

Exhibit 1. Majority of Americans Say Health Care System Needs Fundamental Change or Complete Rebuilding

Percent reporting	Only minor changes needed	Fundamental changes needed	Rebuild completely
Total	16	50	32
Annual income			
<\$35,000	11	51	38
\$35,000–\$49,999	13	50	36
\$50,000–\$74,999	16	51	31
\$75,000 or more	19	52	28
Insurance status			
Insured all year	18	52	29
Uninsured during year	10	44	45
U.S. region			
Northeast	13	51	35
North Central	16	50	32
South	15	51	33
West	21	48	29

Source: Commonwealth Fund Survey of Public Views of the U.S. Health Care System, 2008.

Exhibit 2. Access Problems: Three of Four Adults Have Difficulty Getting Timely Access to Their Doctor

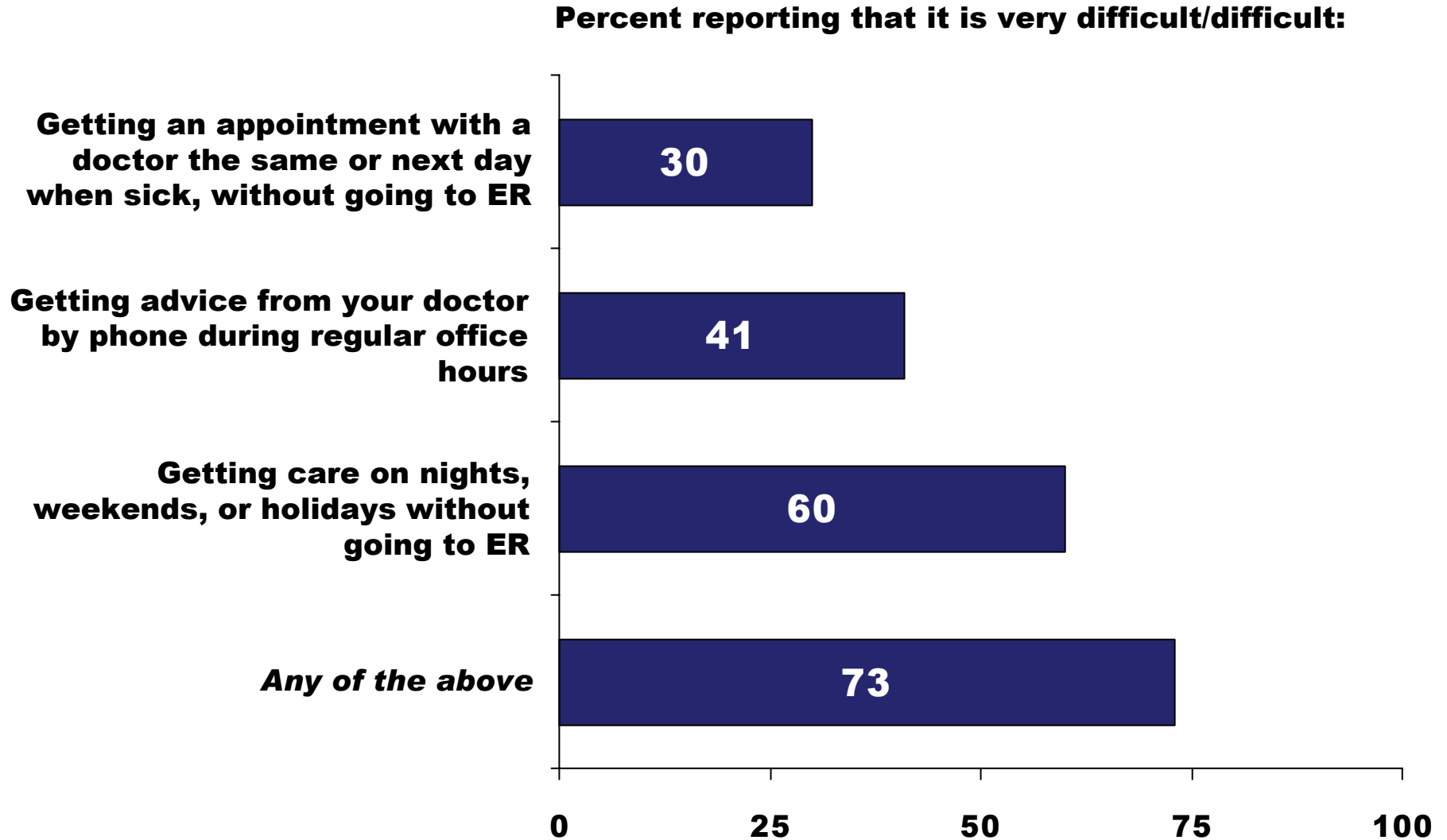


Exhibit 3. Poor Coordination of Care Is Common, Especially if Multiple Doctors Are Involved

Percent reporting in past two years:	Number of Doctors Seen		
	Any	1 to 2	3 +
After medical test, no one called or wrote you about results, or you had to call repeatedly to get results	25	23	27
Doctors failed to provide important information about your medical history or test results to other doctors or nurses you think should have it	21	17	27
Test results or medical records were not available at the time of scheduled appointment	19	15	24
Your primary care physician did not receive a report back from a specialist you saw	15	11	22
Your specialist did not receive basic medical information from your primary care doctor	13	10	17
<i>Any of the above</i>	47	41	56

Exhibit 4. Potential Waste: One-Third of Adults Experience Duplicative or Unnecessary Care

Percent reporting in past two years:

