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**Telephone Omnibus Questions for Health System Performance – The Commonwealth Fund**

<b>OMNIBUS QUESTIONS</b>
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**SCREENING CRITERIA: Age 18+**

**BASE: ALL ELIGIBLE RESPONDENTS**

**Q1** Which of the following statements comes closest to expressing your overall view of the health care system in this country?

On the whole, the system works pretty well and only minor changes are necessary to make it work better.	<b>16</b>
There are some good things in our health care system, but fundamental changes are needed to make it work better.	<b>50</b>
Our health care system has so much wrong with it that we need to completely rebuild it.	<b>32</b>
Not sure (V)	<b>1</b>
Decline to answer (V)	<b>&lt;1</b>

**BASE: ALL ELIGIBLE RESPONDENTS**

**Q2** In general, how would you describe your own health? (READ LIST)

Excellent	<b>23</b>
Very good	<b>38</b>
Good	<b>23</b>
Fair	<b>12</b>
Poor	<b>4</b>
Not sure (V)	<b>&lt;1</b>
Decline to answer (V)	<b>0</b>

**BASE: ALL ELIGIBLE RESPONDENTS**

**Q3** In the past two years, how many different doctors have you seen, not counting doctors seen while hospitalized?

None	<b>14</b>
1-2	<b>53</b>
3-4	<b>22</b>
5-6	<b>6</b>
7 or more	<b>4</b>
Not sure (V)	<b>0</b>

**BASE: ALL ELIGIBLE RESPONDENTS**

**Q4** When you need medical care, how important do you think it is that (READ EACH ITEM)? Is it very important, important, not very important, or not at all important?

	<b>Very important</b>	<b>Important</b>	<b>Not very important</b>	<b>Not at all important</b>	<b>Not sure (V)</b>	<b>Decline to answer (V)</b>
You have ONE place to go to that is responsible for seeing you when you are sick or need routine care, knowing you and your medical history, and coordinating the care you need	<b>66</b>	<b>25</b>	<b>7</b>	<b>1</b>	<b>&lt;1</b>	<b>0</b>
Doctors you see, with your permission, have access to ALL your medical records, including primary care and specialist reports, test results, and medications	<b>72</b>	<b>24</b>	<b>3</b>	<b>1</b>	<b>&lt;1</b>	<b>0</b>
You have easy access to all the information in your own medical record	<b>68</b>	<b>27</b>	<b>5</b>	<b>&lt;1</b>	<b>&lt;1</b>	<b>0</b>
At night and on weekends, you have a place to receive medical care besides the emergency room	<b>58</b>	<b>30</b>	<b>9</b>	<b>2</b>	<b>&lt;1</b>	<b>&lt;1</b>

**BASE: ALL ELIGIBLE RESPONDENTS**

**Q6** Thinking about the way the health care system currently works, how important is it that (READ EACH ITEM)? Is it very important, important, not very important, or not at all important?

	<b>Very important</b>	<b>Important</b>	<b>Not very important</b>	<b>Not at all important</b>	<b>Not sure (V)</b>	<b>Decline to answer (V)</b>
You have information about the quality of care provided by different doctors or hospitals	<b>63</b>	<b>32</b>	<b>4</b>	<b>&lt;1</b>	<b>&lt;1</b>	<b>&lt;1</b>
You have information about the costs of care to you <u>before</u> you actually get the care	<b>57</b>	<b>31</b>	<b>10</b>	<b>1</b>	<b>1</b>	<b>&lt;1</b>

**BASE: ALL ELIGIBLE RESPONDENTS**

**Q8** Based on your and your family's experiences getting medical care, how easy or difficult have you found (READ EACH ITEM). Was it very easy, easy, difficult, or very difficult?

	<b>Very easy</b>	<b>Easy</b>	<b>Difficult</b>	<b>Very difficult</b>	<b>Not sure (V)</b>	<b>Decline to answer (V)</b>
Getting an appointment with a doctor quickly when sick, that is the same or next day, without going to the emergency room	<b>24</b>	<b>44</b>	<b>21</b>	<b>9</b>	<b>2</b>	<b>&lt;1</b>
Getting care on nights, weekends, or holidays without going to the hospital emergency room	<b>9</b>	<b>23</b>	<b>39</b>	<b>21</b>	<b>7</b>	<b>1</b>
Getting access to your medical records	<b>16</b>	<b>45</b>	<b>24</b>	<b>5</b>	<b>9</b>	<b>&lt;1</b>
Getting advice from your doctor by phone during regular office hour	<b>15</b>	<b>39</b>	<b>28</b>	<b>13</b>	<b>5</b>	<b>&lt;1</b>

**BASE: ALL ELIGIBLE RESPONDENTS**

**Q10** In the past 2 years, when getting care for a medical problem, was there ever a time when you or your family member felt that doctors, hospitals, or other health care professionals (READ EACH ITEM)?

