The seriously ill are high utilizers of health care

*Care utilization by the seriously ill*

- Hospitalized overnight more than five times in past three years: 26%
- Saw five or more doctors in past three years: 62%
- Currently taking five or more prescription drugs: 57%

The seriously ill experience medical issues, mental health conditions, and long-term disabilities

Medical and health conditions among the seriously ill

- Heart disease, heart failure, or heart attack: 26%
- Diabetes: 19%
- Cancer: 18%
- Stroke: 14%
- Anxiety or depression: 27%
- Long-term disability: 62%

Note: Time period is past three years. Long-term disability defined as having a disability which kept seriously ill adult from participating in work, school, housework, or other activities. Cancer does not include skin cancer.

The seriously ill have emotional problems and other consequences resulting from illness

*In recent years, the seriously ill reported the following as a result of their medical or health condition...*
The seriously ill report problems with their health care

When getting care from a doctor/hospital staff for their medical or health condition, the seriously ill reported the following as a problem . . .

- Experienced serious medical error(s): 23%
- Hospital staff not responsive to needs: 22%
- Sent for duplicate tests/diagnostic procedures: 29%
- Received conflicting recommendations from health professionals: 23%
- Understanding what health insurance covers: 31%
- Understanding doctor bill: 21%

The seriously ill face many problems because of the financial burden of illness.

*In recent years, the seriously ill reported the following as a result of dealing with medical or health condition.*

- **37%** Used up all or most of savings
- **31%** Contacted by a collection agency
- **23%** Unable to pay for basic necessities
- **27%** Costs of care placed major burden on family