you take or the care you get from your doctor
- f other medicines or treatments you tried didn't work well
- g of cultural or religious beliefs

- 1 Yes
- 2 No
- 8 Don't know
- 9 Refused

**If uses any alternative care (Q57a=1, Q57b=1, Q57c=1, Q57d=1)**

**Q59** Have you told your doctor that you use (Insert sources used from Q57a-d)?

- 1 Yes
- 2 No
- 3 Doctor recommended it (**vol**)
- 8 Don't know
- 9 Refused

**Ask all**

**Q60** Now thinking about prescription medications, have you or any family member ever been given the wrong medication or wrong dose when filling a prescription at a pharmacy or while hospitalized?

- 1 Yes
- 2 No
- 8 Don't know
- 9 Refused

**Ask if has been given the wrong medication (Q60 = 1)**

**Q61** Were you given the wrong medication or wrong dose as a result of a mix up at the pharmacy or when prescribed at the hospital?

- 1 Pharmacy
- 2 Hospital
- 8 Don't know
- 9 Refused

**Ask if has been given the wrong medication (Q60 = 1)**

**Q62** Did this turn out to be a very serious problem, somewhat serious, or not too serious a problem?

- 1 Very serious problem
- 2 Somewhat serious problem
- 3 Not too serious problem
- 8 Don't know
- 9 Refused

**Ask all**

**Q63** Have you or any family member ever gotten sick or gotten worse as a result of going to the doctor's office or being hospitalized?

- 1 Yes
- 2 No
- 8 Don't know
- 9 Refused

**Ask if has gotten sick or worse after visit (Q63 = 1)**

**Q64** Do you think this was due to a mistake made at the doctor's office or hospital?

- 1 Yes, it was due to a mistake at doctor's or hospital
- 2 No, it was not due to a mistake at doctor's or hospital
- 8 Don't know
- 9 Refused

**Ask if has gotten sick or worse after visit (Q63 = 1)**

**Q65** Did this turn out to be a very serious problem, somewhat serious, or not too serious of a problem?

- 1 Very serious problem
- 2 Somewhat serious problem
- 3 Not too serious problem
- 8 Don't know
- 9 Refused

**Ask all**

- Q66** How often have you (Insert) for information about health and medicine—very often, somewhat often, not too often, or not at all?

**Rotate**

- a gone on the World Wide Web or the Internet
- b looked through books or other printed information
- c called a doctor or other health care provider
- d asked friends or family
- e asked a pharmacist
- f visited a community health fair

- 1 Very often
- 2 Somewhat often
- 3 Not too often
- 4 Not at all
- 8 Don't know
- 9 Refused

**Ask all**

- Q67** How easy has it been for you to find information about the quality of (Insert) when choosing (Insert) for your medical care—very easy, somewhat easy, not too easy, or not at all easy?

**Rotate**

- a doctors in your community / a doctor
- b health insurance plans / an insurance plan
- c hospitals in your community / a hospital

- 1 Very easy
- 2 Somewhat easy
- 3 Not too easy
- 4 Not at all easy
- 5 Does not look for information about the quality (**vol**)
- 8 Don't know
- 9 Refused

**Ask all**

- Q68** Many Americans do not have health insurance. Are you now covered by any form of health insurance or health plan, including any private health insurance plan or a government program such as Medicare or Medicaid, or do you not have health insurance at this time?

- 1 Yes, covered
- 2 No, not covered
- 8 Don't know
- 9 Refused

**Ask if insured (Q68 = 1)**

Q69 Which of the following is your main source of health insurance coverage?

**Read responses**

- 1 Health insurance through your or someone else's employer or work
- 2 Health insurance bought directly by you or your family
- 3 Medicare, the government program that helps pay medical bills for people over age 65 and the disabled
- 4 Medicaid, the government program that helps pay medical bills for people with low incomes
- 5 Some other government or state medical program such as CHAMPUS, TRICAP, or VA
- 8 Don't know (**Do not read**)
- 9 Refused (**Do not read**)

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**Ask if insured (Q68 = 1)**

Q70 In the last 12 months, has there been a time when you were without health insurance?