	<b>Yes</b>	<b>No</b>	<b>Not applicable (V)</b>	<b>Not sure (V)</b>	<b>Decline to answer (V)</b>
Ordered a test you felt was unnecessary because it had already been done	<b>17</b>	<b>78</b>	<b>3</b>	<b>1</b>	<b>&lt;1</b>
Recommended treatment, medications or medical tests that you thought were unnecessary, with little health benefit	<b>26</b>	<b>70</b>	<b>4</b>	<b>1</b>	<b>&lt;1</b>
Made a medical error or mistake, including giving you the wrong drug or dose of medicine, incorrect lab test results, or a medical or surgical error	<b>18</b>	<b>78</b>	<b>3</b>	<b>1</b>	<b>&lt;1</b>
Failed to provide important information about your medical history or test results to doctors, nurses or others you think should have had it	<b>20</b>	<b>75</b>	<b>3</b>	<b>2</b>	<b>&lt;1</b>

**BASE: ALL ELIGIBLE RESPONDENTS**

**Q12** Overall, based on your and your family's medical care experiences in the past two years, how serious a problem has been each of the following (READ EACH ITEM)? Was it a very serious problem, a serious problem, not a very serious problem, or not at all a problem?

	Very serious problem	Serious problem	Not very serious problem	Not at all a problem	Not applicable (V)	Not sure (V)	Decline to answer (V)
Having to spend time on paperwork or disputes related to medical bills and health insurance	10	18	24	46	2	1	<1
Paying your or your family's medical bills	12	17	25	44	1	1	<1
The coordination of care among the different health care providers caring for you or your family	6	12	30	49	1	1	1

**BASE: ALL ELIGIBLE RESPONDENTS**

**Q14** How important do you think each of the following would be for improving care for patients (READ EACH ITEM)? Would you say it is very important, important, not very important, or not at all important?

	Very important	Important	Not very important	Not at all important	Not sure (V)	Decline to answer (V)
Doctors using computerized medical records	41	45	8	4	2	<1
Doctors prescribing your medications electronically	32	39	18	8	3	<1
Doctors being able to access your test results (e.g., lab tests, x-rays) electronically	53	36	5	4	1	<1
Doctors being able to share information electronically with other doctors	49	41	6	3	1	<1
Doctors practicing with other doctors in groups, rather than practicing on his or her own	27	42	22	7	2	<1
Doctors and nurses working closely as teams, with an expanded role for nurse	49	39	5	4	2	<1

**BASE: ALL ELIGIBLE RESPONDENTS**

**Q16** In the past 2 years, have you ever experienced any of the following (READ EACH ITEM)?

	<b>Yes</b>	<b>No</b>	<b>Not applicable (V)</b>	<b>Not sure (V)</b>	<b>Decline to answer (V)</b>
After a blood test, x-ray, or other medical test, no one called or wrote you to tell you about the results, or you had to call repeatedly to get the results	<b>25</b>	<b>56</b>	<b>19</b>	<b>&lt;1</b>	<b>&lt;1</b>
The results of your tests or your medical records were not available at the time of a scheduled appointment	<b>18</b>	<b>60</b>	<b>22</b>	<b>1</b>	<b>&lt;1</b>
Your specialist physician did not receive basic medical information from your primary care doctor	<b>12</b>	<b>59</b>	<b>27</b>	<b>1</b>	<b>&lt;1</b>
Your primary care physician did not receive a report back from a specialist you saw	<b>15</b>	<b>57</b>	<b>27</b>	<b>1</b>	<b>&lt;1</b>

**BASE: ALL ELIGIBLE RESPONDENTS**

**Q18.** Do you receive reminders from your doctor's office when you are due for a preventive service or visit to check on your health condition? These could be letters, phone calls, or emails.