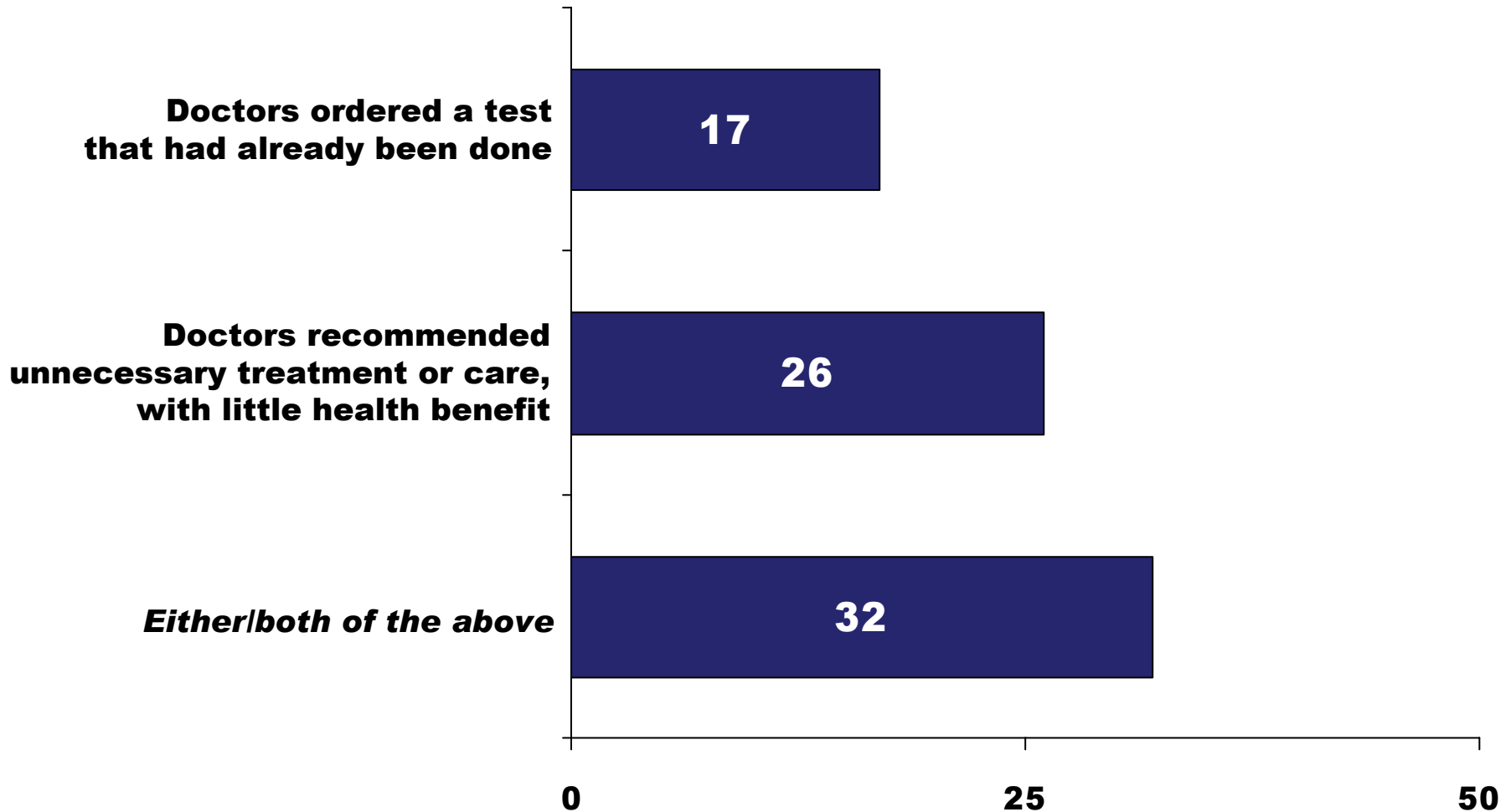


Exhibit 5. Administrative Hassles Related to Medical Bills and Insurance Are Serious Problems for More Than a Quarter of Adults

Percent reporting serious problems spending time on paperwork or disputes related to medical bills and health insurance in past two years