- 1 Yes
- 2 No
- 8 Don't know
- 9 Refused

**Ask if insured (Q68 = 1)**

Q71 Do you have any insurance plan or government program that helps to pay for the cost of prescription drugs?

- 1 Yes
- 2 No
- 8 Don't know
- 9 Refused

**Ask if language is English but not fluent (Language = 1 and Interviewer Language Observation = 2)**

Q72 Is English your primary language, or not?

- 1 Yes
- 2 No
- 8 Don't know
- 9 Refused

**If English not primary language or conducting interview in Spanish, Mandarin, Cantonese, Korean or Vietnamese (Q72 = 2 or 8) or (Language = 2 or 3 or 4 or 5)**

Q73 What language do you speak at home?

**Do not read**

- 1 English
- 2 Spanish
- 3 Mandarin or Cantonese
- 4 Korean
- 5 Vietnamese
- 97 Other [**Specify**]
- 98 Don't know
- 99 Refused

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**If English not primary language or conducting interview in Spanish, Mandarin, Cantonese, Korean or Vietnamese (Q72 = 2 or 8) or (Language = 2 or 3 or 4 or 5)**

Q74 Thinking about your most recent care, how often did you have a hard time speaking with or understanding a doctor, a nurse or other health provider because you and the doctor spoke different languages -- always, usually, sometimes or never?

- 1 Always
- 2 Usually
- 3 Sometimes
- 4 Never
- 8 Don't know
- 9 Refused

**If sometimes, usually or always had hard time speaking with or understanding a doctor (Q74 = 1 or 2 or 3)**

Q75 Again thinking about your most recent care, did you need an interpreter to help you speak with doctors or other health providers?

- 1 Yes
- 2 No
- 8 Don't know
- 9 Refused

**If needed interpreter (Q75 = 1)**

**Q76** When you needed an interpreter to help you speak with doctors or other health providers, how often did you get one -- always, usually, sometimes or never?

- 1 Always
- 2 Usually
- 3 Sometimes
- 4 Never
- 8 Don't know
- 9 Refused

**If used interpreter (Q76 = 1 or 2 or 3)**

**Q77** With the help of the interpreter, did you fully understand what the doctor was saying, somewhat understand, understand only a little, or not understand at all what the doctor was saying?

- 1 Fully understand
- 2 Somewhat understand
- 3 Understand only a little
- 4 Not understand at all
- 8 Don't know
- 9 Refused

**If used interpreter (Q76 = 1 or 2 or 3)**

**Q78** Who usually serves as an interpreter for you—your health provider, a staff person, a friend or relative, a trained medical interpreter, or someone else?

- 1 Your health provider
- 2 A staff person
- 3 A friend or relative
- 4 A trained medical interpreter
- 5 Someone else
- 8 Don't know
- 9 Refused

**If used interpreter (Q76 = 1 or 2 or 3)**

**Q79** Is this person usually available to help you?

- 1 Yes
- 2 No
- 8 Don't know
- 9 Refused

I have one last set of questions to help us better understand the people who took part in our survey.

**Ask all**

**Q80** Counting yourself, how many adults 18 and older currently live in your household?

Range [1-15]

98 Don't know

99 Refused

**Ask all**

**Q81** And how many children under the age of 18 currently live in your household?

Range [0-15]

98 Don't know

99 Refused

**Ask all**

**Q82** Are you currently married, living as married, widowed, divorced, separated, or have you never been married?

1 Married

2 Living as married

3 Widowed

4 Divorced

5 Separated

6 Never been married

8 Don't know

9 Refused

**Ask all**

**Q83** Are you employed full-time, part-time, are you retired, or are you not employed for pay? (If answer is self employed ask: Is this full or part time?) (If necessary: Full time is 35 hours a week or more)

1 Employed full-time

2 Employed part-time

3 Retired

4 Not employed for pay

5 Disabled (**Volunteered**)

6 Student (**Volunteered**)

7 Other (**Volunteered**)

8 Don't know

9 Refused

**Ask if has a spouse or partner (Q82 = 1 or 2)**

**Q84** Is your spouse or partner employed for pay full time, part time, or not employed for pay at all? (If answer is self employed ask: Is this full or part time?) (If necessary: Full time is 35 hours a week or more)