Yes	<b>69</b>
No	<b>29</b>
Not applicable	<b>2</b>
Not sure (V)	<b>&lt;1</b>
Decline to answer (V)	<b>&lt;1</b>

**BASE: ALL ELIGIBLE RESPONDENTS**

**Q19** Thinking about the role of information technology in health care, can you currently do any of the following (READ EACH ITEM).

	<b>Yes</b>	<b>No</b>	<b>Not sure (V)</b>	<b>Decline to answer (V)</b>
Access your medical records via the internet	<b>8</b>	<b>82</b>	<b>10</b>	<b>&lt;1</b>
Schedule medical appointments via email or on the internet	<b>18</b>	<b>73</b>	<b>9</b>	<b>&lt;1</b>
Communicate with your doctors by email for medical advice	<b>19</b>	<b>71</b>	<b>9</b>	<b>&lt;1</b>

**BASE: INDICATED NO OR NOT SURE FOR ANY ITEMS IN Q19/Q20 [Q20]2 OR 8 FOR ANY Q19]**

**Q21** Would you like to be able to (READ EACH ITEM)?

	Yes	No	Not sure (V)	Decline to answer (V)
Access your medical records via the internet (n=917)	44	53	3	<1
Schedule medical appointments via email or on the internet (n=844)	48	50	2	<1
Communicate with your doctors by email for medical advice (n=823)	51	47	1	1

**BASE: ALL ELIGIBLE RESPONDENTS**

**Q23** Thinking about your overall experiences with the health care system, how well organized do you think the health system is? Organization would include coordination between different clinicians and timely medical, medication, and other clinical information.

Very well organized	13
Organized	50
Poorly organized	24
Very poorly organized	10
Not sure (V)	2
Decline to answer (V)	<1

**BASE: ALL ELIGIBLE RESPONDENTS**

**Q24** 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 covered by it, or not.

	Covered	Not covered	Not sure (V)	Decline to answer (V)
Health insurance through your employer or union or a family member's employer or union.	61	38	1	1
Health insurance that you bought directly	25	73	1	1
Medicare, a government plan that pays health care bills for people aged 65 or older and for some disabled people	26	72	2	1
Medicaid or any other state medical assistance plan for those with lower incomes	14	84	1	1
Health insurance from some other source	19	80	<1	1

**BASE: INSURED RESPONDENTS (AT LEAST ONE YES TO Q26)**

**Q26** In the past year, was there ever a time when you did not have any health insurance coverage?

Yes	<b>15</b>
No	<b>85</b>
Not sure (V)	<b>0</b>
Decline to answer (V)	<b>0</b>

**BASE: ALL ELIGIBLE RESPONDENTS**

**Q27** Thinking about the health care reform plans of the presidential candidates, how important is it to you that their health proposals include measures to (READ EACH ITEM)?

	<b>Very important</b>	<b>Important</b>	<b>Not very important</b>	<b>Not at all important</b>	<b>Not sure (V)</b>	<b>Decline to answer (V)</b>
Decrease the number of uninsured and make certain that everyone has adequate and reliable health insurance	<b>59</b>	<b>29</b>	<b>6</b>	<b>4</b>	<b>1</b>	<b>1</b>
Make sure medical care and health insurance are affordable for you and your family	<b>71</b>	<b>22</b>	<b>3</b>	<b>2</b>	<b>1</b>	<b>1</b>
Improve the quality of health care	<b>60</b>	<b>30</b>	<b>5</b>	<b>3</b>	<b>1</b>	<b>2</b>

**DEMOGRAPHICS**

RECORD SEX OF RESPONDENT:

01 MALE

02 FEMALE

S What is your ZIP Code?

\_\_\_\_\_ [5 Digit number]

99999 = DON'T KNOW

S1 Are you the male/female head of this household?

01 YES

02 NO

99 REFUSED/NR

S1A Are you currently . . . ?

01 Employed full time

02 Employed part time

03 Retired

04 Not employed

99 REFUSED/NR

[IF "01" OR "02" ON S1A, ASK S2]

S2 What is your occupation? [REFER TO OCCUPATION CODE]

- 01 WHITE COLLAR -- PROFESSIONAL, MANAGERIAL, OWNER
- 02 WHITE COLLAR -- SALES, CLERICAL
- 03 BLUE COLLAR -- CRAFTSMEN/FOREMEN
- 04 BLUE COLLAR -- SEMISKILLED, UNSKILLED
- 05 SERVICE WORKER
- 195 OTHER [SPECIFY]
- 199 REFUSED/NR

S3 What is your current marital status? Are you . . . ?