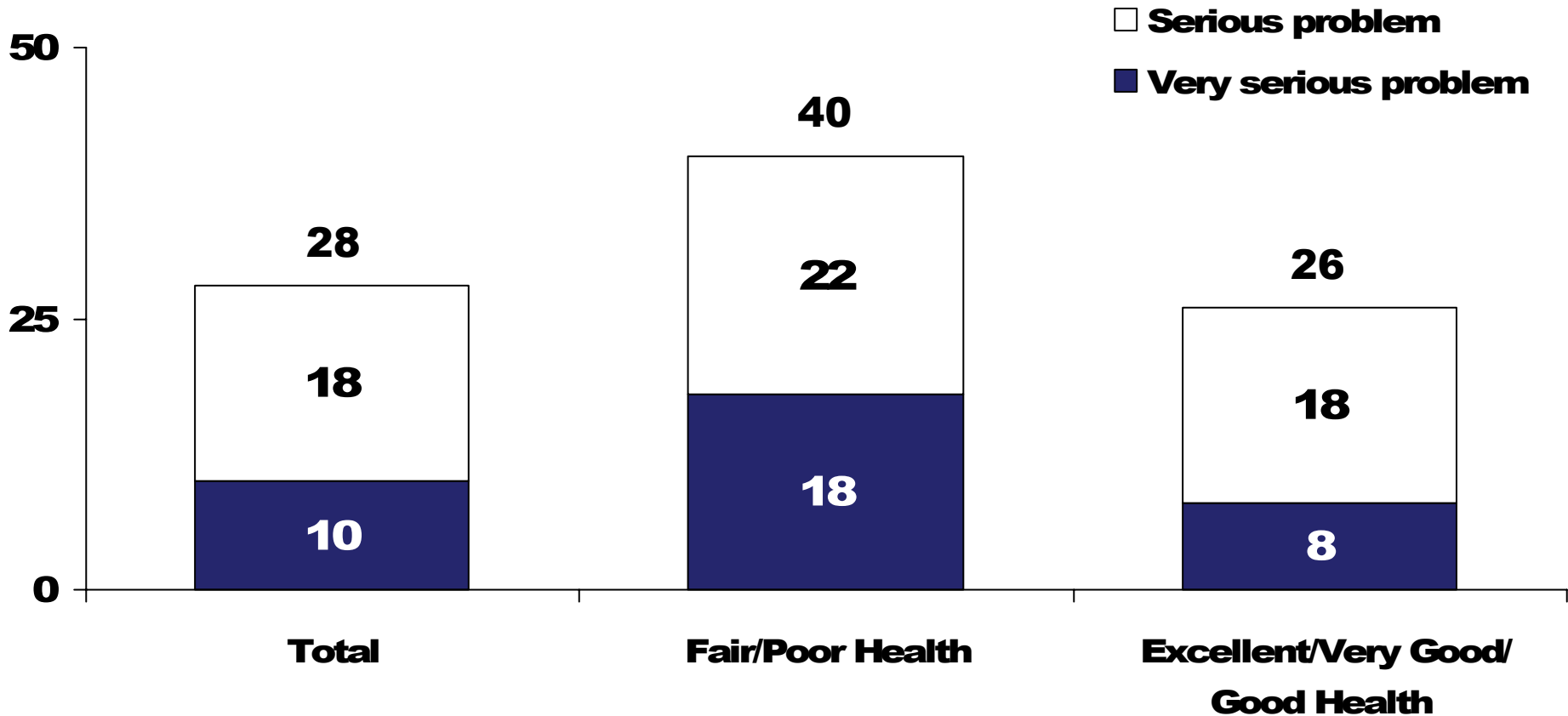


Exhibit 6. Majority Support More Accessible, Coordinated, and Well-Informed Care

Percent reporting it is very important/important that:	Total: Very important or important	Very important	Important
You have one place/doctor responsible for primary care and coordinating care	91	66	25
On nights and weekends, you have a place to go besides ER	89	58	30
You have easy access to your own medical records	94	68	27
All your doctors have easy access to your medical records	96	72	24
You have information about the quality of care provided by different doctors/hospitals	95	63	32
You have information about the costs of care to you before you actually get care	88	57	31

Note: Subgroups may not sum to total due to rounding.

Source: Commonwealth Fund Survey of Public Views of the U.S. Health Care System, 2008.

Exhibit 7. Strong Support for Use of Information Technology to Improve Patient Care

Percent reporting very important/important for improving patient care:	Total: Very important or important	Very important	Important
Doctors use computerized medical records	86	41	45
Doctors can access your tests results, such as lab tests or X-rays, electronically	89	53	36
Doctors can share information electronically with other doctors	89	49	41
Doctors prescribe your medications electronically	71	32	39

Note: Subgroups may not sum to total due to rounding.

Source: Commonwealth Fund Survey of Public Views of the U.S. Health Care System, 2008.

Exhibit 8. Few Adults Have Internet/E-Mail Access to Their Records or Doctors; Many Would Like It

Among those with Internet access, percent reporting ability to:	Access your medical records via the Internet	Schedule appointments via e-mail or Internet	Communicate with your doctors via e-mail
Yes	9	19	21
Among those who cannot do any of the above:			
Would like to be able to	49	57	58
Would not like to be able to	49	43	41

Exhibit 9. Support for Doctors Working in Teams and Groups to Improve Patient Care