- 1 Full time
- 2 Part time
- 3 Not employed [**includes retired, homemaker, student, disabled – do not read**]
- 8 Don't know
- 9 Refused

**Ask all**

**Q85** What is the last grade or class you completed in school?

**Do not read responses**

- 1 None, or grade 1-8
- 2 High school incomplete (grades 9-11)
- 3 High school graduate (grade 12 or GED certificate)
- 4 Business, technical or vocational school after high school
- 5 Some college, no four-year degree
- 6 College graduate (BS, BA or other four-year degree)
- 7 Post-graduate training or professional schooling after college (e.g., toward a master's degree or PhD, law or medical school)
- 8 (Don't know)
- 9 (Refused)

**Ask all**

**Q86** Are you yourself of Latino or Hispanic origin or descent, or not?

- 1 Yes
- 2 No
- 8 Don't know
- 9 Refused

**Ask if Latino or Hispanic (Q86 = 1)**

**Q87** Do you consider yourself Mexican, Puerto Rican, Cuban, Dominican, Central American, or from some other Spanish speaking country?

- 1 Mexican
- 2 Puerto Rican
- 3 Cuban
- 4 Dominican
- 5 Central American
- 97 Some other Spanish speaking country [**Specify**]
- 98 Don't know
- 99 Refused

**Ask all**

**Q88** What is your race? (If Latino) Are you white Latino, black Latino or some other race? (Else:) Are you white, black, African American, Asian, Native Hawaiian or other Pacific Islander, American Indian or Alaskan Native, or some other race?

- 1 White
- 2 Black or African-American
- 3 Asian
- 4 Native Hawaiian or other Pacific Islander
- 5 American Indian or Alaskan Native
- 97 Other or mixed race [**Specify**]
- 98 Don't know
- 99 Refused

**Ask if Asian or Native Hawaiian or Pacific Islander (Q88 = 3 or 4)**

**Q89** Are you of Chinese, Vietnamese, Korean, or another Asian heritage?

- 1 Chinese
- 2 Vietnamese
- 3 Korean
- 97 Other Asian heritage [**Specify**]
- 98 Don't know
- 99 Refused

**Ask if black or African-American (Q88 = 2)**

**Q90** Are you of Caribbean heritage, or not?

- 1 Yes
- 2 No
- 8 Don't know
- 9 Refused

**Ask all**

**Q91** Last year, that is in 2000, what was your total household income from all sources before taxes? Was it less than \$25,000 or more?

- 1 Less than \$25,000
- 2 \$25,000 or more
- 8 Don't know
- 9 Refused

**Ask if income less than \$25,000 (Q91 = 1)**

**Q92** Now just stop me when I get to the right category. Was your income ...

**Read responses**

- 1 Less than \$10,000
- 2 \$10,000 to under \$15,000
- 3 \$15,000 to under \$20,000
- 4 \$20,000 to under \$25,000
- 8 Don't know (**Do not read**)
- 9 Refused (**Do not read**)

**If income more than \$25,000 (Q91 = 2)**

**Q93** Now just stop me when I get to the right category. Was your income ...

**Read responses**

- 1 \$25,000 to under \$30,000
- 2 \$30,000 to under \$35,000
- 3 \$35,000 to under \$40,000
- 4 \$40,000 to under \$50,000
- 5 \$50,000 to under \$75,000
- 6 \$75,000 or more
- 8 Don't know (**Do not read**)
- 9 Refused (**Do not read**)

**Ask all**

**Q94** In what country were you born?

- 1 United States
- 2 Other country [**Specify**]
- 8 Don't know
- 9 Refused

**Ask if not born in US (Q94 = 2)**

**Q95** About how many years have you lived in the United States—less than five years, 5 to 10 years, more than 10 years?

- 1 Less than five years
- 2 5 to 10 years
- 3 More than 10 years
- 8 Don't know
- 9 Refused

**Ask all**

**Q96** In the last 12 months have you been without telephone service or not had a working phone for two weeks or more?

- 1 Yes
- 2 No
- 8 Don't know
- 9 Refused

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That completes the interview. Thank you very much for your time and cooperation. Have a nice day/evening.