- 01 Married
- 02 Living as married
- 03 Single and never been married
- 04 Divorced
- 05 Separated
- 06 Widowed
- 99 REFUSED/NR

[IF "01" OR "02" IN S3, ASK S3A]

S3A Are you a dual-income household, where BOTH the male and female heads of the household work and contribute to total household income?

- 01 YES
- 02 NO
- 99 REFUSED/NR

S3B Do you own or rent the dwelling in which you live?

- 01 OWN
- 02 RENT
- 99 REFUSED/NR

S4 Altogether, including you and any others, how many people regularly live in this household?

- 01 ONE
- 02 TWO
- 03 THREE
- 04 FOUR
- 05 FIVE
- 06 SIX
- 07 SEVEN
- 08 EIGHT
- 09 NINE
- 10 TEN OR MORE
- 99 REFUSED/NR

[IF MORE THAN ONE PERSON IN S4, ASK S5A THROUGH S6]

S5A Are there any children living in your household under 6 years of age?

- 01 YES
- 02 NO
- 99 REFUSED/NR

S5B Are there any children living in your household aged 6 through 11?

- 01 YES
- 02 NO
- 99 REFUSED/NR

S6 Are there any children living in your household aged 12 through 17?

- 01 YES
- 02 NO
- 99 REFUSED/NR

S7 What was the last grade in school you completed?

- 01 8TH GRADE OR LESS
- 02 HIGH SCHOOL INCOMPLETE [GRADES 9, 10, 11]
- 03 HIGH SCHOOL COMPLETE [GRADE 12]
- 04 SOME COLLEGE, BUT NO DEGREE
- 05 ASSOCIATES DEGREE
- 06 COLLEGE GRADUATE/BACHELORS DEGREE
- 07 POSTGRADUATE DEGREE, SUCH AS MASTER'S, PH.D., MD, JD
- 99 REFUSED/NR

S8QUAN What is your age? [RECORD NUMBER FROM 18-98, -1 FOR REFUSED]

[IF S8QUAN REFUSED, ASK]

S8 Please tell me, which of the following ranges best fits your age? [READ LIST]

- 01 18-20
- 02 21-24
- 03 25-29
- 04 30-34
- 05 35-39
- 06 40-44
- 07 45-49
- 08 50-54
- 09 55-59
- 10 60-64
- 11 65-69
- 12 70-74
- 13 75 OR OLDER
- 99 REFUSED/NR

S9A Are you Spanish, Hispanic, or Latino?

- 01 YES
- 02 NO
- 99 REFUSED/NR

S9 Which of the following describe your race? You can select as many as apply. [READ LIST. RECORD AS MANY AS APPLY]

- 01 White/Caucasian
- 02 Black/African-American
- 03 Asian/Asian-American, or

04 Some other race  
99 REFUSED/NR

S10 Was your TOTAL household income BEFORE taxes for 2005 less than \$40,000 or \$40,000 or more?

01 LESS THAN \$40,000 --> Was that . . . ? [READ CHOICES]

01 Under \$15,000  
02 \$15,000 but less than \$25,000  
03 \$25,000 but less than \$30,000  
04 \$30,000 but less than \$35,000  
05 \$35,000 but less than \$40,000  
99 REFUSED [UNSPECIFIED AFTER LESS THAN \$40,000]

02 \$40,000 OR MORE --> Was that . . . ? [READ CHOICES]

01 \$40,000 but less than \$50,000  
02 \$50,000 but less than \$60,000  
03 \$60,000 but less than \$75,000  
04 \$75,000 but less than \$100,000  
05 \$100,000 or more  
99 REFUSED [UNSPECIFIED AFTER \$40,000 OR MORE]

99 DON'T KNOW/REFUSED/NR

S11 How many total telephone numbers does your household have? Please do not include extension phones, just different telephone numbers.

01 ONE  
02 TWO  
03 THREE  
04 FOUR  
05 FIVE OR MORE  
99 DON'T KNOW/REFUSED

S12 When it comes to politics, do you generally consider yourself to be a...? [READ LIST]

[RANDOMIZE]

01 Republican  
02 Democrat  
03 Independent  
04 Something else  
99 Not sure (v)  
99 Decline to answer (v)