Percent reporting very important/important for improving patient care

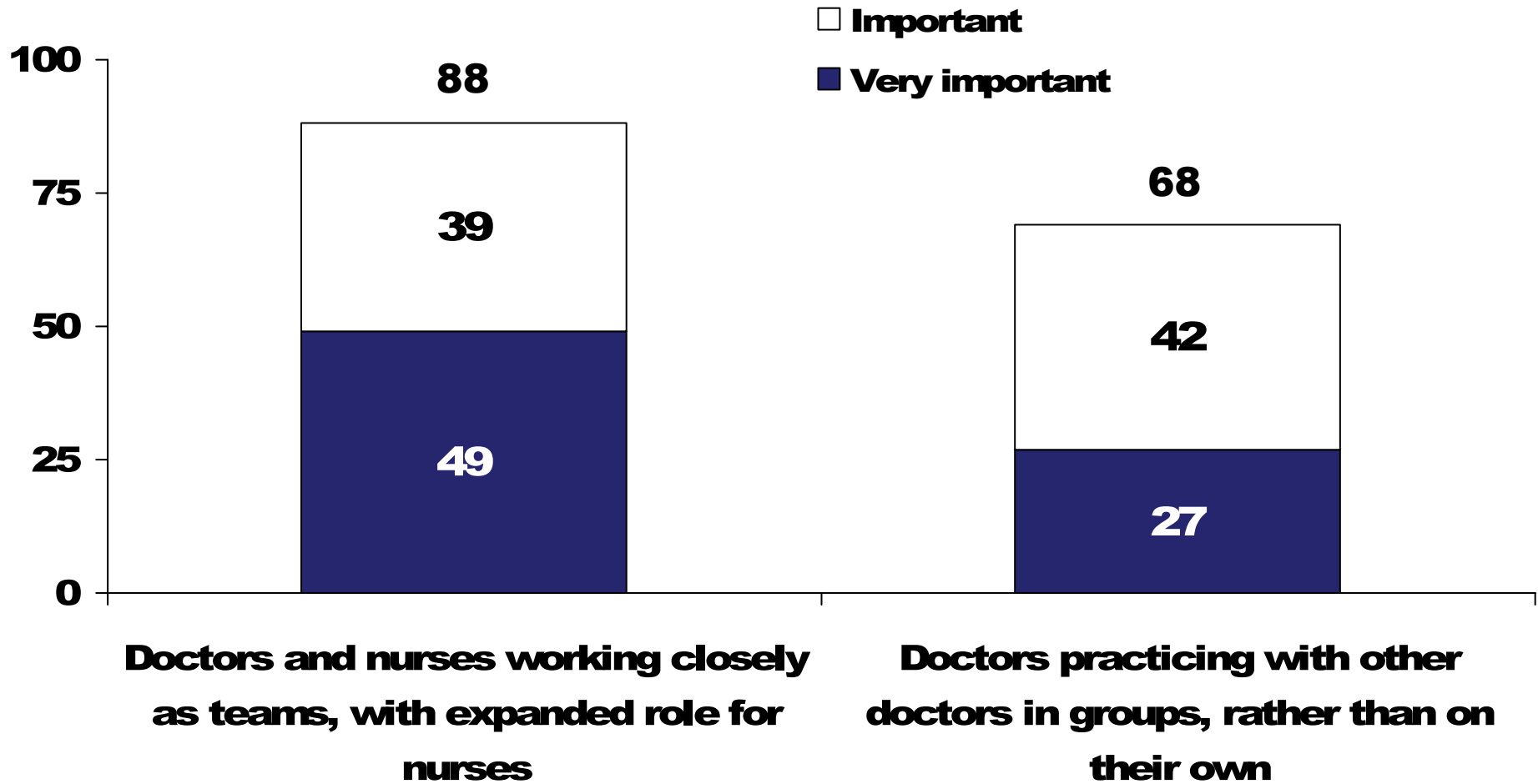


Exhibit 10. Political Support for Change: Majority Think Next President Should Address Health Care Quality, Costs, and Coverage

Percent reporting very important/ important presidential candidates include measures to:	Improve the quality of health care	Ensure care and insurance are affordable	Decrease the number of uninsured
Total	90	93	88
Annual income			
Less than \$35,000	94	97	95
\$35,000–\$49,999	95	95	90
\$50,000–\$74,999	90	91	90
\$75,000 or more	84	89	80
U.S. region			
Northeast	91	95	90
North Central	89	93	84
South	91	94	90
West	87	91	86
Political affiliation:			
Democrat	96	98	97
Independent	87	91	85
Republican	84	90	76

Source: Commonwealth Fund Survey of Public Views of the U.S. Health Care System, 2008.